

# CONCESSION PERFORMANCE RATING

State of California - The Resources Agency  
CALIFORNIA STATE PARKS

DISTRICT		PARK UNIT		DATE				
Monterey		Asilomar SB & CG		7/23/2007				
CONCESSIONAIRE		TYPE OF CONCESSION						
Delaware North Companies Parks & Resorts		Conference Grounds, Lodging and Park Store						
CATEGORIES		EXCELLENT (E)	SATISFACTORY (S)	NEEDS IMPROVEMENT (NI)	NONCOMPLIANCE UNACCEPTABLE (NON)	COMPLIANCE (COM)	NOT APPLICABLE (NA)	COMMENTS
Circle the appropriate points in each category. If category is not applicable, check not applicable (NA) box.								Explain items which are rated excellent, needs improvement or noncompliance/unacceptable. Make recommendations for correction for NI and NON rating. Attach additional sheets as necessary.
ACCOUNTING	RENTAL PAYMENT	8	6	2	0			Rental payments and submission of DPR 54s & 86s are consistently correct and turned in before due date.
	MONTHLY DPR 54 SUBMITTAL	4	3	1	0			
	ANNUAL DPR 86 SUBMITTAL	4	3	1	0			
	MAINTAINS REGISTER JOURNAL/\$ TRAIL				0	4		
	OTHER: State Support Fees, Facility Improvement Acct. Deposits, Resource Mgmt. Program & Interp. Program				0	4		
BONDS/INSURANCE	PERFORMANCE BOND				0	4		
	LIABILITY INSURANCE				0	4		
	FIRE INSURANCE				0	4		
	AUTOMOBILE INSURANCE				0	4		
	OTHER:				0	4	NA	
CONSTRUCTION	REQUIRED IMPROVEMENTS				0	4		
	TIME SCHEDULE				0	4		
	PAYMENT BOND				0	4		
	OTHER:				0	4	NA	
USE OF PREMISES	OPERATING DAYS/HOURS	4	3	1	0			DPR Logo has been incorporated onto all Asilomar CG printed materials and on website. Noting that Asilomar CG is a part of Asilomar SB and the SP System as recommended on last year's evaluation. User-friendly and attractive web-site (www.visitasilomar.com) with ability for guests to make on-line reservations.
	AUTHORIZED GOODS/SERVICES	4	3	1	0			
	APPROPRIATE SIGNAGE/ADVERTISING	4	3	1	0			
	OTHER: WEBSITE	4	3	1	0			
QUALITY ASSURANCE	GOODS	8	6	2	0			Store has excellent selection of items including Asilomar-exclusive goods and other State Park items at very reasonable prices. Visitors consistently comment on the excellent customer service received. Prices are marked in the park store and a lodging rate brochure is available at the front desk. All employees receive Guest Path Training as well as a State Parks Orientation.
	SERVICES	8	6	2	0			
	PRICES (COMPETITIVE/POSTED)	4	3	1	0			
	CUSTOMER SERVICE	8	6	2	0			
	OTHER:	4	3	1	0		NA	
TOTAL POINTS PER COLUMN		60	0	0	0	36		
PAGE 1 ONLY								

