

BEYOND THE LOBBY

Monthly Colleague Engagement & Culture Update

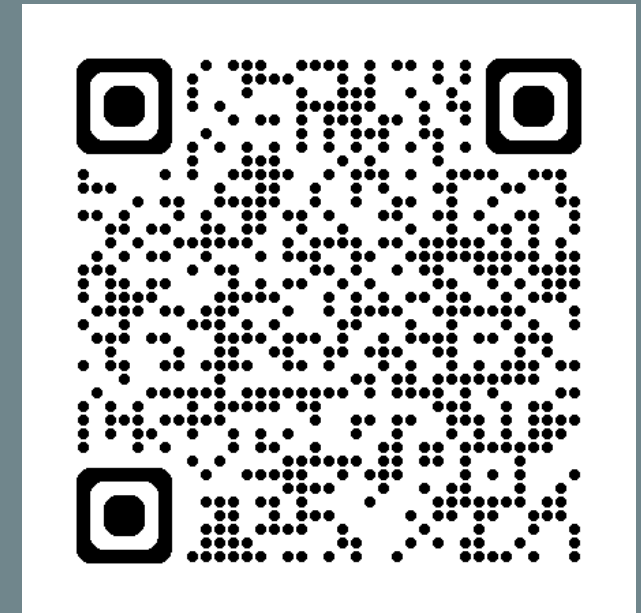
August Edition

Recognizing our people. Celebrating our stories. Strengthening our culture.

CROWNE PLAZA®

— BY IHG —

Surfers Paradise



CROWNE PLAZA SURFERS PARADISE

A Message from Our General Manager

Welcome to the inaugural edition of *Beyond the Lobby*.

Our hotel is much more than a building; it is the people who bring it to life every single day. Every smile shared, every challenge overcome, every thoughtful gesture, and every memorable guest interaction contributes to the experience we are proud to deliver.

Beyond the Lobby celebrates the stories, achievements, and moments that often happen behind the scenes but leave a lasting impression on our guests, our colleagues, and our hotel. It is an opportunity to recognize the individuals and teams whose passion, dedication, and teamwork make Crowne Plaza Surfers Paradise such a special place to work and to stay.

As you read through these pages, I hope you take a moment to celebrate not only the successes of others but also your own contribution. Every role matters, every person makes a difference, and together we continue to build a culture founded on respect, care, and genuine hospitality.

Thank you for everything you do each day. I hope you enjoy this first edition of *Beyond the Lobby*, and I look forward to seeing it grow as we continue sharing the stories that make our hotel extraordinary.

Jason Farnworth



LONG SERVICE AWARDS

Recognising our long-serving team members whose dedication, loyalty, and contribution have helped shape the success of our hotel over many years.

Congratulations to **Chef Vane Ettal**, **Public Areas Attendant Anne Wilson (Public Areas Attendant)**, and **Chef Jay** on this well-deserved recognition. Your hard work, passion, and unwavering dedication have made a lasting impact on our guests, colleagues, and the Crowne Plaza Surfers Paradise family.

These service awards were proudly presented by General Manager Jason Farnworth, Rooms Division Manager Romeo Buencamino, and Executive Chef Oliver Cortez.



GUEST EXPERIENCE CHAMPIONS

Celebrating our Guest Experience Champions from across the hotel for their dedication to delivering exceptional service and memorable guest experiences.

Congratulations to **Matt (Maintenance)**, **Mel (Housekeeping)**, and **Erika (Food & Beverage)** on this well-deserved recognition. Thank you for your passion, commitment, and for consistently going above and beyond for our guests and colleagues.

Awards were presented by General Manager Jason Farnworth, Executive Rooms Division Manager, Romeo Buencamino, Housekeeper Inise Bailaculala, Food & Beverage Manager Anthony Nam, and Maintenance Manager Corey Rees.



CELEBRATING OUR TEAM



Duty Manager Daniyar Nurakhamet is recognised for successfully leading several hotel projects, including the integration of Alipay and WeChat Pay. His leadership, initiative, and commitment continue to make a positive impact across the hotel.



Guest Service Agent Sara Sanchez, our Guest Experience Champion, is one of our most highly praised colleagues in guest feedback. Her exceptional service and dedication continue to earn recognition from guests and colleagues alike.

Thank you both for your outstanding contribution to Crowne Plaza Surfers Paradise.

TEAMWORK & COLLABORATION

Massive recognition to our Housekeeping team for jumping in to support our Banquets team during a major event led by Banquets Supervisor Ryden Camara.

Equally amazing was our Kitchen team, led by Executive Chef Oliver Cortez, who delivered an outstanding dining experience for our guests.

The evening was a perfect example of what can be achieved when departments come together with a shared goal, great food, brilliant service, and exceptional teamwork resulted in a fantastic event, with guests raving about their experience.

Thank you to our Banquets, Housekeeping, and Kitchen teams for your hard work, support, and commitment to creating memorable moments for our guests.



RECOGNIZING OUR TEAM



“What Our Guests Are Saying”

A recognition board featuring positive guest feedback from reviews, emails, surveys, and direct correspondence — displayed in our back-of-house areas as a visible reminder of our team's impact.



“Colleagues at Crowne”

An ongoing recognition series celebrating the extraordinary people who bring their best selves to work each day.

Through short feature profiles, sharing personal stories, fun facts, hobbies, and favourite quotes, we shine a light on the incredible team members behind our daily success.

It's our way of strengthening connections, honouring individuality, and fostering a truly connected workplace culture.

