

Fifteen reasons why Grand Pacific Resort Management (GPRM) should be managing your resort:

1. Self-managed resorts do not benefit from economies of scale. This makes annual HOA fees higher, and makes sales more challenging.
2. The complexities of resort operations and association (HOA) management require an experienced hospitality and association management company that can anticipate problems before they arise
3. Assessment and Billing collections provided through our affiliate Advanced Financial Company. GPRM's signature "owner engagement" strategy targets encouraging owner usage tied to collections and lower delinquencies.
4. Employee Satisfaction and retention. GPRM has maintained an employee retention rate of over 90%. Most management operations average less than 50%. GPRM's record reflects the positive environment and employee satisfactions levels at the company, which enhances the owner's experience.
5. Additional Revenue Opportunities: GPRM can provide additional revenue opportunities through our ResorTime.com rental affiliate. ResorTime.com produces excellent rental results which mitigates the overhead burden and could also bring prospective buyers to the resort.
6. The GPRM corporate and senior management team is extremely hands on. They are actively and personally involved in all aspects of resort operations.
7. GPRM utilizes proprietary property management software ("SPI") that has been customized for timeshare and vacation ownership resorts as well as fractional real estate projects.
8. Because GPRM purchases for multiple resorts, we have buying power. Our preferred vendor program partnership with Buy Efficient achieves

significant cost savings on materials, supplies, small wares, as well as FF&E replacements, etc.

9. All GPRM-managed resorts share best practices via monthly forums so as to ensure “best in class” deliverables on service, as well as product quality.

10. GPRM can assist with timeshare resale brokerage services via our affiliate Advanced Commercial Corporation.

11. All GPRM-managed resorts foster a strong Service Culture geared at creating memorable vacation experiences for owners and guests. Our signature Grand Treatment Program provides training skills and service standards for all associates to create “moments of magic”, one guest at a time.

12. High quality preparation and timely distribution of all Monthly Accounting Statements (Profit & Loss statements, Balance Sheets and Cash Projections), Reserve account reports and projections, and the preparation of the annual Budget.

13. Experience has shown that developers, boards and owners co-exist more harmoniously when an independent management company is responsible for day-to-day resort operations.

14. Because we deliver a full spectrum of services in-house without outsourcing, we control the cost as well as the quality of our deliverables.

15. A professionally managed resort will result in more owner referrals and increased owner retention.

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