CATEGORIES		E	S	NI	NON	COM	NA	COMMENTS
SAFETY	FIRE SAFETY/PREVENTION	4	3	1	0			All fire extinguisher tags are current. DNC staff participate in Tsunami preparedness program. Security Manager certified to teach basic first aid, AED & CPR. AED on site. Safety Committee meets monthly.
	GAS/ELECTRIC	4	3	1	0			
	GENERAL SAFETY	4	3	1	0			
	OTHER:	4	3	1	0		NA	
FACILITY MAINTENANCE	INTERIOR - HOUSEKEEPING/CLEANLINESS	4	3	1	0			Interior areas, including counters, shelves, floors, windows, fixtures are kept very clean & neat.
	INTERIOR - FACILITY MAINTENANCE	4	3	1	0			
	EXTERIOR - HOUSEKEEPING/CLEANLINESS	4	3	1	0			Exterior areas, including windows, walkways, doorways, outdoor sitting areas, and parking areas are kept very clean and hazard-free.
	EXTERIOR - FACILITY MAINTENANCE	4	3	1	0			
	GROUND - HOUSEKEEPING/CLEANLINESS	4	3	1	0			Grounds are kept extremely clean and neat, well-illuminated and litter-free.
	GROUND - FACILITY MAINTENANCE	4	3	1	0			
	MAINTENANCE PLAN	4	3	1	0			Implemented the Food Waste Composting Program.
	OTHER: Equipment Replacement Plan Equipment & Furnishings Inventory	4	3	1	0			Use Compact Fluorescent Light Bulbs to save energy throughout the grounds.
INTERPRETIVE PROGRAM <i>(When Applicable)</i>	COSTUMES	4	3	1	0		NA	Activities Concessionaire participates in include Historic Homes Tour, Women's History Month, Coastal Cleanup Day, Earth Day and Christmas at the Inns.
	MERCHANDISE AND INTERPRETIVE PLAN	4	3	1	0			
	FURNISHINGS AND INTERPRETIVE PLAN	4	3	1	0			
	EVENTS/ACTIVITIES AND INTERPRETIVE PLAN	4	3	1	0			Patrick Sheridan, General Manager, routinely submits articles to the Monterey District newsletter.
	IMPLEMENTATION OF INTERPRETIVE PLAN	4	3	1	0			
	OTHER:	4	3	1	0		NA	
TOTAL POINTS PER COLUMN PAGE 2 ONLY		48	9		0	0		
TOTAL POINTS PER COLUMN PAGE 1 + PAGE 2		108	9		0	36		
TOTAL POINTS RECEIVED FROM ALL CATEGORIES		MAXIMUM POINTS POSSIBLE FOR RATED CATEGORIES		PERCENT RATING		ARE THERE ANY NONCOMPLIANCE OR UNACCEPTABLE RATINGS IN ANY CATEGORY?*		
( 153 )		÷ 156		) x 100 = 98%		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
OVERALL RATING (Based on percent rating)								
<input checked="" type="checkbox"/> EXCELLENT (90% to 100%) <input type="checkbox"/> SATISFACTORY (70% to 89%) <input type="checkbox"/> NEEDS IMPROVEMENT (60% to 69%) <input type="checkbox"/> UNACCEPTABLE (less than 60%)								
RATER'S SIGNATURE		TITLE		DATE		RATER DISCUSSED REPORT WITH CONCESSIONAIRE?		
		SPS II		7/25/07		<input checked="" type="checkbox"/> Yes. Date: 7/25/07 <input type="checkbox"/> No		
In signing this report I do not necessarily agree with the conclusion of the rater.								
CONCESSIONAIRE'S SIGNATURE		TITLE		DATE				
		GENERAL MGR		7/26/07				

\*NOTE: A rating of UNACCEPTABLE or NONCOMPLIANCE in any category will result in an overall rating of no higher than NEEDS IMPROVEMENT.

