

# Nedbank: Coaching Capabilities for Growth Strategy Execution

## TheCaseSolutions.com

### Welk Hospitality Group

- Welk Resorts has delivered a history of hospitality to developing and developing ... offer special group rates for this resort and others, get a chance to see them.

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### ownership

- Social Media
- The resorts have for each individual property
- The resorts have a corporate office in Florida

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### Welk Hospitality

- Independently owned and operated, Welk Resorts has built a reputation of innovation and hospitality, with its luxury resorts across the world.

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### The Wilderness Club at Big Cedar

A timeshare resort on the partnering with Big Cedar Lodge. This resort has many amenities as well as the opportunity to access many of the Big Cedar Amenities including Spa Service, Pools, Restaurants, Shops, and Dog Wood Canyon and Top of the Rock Locations.



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### Interview Questions

- Revenue Management
- Gradually Increase Your Book Rate
- Hold Weekly Revenue Management Meetings with Department Heads
- Keep Notes for Following Years

### Interview Questions

- Coaching Techniques
- Department "Business"
- Hours/Hours/Week

### Interview Topics

- Safety and Security
- Importance of Safety Procedures when dealing with guests

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### Interview Questions

- Loyalty Programs
- Upgrades
- Levels - Bronze, Silver, Gold, Platinum
- Referrals
- Benefits

### Interview Topics

- Seasonality
- Focus on the High Season and Worry Less in the Off Season
- "Autumn" guests from Big Cedar

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### Welk Hospitality Group

- Welk Resorts has developed a lifetime of hospitality to developing and delivering... offer special group rates for villa accommodations, golf, fitness performances.

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### ownership

- Social Media for each individual property
- The Franchise is taken care of by the Corporate Office in Boca, Florida

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### Welk Hospitality

- Independently owned and operated, Welk Resorts has built a foundation of innovation and hospitality. With six luxury resorts across five states after vacation...

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### Interview Topics

- Safety and Security
- Department Head Engagement in Guest Service
- Importance of Security Procedures when deal with guests

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### Interview Questions

- Guest Behavior
- Department "Bonuses"
- Roomkeeping Issues

### Interview Topics

- Seasonality
- Factors on the High Season and Worry Less in the Off Season
- "Bronze" guests from Big Cedar

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- Welk Resorts has devoted a lifetime of hospitality to developing, and delivering, .... offer special group rates for villa accommodations, golf, theatre performances.

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# Interview Topics

## Safety and Security

- Department Head Empowerment in Guest Service
- Importance of Security Procedures when deal with guests

# Interview Topics

## Seasonality

- Focus on the High Season and Worry Less in the Off Season
- "Borrow" guests from Big Cedar

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# ownership

## Social Media

- No Social Media for each individual property
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