NAVIGATING OWNERSHIP & MANAGEMENT CHANGES

Page – Lake Powell, Arizona





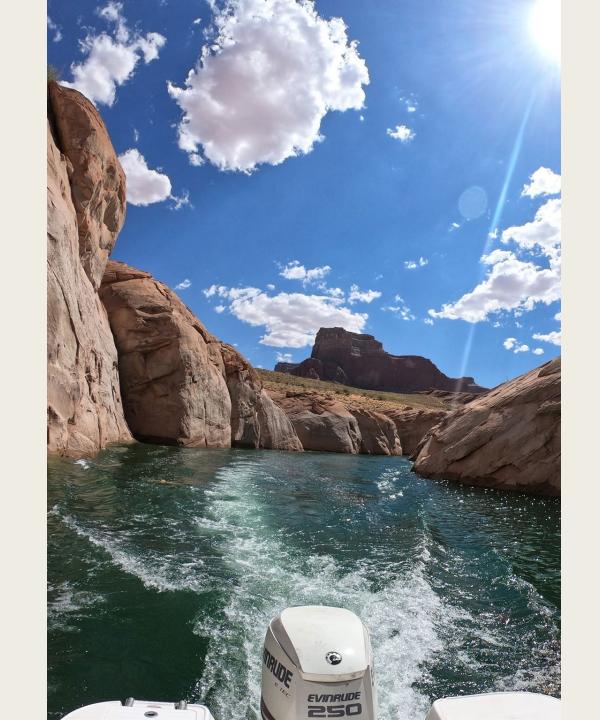


INTRODUCTIONS

Michael Anderson – General Manager Joey Smith – H.R. & Payroll Director DeJay Lister – Tours Manager

Lake Powell

- Background
- **■**Employment
- Services



Disclaimer

We're only sharing our personal insight.

What brings about Owner & Management Changes?

- End of a Lease and/or Contract
- Buy-out
- Mismanagement

WHY DOES IT MATTER?

The Good

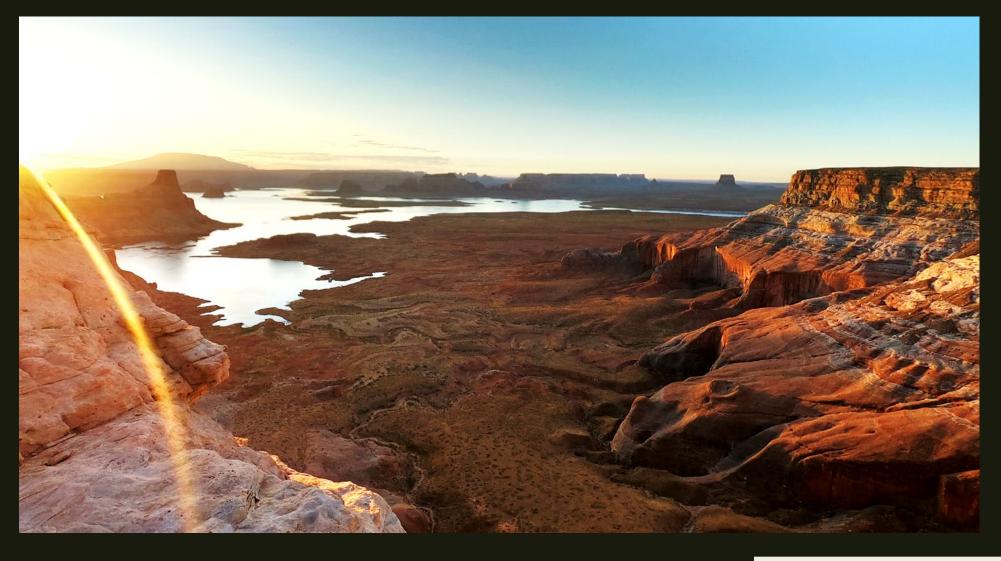
- Fresh Start
- Opportunity to address chronic area of concern
- AdditionalConsiderations



...The Bad & The Ugly

- Executing the plan of action
- Communication
- Morale
- PersonnelDecisions
- Rumors





THE BIGGER PICTURE

Challenges

- Develop A Plan
- Communicate The Plan
- Execute The Plan
- Keep Staff Motivated

Considerations

- Maintain Service Quality
- Control YOUR Narrative
 - Staff Perception
 - Customer/Public Perception

Contemplations

- Do Whatever it takes to NOT regress
- Communicate Transparently
- Don't Fear Change

"QUESTIONS? COMMENTS? ...MUDSLINGING, DIRTY-LOOKS, FINGER-POINTING, OR PICTURES?"

-Mike A.