# CONCESSION PERFORMANCE RATING

State of California - The Resources Agency  
CALIFORNIA STATE PARKS

DISTRICT		PARK UNIT		DATE				
Monterey		Asilomar SB & CG		6/27/2006				
CONCESSIONAIRE		TYPE OF CONCESSION						
Delaware North Companies Parks & Resorts		Conference Grounds, Lodging and Park Store						
CATEGORIES		EXCELLENT (E)	SATISFACTORY (S)	NEEDS IMPROVEMENT (NI)	NONCOMPLIANCE UNACCEPTABLE (NON)	COMPLIANCE (COM)	NOT APPLICABLE (NA)	COMMENTS
Circle the appropriate points in each category. If category is not applicable, check not applicable (NA) box.								Explain items which are rated excellent, needs improvement or noncompliance/unacceptable. Make recommendations for correction for NI and NON rating. Attach additional sheets as necessary.
ACCOUNTING	RENTAL PAYMENT	8	6	2	0			Rental payments and submission of DPR 54s & 86s are consistently correct and turned in before due date.
	MONTHLY DPR 54 SUBMITTAL	4	3	1	0			
	ANNUAL DPR 86 SUBMITTAL	4	3	1	0			
	MAINTAINS REGISTER JOURNAL/\$ TRAIL				0	4		
	OTHER: State Support Fees, Facility Improvement Acct. Deposits, Resource Mgmt. Program & Interp. Program				0	4		
BONDS/INSURANCE	PERFORMANCE BOND				0	4		
	LIABILITY INSURANCE				0	4		
	FIRE INSURANCE				0	4		
	AUTOMOBILE INSURANCE				0	4		
	OTHER:				0	4	NA	
CONSTRUCTION	REQUIRED IMPROVEMENTS				0	4		Per Al Hittle, Facilities Manager, an environmental firm will soon be preparing the CEQA documents for the ADA/Seismic Upgrades Project.
	TIME SCHEDULE				0	4		
	PAYMENT BOND				0	4		
	OTHER:				0	4	NA	
USE OF PREMISES	OPERATING DAYS/HOURS	4	3	1	0			DPR Logo is to be incorporated onto all Asilomar CG printed materials. Noting on literature that Asilomar CG is a part if Asilomar SB and the SP System is recommended. User-friendly and attractive web-site (www.visitasilomar.com) with ability for guests to make on-line reservations.
	AUTHORIZED GOODS/SERVICES	4	3	1	0			
	APPROPRIATE SIGNAGE/ADVERTISING	4	3	1	0			
	OTHER: WEBSITE	4	3	1	0			
QUALITY ASSURANCE	GOODS	8	6	2	0			Park store has excellent selection of Asilomar-exclusive items with fair pricing.  Utilize Secret Shopper in lodge, dining hall, and park store for quality control. Prices are marked in the park store and lodging rate brochure available at front desk. All employees receive Guest Path Training as well as a State Parks Orientation.
	SERVICES	8	6	2	0			
	PRICES (COMPETITIVE/POSTED)	4	3	1	0			
	CUSTOMER SERVICE	8	6	2	0			
	OTHER:	4	3	1	0		NA	
TOTAL POINTS PER COLUMN		56	3		0	36		
PAGE 1 ONLY								

CATEGORIES		E	S	NI	NON	COM	NA	COMMENTS
SAFETY	FIRE SAFETY/PREVENTION	4	3	1	0			See attached.
	GAS/ELECTRIC	4	3	1	0			
	GENERAL SAFETY	4	3	1	0			
	OTHER:	4	3	1	0		NA	
FACILITY MAINTENANCE	INTERIOR - HOUSEKEEPING/CLEANLINESS	4	3	1	0			Interior areas, including counters, shelves, floors, windows, fixtures are kept very clean & neat.
	INTERIOR - FACILITY MAINTENANCE	4	3	1	0			
	EXTERIOR - HOUSEKEEPING/CLEANLINESS	4	3	1	0			Exterior areas, including windows, walkways, doorways, outdoor sitting areas, and parking areas are kept very clean and hazard-free.
	EXTERIOR - FACILITY MAINTENANCE	4	3	1	0			
	GROUNDS - HOUSEKEEPING/CLEANLINESS	4	3	1	0			Grounds are kept extremely clean and neat, well-illuminated and litter-free.
	GROUNDS - FACILITY MAINTENANCE	4	3	1	0			
	MAINTENANCE PLAN	4	3	1	0			Created a very complete and comprehensive inventory of the property.
	OTHER: Equipment Replacement Plan Equipment & Furnishings Inventory	4	3	1	0			
INTERPRETIVE PROGRAM <i>(When Applicable)</i>	COSTUMES	4	3	1	0		NA	Activities Concessionaire participates in include Coastal Cleanup Day, Earth Day and Christmas at the Inns.  See attached for more information.
	MERCHANDISE AND INTERPRETIVE PLAN	4	3	1	0			
	FURNISHINGS AND INTERPRETIVE PLAN	4	3	1	0			
	EVENTS/ACTIVITIES AND INTERPRETIVE PLAN	4	3	1	0			
	IMPLEMENTATION OF INTERPRETIVE PLAN	4	3	1	0			
	OTHER:	4	3	1	0		NA	
TOTAL POINTS PER COLUMN PAGE 2 ONLY		48	9		0	0		
TOTAL POINTS PER COLUMN PAGE 1 + PAGE 2		104	12		0	36		

