

MARCH 2014

[www.rcra.org](http://www.rcra.org)

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## ABOUT RCRA

RCRA is an international non-profit, non-regulatory organization comprised of professionals, educators and students in resort and commercial recreation related industries. The mission of RCRA is to serve as a vehicle to communicate, educate and promote standards of professionalism within the industry and to provide opportunities for continuing education, networking and awareness of industry trends.

## SAVE THE DATE FOR OUR 2014 NATIONAL CONFERENCE

**November 8-11, 2014**  
**Grand Harbor Resort  
and Waterpark**  
**Dubuque, IA**

**MORE DETAILS COMING SOON**



### President's Update: **HAPPY WINTER EVERYONE!**

I want to take this opportunity to thank everyone who attended our National Conference at Omni Amelia Island Plantation in Florida this past November. We had record attendance numbers, and we are thrilled with the continued growth and support RCRA receives from all of you. If you're looking for more educational opportunities, we will continue to offer our regional workshops. Visit our website for more information and details.

In an effort to further serve our members, we have modified one of our membership categories. Our student membership has now become "Emerging Professionals" and will cover all students and recent graduates up to 2 years. We're very excited to offer this to our members and hope this helps us continue to build RCRA.

RCRA's growth and success depends entirely on volunteers like you to serve on the board and on committees. If you're interested in getting more involved with RCRA, there's no time like the present! All of our committee information and opportunities can be found on our website. Contact me at [dan.preston@rcra.org](mailto:dan.preston@rcra.org) if you are interested.

Sincerely,  
Dan Preston  
RCRA President

## MEET A MEMBER: JOHN MCCORMICK



### **Property and Job Title:**

Fun Team Lead at the Sheraton Vistana Resort in Orlando, FL

### **Favorite part about your job:**

My favorite part of the job is seeing guests really and truly enjoying themselves at the various programs and activities we offer. Many people think the recreation

field is a joke of an occupation, but when a guest comes up to you after an awesome pool party to let you know how much fun they had, you can't help but feel good inside and know that you are doing something right.

### **Most excited about for 2014:**

If I could put what I am most excited about this year into one word it would be growth. The potential the Fun Team has to grow and improve throughout the year is immense! I am so thrilled to be a part of a team that has the opportunity to go from great to amazing, and be an integral part of that change. I'm also excited to grow professionally. I have learned so much after being with Sheraton for only 5 months, and can only imagine what else is in store for me in the year to come!

### **Favorite part about RCRA:**

My favorite part about RCRA is the intimate relationships it fosters. I am a member of another association, much larger than RCRA, and it fails at creating intimate relationships, which is not at all the case with RCRA. I know some of the relationships I have built with professionals from the association are going to be lifelong friendships. I can honestly say without RCRA, I would not be where I am today.

### **We are all in the business of providing recreation for others, but what is your favorite type of recreation?**

This summer I was an intern at Sunriver Resort in Oregon. There I learned to play pickleball and absolutely fell in love with it! I had learned how to play tennis about a year ago, but was never good enough to actually enjoy playing tennis. Pickleball was so much more user friendly and easy to catch on to, which made it a BLAST to play. Twice a week a pick-up pickleball session was held at the resort and the other interns and myself would go as often as we could. It's really just a fun game that anyone can play which makes it enjoyable for a lot more people than just tennis.

### **Aside from food, water, and shelter, what's the one thing you could not go a day without?**

My music. I wish there were headphones that allowed me to listen to whatever I wanted and still hear what's going on around me because I would never take them off. I like to listen to music when I get ready for work in the morning, when I cook, on my way to work, at work, really just whenever I can. I think I just find it very relaxing and listening to different types of music can take me anywhere.