By getting to know the people behind the uniforms, we strengthen connections and foster a more engaged, connected workplace culture.

WELCOME BACK

We are thrilled to welcome back Erika Nayve from maternity leave.

Since joining Crowne Plaza Surfers Paradise in 2023 as a Guest Service Attendant, Erika has progressed through the ranks to become our Assistant Front Office Manager, a testament to her hard work, passion, and commitment to both our guests and colleagues.

Erika oversees our Front Office and Reservations operations and has played a key role in maintaining high service standards across the department. She was also instrumental in the successful delivery of our Brand Audits, helping ensure our hotel met and exceeded brand expectations.

Outside of work, Erika has been enjoying precious time with her growing family and baby daughter.



Welcome back, Erika- we're delighted to have you with us again!

DEPARTMENT SPOTLIGHT

“Welcome to our New Colleagues”



By getting to know the people behind the uniforms, we strengthen connections and foster a more engaged, connected workplace culture.

Meet Jesse Mete – Our New Food & Beverage Outlets Manager

We're delighted to officially welcome **Jesse Mete** to Crowne Plaza Surfers Paradise as our new **Food & Beverage Outlets Manager**.

Jesse joined us earlier this month, bringing with him six years of hospitality experience from QT Gold Coast. Beginning his career as a bartender, he steadily progressed through the ranks before taking on the role of Venue Manager, developing a strong reputation for leadership, operational excellence, and delivering memorable guest experiences.

In his new role, Jesse is responsible for leading our Food & Beverage outlets, supporting our teams, maintaining exceptional service standards, and ensuring every guest enjoys a seamless dining experience. His calm leadership style, attention to detail, and passion for developing people make him a wonderful addition to our hotel.

One of Jesse's proudest achievements was helping lead Bazaar Marketplace from **#20 to #1 on TripAdvisor** in just twelve months, an outstanding accomplishment that reflects his commitment to excellence.

Outside of work, Jesse enjoys making the most of the Gold Coast lifestyle. You'll often find him surfing at The Spit or spending time in the kitchen preparing one of his favourite dishes, homemade beef ragù pappardelle.

If you see Jesse around the hotel, please take a moment to introduce yourself and give him a warm Crowne Plaza welcome.

Welcome to the team, Jesse- We're excited to have you with us.

NOTES OF GRATITUDE

Ahead of an exceptionally busy Sunday breakfast and lunch service, handwritten notes of appreciation and a small sweet treat were distributed to team members across several departments as a **gesture of thanks and encouragement**.

The initiative was very well received, generating positive feedback and helping create a sense of energy and appreciation before service. It reinforced the importance of recognising everyday contributions and supporting colleague engagement during demanding operational periods.



BEHIND EVERY GREAT GUEST EXPERIENCE IS A GREAT TEAM

Hospitality is not just about rooms, restaurants, or facilities. It's about people who show up each day with a smile, support one another, and genuinely care about creating memorable experiences for our guests.

We'd like to recognise Gabriela, our Duty Manager, Etti, our Reservations Supervisor, and Sara, our amazing Guest Service Agent, who embody these values every day. Their positivity, professionalism, teamwork, and commitment to our guests help set the tone for the experiences we create at Crowne Plaza Surfers Paradise.

*We are incredibly proud of our Front Office and Reservations team. The work they do often goes unseen, but it makes all the difference.
Thank you for everything you do.*



COLLEAGUES AT CROWNE SERIES



Meet Daniel Russell – Assistant Venue Manager

This month, we'd like to introduce **Daniel Russell**, one of the friendly faces helping create memorable dining experiences for our guests at Relish. As **Assistant Venue Manager**, Daniel plays a vital role in daily restaurant operations. Whether leading the team through peak breakfast services or ensuring warm guest care, he keeps Relish running smoothly- even on those mornings when it feels like the entire hotel has at once.

Daniel has built his career here at Crowne Plaza Surfers Paradise, growing into a confident and dependable leader who is highly respected by both colleagues and guests. Known for his calm, approachable manner and positive attitude, he leads by example and is always willing to support those around him.

His commitment to teamwork, consistency, and genuine hospitality makes him a valued member of our Food & Beverage team and an important part of the experience we deliver every day.

If you see Daniel around Relish, be sure to stop and say hello, preferably once the morning coffee rush has settled!

Thank you, Daniel, for everything you do for our guests and colleagues.

BEYOND the LOBBY | OUR PARTNERS & OUR PEOPLE

Connecting our colleagues with the local businesses, services and people within our community.

Meet Claudio | Avila Motors

You may know Claudio from our Engineering team—but beyond the hotel, there's another side to his story.

Claudio Maestri is the name behind **Avila Motors**, bringing his passion and knowledge of cars to his own automotive services.

As part of our commitment to supporting the talents and ventures of our colleagues, Claudio is extending a **special Avila Motors discount exclusively to Crowne Plaza Surfers Paradise team members.**

Whether it's looking after the car that gets you to work every day or simply having someone you know and trust to turn to for automotive assistance, Claudio is happy to help.

Special Colleague Offer: Please contact

From Engineering to engines—it's another reminder that beyond the lobby, there is so much more to the people we work alongside every day.



Thank you for everything you do.

Every award, every note, every act of teamwork — it all adds up to the culture that makes Crowne Plaza Surfers Paradise exceptional.

Colleague Engagement & Culture Update

Have content or team wins to feature in the next edition?
Send your submissions to: christian.espino@crowneplazasp.com.au