TOTAL POINTS RECEIVED FROM ALL CATEGORIES: 152  
 MAXIMUM POINTS POSSIBLE FOR RATED CATEGORIES: 156  
 PERCENT RATING:  $(152 \div 156) \times 100 = 97\%$   
 ARE THERE ANY NONCOMPLIANCE OR UNACCEPTABLE RATINGS IN ANY CATEGORY?  Yes  No

OVERALL RATING (Based on percent rating)

EXCELLENT (90% to 100%)  SATISFACTORY (70% to 89%)  NEEDS IMPROVEMENT (60% to 69%)  UNACCEPTABLE (less than 60%)

RATER'S SIGNATURE: *Ellio Poudrette* TITLE: *Concession Spc.* DATE: *7/26/06*  
 RATER DISCUSSED REPORT WITH CONCESSIONAIRE?  Yes. Date: *7/27/06*  No  
 CONCESSIONAIRE'S SIGNATURE: *[Signature]* TITLE: *General Manager* DATE: *7/27/06*

\*NOTE: A rating of UNACCEPTABLE or NONCOMPLIANCE in any category will result in an overall rating of no higher than NEEDS IMPROVEMENT.

**Asilomar State Beach & Conference Grounds  
Attachment to Concession Performance Evaluation  
Delaware North Companies Parks & Resorts  
June 27, 2006**

**SAFETY**

Active participation by DNC staff in a county wide Tsunami preparedness program.

Security manager achieved certification to teach basic first aid, Automated Exterior Defibrillator [AED], and CPR. Many of the current security staff has been trained in all these areas. Secured an AED from Community Hospital.

DNC has taken a leadership role in ADA project.

Three DNC managers are active members of the Community Emergency Response Team [CERT].

DNC proposed enclosing the Crocker loading dock as a response to an ongoing wildlife problem. The enclosure has also addressed safety, health, security, and aesthetic issues.

DNC took the lead on solving the "raccoon" issues.

DNC successfully addressed and rectified the five minor non-conformances noted in the September 2005 inspection by the State Fire Marshall; DNC voluntarily invites the PG Fire Chief to annually inspect the property to ensure compliance with accepted fire safety practices.

The safety committee meets monthly which includes a State Parks Representative. That team conducts monthly internal self-safety audits.

Any work orders required or any hazards found are reported and acted upon.

Continual training for Hazcom/MSD

Implemented a new guestroom key card system for guest safety & security.

Hired an outside consultant to assist staff in the appropriate handling of guests with disabilities.

**INTERPRETIVE PROGRAM**

DNC Staff involvement in the planning and implementation of the 50<sup>th</sup> Anniversary of Asilomar as a State Park. Utilization of our advertising agency in design and development of the 50th anniversary logo and this year's visitor's guide.

Development and implementation of the Asilomar Audio Tour, which has been nominated for an interpretive award by the National Interpreters Association.

Development and publication of the Asilomar Souvenir Guide.

Support of the very successful book signing of the new publication, "Julia Morgan Architect".

Active participation by DNC staff to educate Park visitors on wildlife issues [mountain lion and raccoons].

DNC takes the lead on the annual Earth Day celebration

DNC annual participation in the Historic Homes tour.

DNC staff supports park staff in promoting Women's History month.

Asilomar passed the 2006 ISO surveillance audit with a perfect score, with no non-conformances or opportunities for improvement. The auditor stated that Asilomar has the best EMS of any DNCP&R property and quite possibly the best he has seen in his career.

Asilomar Received the Leadership Level in the California Green Lodging Program from the Ca. Integrated Waste Management Board

Cosponsored, along with CA Parks Hospitality Association and CA State Parks, the *Emerging Trends in Public Private Partnerships* symposium in October 2005.