## 2013 AWARD WINNERS

### **Congratulations again to our 2013 Award Winners!**

#### **Debbie Regnone Service Award**

Dr. Mary Wisnom

#### **Excellence in Programming Award**

Sunriver Owners Association

#### **Outstanding Student Award**

Kaitlyn Nutty

#### **Premier Recreation Operation Award**

Ocean Reef Club (299 Rooms)

Omni Amelia Island Plantation (300-799 Rooms)

#### **Excellence in Research Award**

Dr. Melissa Weddell

#### **Outstanding Professor Award**

Dr. Matthew Chase

#### **Dedication to Success Award**

Kari Bowman

#### **Outstanding Vendor Award**

Maureen Burd

Plaster of Paradise

## TEAM BUILDING ACTIVITIES

Many of us offer team building activities at our resorts, but forget to instill that same sense of camaraderie with our own teams. So you don't become like that old saying, "the shoemaker's children don't have any shoes." Ensure you take the time to have fun with your team.

You could choose to organize your own team building activity – what better way for your team to experience what you offer guests? But don't forget, you need to connect with your team as well and if you're leading the event, you may not get to do this.

It doesn't have to be anything expensive. For instance, could you do a trade-out with a local vendor to simply go bowling or go-karting? It doesn't have to be a big gesture either – little things mean a lot! For over 365 ways you can build a stronger team, consider purchasing the D-I-Y Event Ideas Guide, normally \$47, but for the next month enter coupon code RCRAFeb and you'll get \$10 off.

## EMERGENCY PLANNING

### **Making sure guests are having fun within our work environments is one of our top priorities.**

Another top priority is ensuring each guest's safety during their time with us. Emergency planning is something all properties should assess each year to find the best ways to keep guests from harm. When evaluating your plans here are a few things to keep in mind:



- **Know facility exits:** Make sure all staff knows which exits are designated as emergency exits verse a non-emergency exit. During an emergency and/or evacuation funnel guests through only designated exit routes. Send staff through the facility as long as the emergency doesn't pose a threat, to sweep the remaining facility areas to ensure guests have evacuated.
- **Unattended guests and children:** During a facility evacuation have all unattended guests and children remain with you at your designated area. Do not send them into a possible threatening environment without appropriate guardianship. Create a spreadsheet of each guest's name, phone number, guardian name and any additional important information (i.e. medical condition) as guardians may call your facility to find their family member.
- **Is seasonal weather a factor where you work?** Build contingency plans into your emergency procedures that will keep your guests in the safest conditions as long as possible. Example: indoor pool fire alarm goes off; if no immediate threat is apparent. Keep your guests in a secure location inside before sending them out into sub-zero temperatures in wet bathing suits.
- **Shelter-In-Place:** Some emergencies many not allow you to evacuate your guests outside. Gas leaks are an example of when guests may be sent to your facility to escape a threat. Create a spreadsheet of each guest sheltering in your facility; include names, phone numbers, and medical conditions.
- **Emergency box:** Create a box that you will go to during an emergency. Items to include would be: flashlights, handheld two-way radios, back up batteries for all devices in box, battery operated radio for emergency broadcasts, emergency blankets, food, and water.
- **Employee safety:** Note your employees' locations during emergencies. Keep a master schedule where all staffing changes are made. Any staff member working during an emergency could look at this schedule to know who is on the clock. Confirm where each staff member is during an emergency. Ask where they are going next and note the times you talk to them.
- **Communication devices:** Don't rely on cell phones as your sole means of communication. Have a backup communication device ready and charged for use as land lines and cell phones may become unusable. Handheld two-way radios are a great resource. Keep an extra supply of new, unopened batteries on hand.
- **Coordinate all emergency efforts** with your property management as well as local fire and police authorities

## PLATINUM SPONSORS



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## **Zambelli** FIREWORKS

### **Zambelli Fireworks**

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Resort and Commercial  
Recreation Association

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Fernandina Beach, FL 32035

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## Do you have a job opportunity you'd like posted to our website and distributed via email?

Contact us at [info@rcra.org](mailto:info@rcra.org) today or visit our website and sign in to view these opportunities in more detail.

### **Recreation Director**

Cherrystone Family Camping Resort  
Cheriton, VA



### **Assistant Recreation Manager**

Omni Amelia Island Plantation  
Amelia Island, FL



### **Recreation Manager**

Sundial Beach Resort and Spa  
Sanibel Island, FL



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