GuestPath presentation to CA State Parks superintendents in Redding, CA

# CONCESSION PERFORMANCE RATING

State of California - The Resources Agency  
CALIFORNIA STATE PARKS

DISTRICT Monterey	PARK UNIT Asilomar	DATE 9/2/2005
CONCESSIONAIRE DeIaware North Companies Parks and Resorts	TYPE OF CONCESSION Asilomar	

CATEGORIES		EXCELLENT (E)	SATISFACTORY (S)	NEEDS IMPROVEMENT (NI)	NONCOMPLIANCE UNACCEPTABLE	COMPLIANCE (NON) (COM)	APPLICABLE (N/A)	COMMENTS
Circle the appropriate points in each category. If category is not applicable, check not applicable (NA) box.								Explain items which are rated excellent, needs improvement or noncompliance/unacceptable. Make recommendations for correction for NI and NON rating. Attach additional sheets as necessary.
ACCOUNTING	RENTAL PAYMENT	8	6	2	0			REFER TO ATTACHED
	MONTHLY DPR 54 SUBMITTAL	4	3	1	0		N/A	
	ANNUAL DPR 86 SUBMITTAL	4	3	1	0		N/A	
	MAINTAINS REGISTER JOURNAL/\$ TRAIL				0	4	N/A	
	OTHER: Facility Improvement Account				0	4	6	
BONDS/INSURANCE	PERFORMANCE BOND				0	4	4	REFER TO ATTACHED
	LIABILITY INSURANCE				0	4	4	
	FIRE INSURANCE				0	4	4	
	AUTOMOBILE INSURANCE				0	4	4	
	OTHER: Operation permits & licenses				0	4		
CONSTRUCTION	REQUIRED IMPROVEMENTS				0	4	4	REFER TO ATTACHED
	TIME SCHEDULE				0	4	4	
	PAYMENT BOND				0	4	4	
	OTHER: Historic Facilities				0	4	4	
USE OF PREMISES	OPERATING DAYS/HOURS	4	3	1	0		4	REFER TO ATTACHED
	AUTHORIZED GOODS/SERVICES	4	3	1	0		4	
	APPROPRIATE SIGNAGE/ADVERTISING	4	3	1	0		3	
	OTHER: Planning	4	3	1	0			
QUALITY ASSURANCE	GOODS	8	6	2	0		8	REFER TO ATTACHED
	SERVICES	8	6	2	0		8	
	PRICES (COMPETITIVE/POSTED)	4	3	1	0		4	
	CUSTOMER SERVICE	8	6	2	0		8	
	OTHER: ADA Services	4	3	1	0		4	
TOTAL POINTS PER COLUMN PAGE 1 ONLY		60	33		0	44		

CATEGORIES		E	S	NI	NON	COM	NA	COMMENTS
SAFETY	FIRE SAFETY/PREVENTION	4	3	1	0			REFER TO ATTACHED
	GAS/ELECTRIC	4	3	1	0			
	GENERAL SAFETY	4	3	1	0			
	OTHER: Disaster Preparations	4	3	1	0			
FACILITY MAINTENANCE	INTERIOR - HOUSEKEEPING/CLEANLINESS	4	3	1	0			REFER TO ATTACHED
	INTERIOR - FACILITY MAINTENANCE	4	3	1	0			
	EXTERIOR - HOUSEKEEPING/CLEANLINESS	4	3	1	0			
	EXTERIOR - FACILITY MAINTENANCE	4	3	1	0			
	GROUNDS - HOUSEKEEPING/CLEANLINESS	4	3	1	0			
	GROUNDS - FACILITY MAINTENANCE	4	3	1	0			
	MAINTENANCE PLAN	4	3	1	0			
	OTHER: Haz Mat	4	3	1	0			
	INTERPRETIVE PROGRAM <i>(When Applicable)</i>	COSTUMES	4	3	1	0		
MERCHANDISE AND INTERPRETIVE PLAN		4	3	1	0		N/A	
FURNISHINGS AND INTERPRETIVE PLAN		4	3	1	0		N/A	
EVENTS/ACTIVITIES AND INTERPRETIVE PLAN		4	3	1	0			
IMPLEMENTATION OF INTERPRETIVE PLAN		4	3	1	0			
OTHER: Special Programs		4	3	1	0			
TOTAL POINTS PER COLUMN PAGE 2 ONLY		48	90	0	0			
TOTAL POINTS PER COLUMN PAGE 1 + PAGE 2		108	120	0	44			
TOTAL POINTS RECEIVED FROM ALL CATEGORIES		MAXIMUM POINTS POSSIBLE FOR RATED CATEGORIES		PERCENT RATING		ARE THERE ANY NONCOMPLIANCE OR UNACCEPTABLE RATINGS IN ANY CATEGORY?*		
( 164 )		168		x 100 = 98%		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
OVERALL RATING (Based on percent rating)								
<input checked="" type="checkbox"/> EXCELLENT (90% to 100%) <input type="checkbox"/> SATISFACTORY (70% to 89%) <input type="checkbox"/> NEEDS IMPROVEMENT (60% to 69%) <input type="checkbox"/> UNACCEPTABLE (less than 60%)								
RATER'S SIGNATURE		TITLE		DATE		RATER DISCUSSED REPORT WITH CONCESSIONAIRE?		
<i>S.L. Deane</i>		<i>Supt II</i>		<i>9/2/05</i>		<input checked="" type="checkbox"/> Yes, Date: <i>9/2/05</i> <input type="checkbox"/> No		
In signing this report I do not necessarily agree with the conclusion of the rater.								
CONCESSIONAIRE'S SIGNATURE		TITLE		DATE				
<i>[Signature]</i>		<i>9/2/05</i>						

\*NOTE: A rating of UNACCEPTABLE or NONCOMPLIANCE in any category will result in an overall rating of no higher than NEEDS IMPROVEMENT.

2004-2005 Asilomar State Beach and Conference Grounds  
Concession Performance Evaluation

Rating Period: June 2004 to May 31, 2005

Concessionaire: Delaware North Companies, Parks and Resorts

In support of the Concession Performance Evaluation completed on August 22, 2005 the following is an explanation of the rating standards used along with comments for selected categories. Also, included is a completed "Concession Performance Evaluation Worksheet".

**STANDARDS:**

Excellent	Concessionaire always meets and frequently exceeds the requirements of the contract for that category.
Satisfactory	Concessionaire consistently meets the requirements of the contract for that category.
Needs Improvement	Concessionaire is deficient in the minimum requirements of the contract for that category on more than one occasion or when the concessionaire fails to correct a deficiency after notification.
Unacceptable	Concessionaire fails to meet the minimum requirements of the contract for that category.
Compliance	Concessionaire meets the minimum requirements of the contract for that category

In the second year of working together at Asilomar, General Manager, Patrick Sheridan and Park Superintendent, Stephanie Price have been effective because both work harmoniously and efficiently with each other, park visitors and employees of both State Parks and Delaware North. Our goal continues to be, seamless service based on commitment to the mission of California State Parks and the Vision Statement for Asilomar.

*The mission of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources and creating opportunities for high-quality outdoor recreation.*

#### Delaware North's Vision Statement for Asilomar

*As the gate keepers of the paradise known as Asilomar, our purpose is to perpetuate the rich tradition of friendly, courteous, and passionate service which reflects the vision that architect Julia Morgan and the YWCA created for our "refuge by the sea".*

- As gatekeepers we have been entrusted to preserve and protect the historical integrity, natural resources and the beauty of Asilomar for all generations.*
- We are committed to anticipating and accommodating our guests' needs. We are willing to listen, learn, and to be resourceful and creative in meeting their needs.*
- We promise to be courteous, patient, and kind to each other and our guest. You will find us to be honest, friendly, and professional.*
- We pledge to provide a safe, fun and comfortable learning environment, where friends, family and colleagues meet to learn more about Asilomar and each other. We offer a special place to meet new acquaintances which can last a lifetime.*

## ACCOUNTING

Audited Financial Statement (aka DPR 86)

The statement was completed by an approved CPA and copies provided to State Parks. No irregularities were noted.

All statements are received within the required time period, are accurate, including all required payments, on many occasions, such reports and payments are received well before specified contract deadlines.

## CONSTRUCTION

- General Manager, Facilities Manager and Park Superintendent meet on a regular basis to update priorities on the FIA (Facility Improvement Account)
- DNC Facilities employees support our mission by being aware of resource issues on grounds and knowledgeable about cultural history on grounds. DNC employees are quick to advise State Parks of any resource related problems on grounds
- DNC's Facilities Manager, Al Hittle continues to manage Facility Improvement Projects within budget, promotes job site safety, resource protection and care of the historic integrity of the Morgan historic buildings. These standards are also conveyed to the sub-contractors working on the DNC/State Park projects.

## USE OF PREMISES

### Operating days/hours

- DNC operating days and hours have always complied with the requirements of the contract. DNC has maintained a work force committed to their jobs, many employees in key positions have been at Asilomar for over 20 years. This stability and commitment carries over to consistent service for our park visitors.
- DNC provides State Parks with employee schedules, designated Manager of the Day (MOD) and information of groups on grounds

- When operational issues have come up DNC has faithfully alerted and kept in contact with the Park Superintendent until the problem is resolved.
- All departments work together to schedule ADA facility improvements around the schedules of park guests. Construction projects are scheduled during slow weeks, at night, between events and large tents have been used to accommodate groups.

### *Authorized Good/Services*

- Visitors at Asilomar frequently give above average or outstanding rating on their Guest Comment surveys.
- DNC continues to work with various groups to accommodate unique requests to make for a successful event. DNC has also continued to keep State Parks advised of events which may impact the resources or become a public safety issue.
- DNC this year has started serving more organic foods, including an organic banquet menu. The Chef Moody and his team try to serve seasonal menu items, and offer vegetarian and vegan options. Sustainable fish is served per the standards of the Monterey Bay Aquarium Seafood Watch program.
- Chef Moody and Purchasing Supervisor Marge Sanford have developed a network of organic growers and vendors to provide our visitors quality organic foods and snacks in the Park Store, including fresh fruit cups and home made sandwiches
- Crocker Dining Hall was one of the first kitchens in the county to receive an A+ rating for sanitation of the facility
- The concessionaire continues to provide flexibility in applying their policies involving deposit schedules to include considering a group's financial limitations and inability to make advance payments

- Park visitors with lap tops are able to use WiFi, free of charge in the Phoebe A. Hearst building. This service is also available in meeting rooms on grounds

### Signage/Advertising

- All signs and printed materials include the State Park colored logo. All media and printed materials indicate to the public Asilomar is a California State Parks operated by the concessionaire, Delaware North.
- DNC provided the assistance of their advertising firm to design the layout for the 2005 Visitor Guide at no cost to State Parks.
- On the Visit Asilomar web site, park visitors now have the opportunity to enjoy special package deals, such as overnight stay with two tickets to Steinbeck Museum or the Monterey Bay Aquarium.

### Planning

- DNC continues to partner with State Park staff on the development of the five phase of the \$17 million dollar ADA plan
- There have been no noted conflicts related to the 5% administrative fee paid to DNC for managing completed FIA projects
- The concessionaire's Operating Plan continues to far exceeds the requirements of the contract
- DNC employees work experience from other park systems helps to bring park appropriate planning ideas for special events, weddings and park store displays and merchandise
- DNC at Asilomar was instrumental in the opening of Old Town San Diego. General Manger Patrick Sheridan, Human Resource Manager, Ruth Wilson, the Assistant Food and Beverage Manager, and front desk staff spent over 850 hectic hours helping to prepare for the park's grand opening and training DNC staff on policies and procedures for both DNC and State Parks

## QUALITY ASSURANCE

### Services

- DNC employees have consistently been rated by guests in the Outstanding or Above Average categories
- Nation wide DNC has instituted GuestPath as their customer service standard. The program includes 10 standards for employees
  1. Presents a Professional Appearance
  2. Demonstrates Attentive Posture
  3. Provides Gracious and Friendly Service
  4. Uses Guest Name
  5. Extends Gracious Greeting
  6. Always Thanks Guest
  7. Displays Positive, Cooperative Teamwork
  8. Take Pride in Facility Appearance
  9. Exhibits Product/Service Knowledge
  10. Demonstrates Telephone Courtesy

Asilomar DNC managers and supervisors are some of the lead instructor's nation wide for Guest Path. One bi-lingual supervisor was sent to Mexico City to instruct at a DNC gaming facility.

All State Park employees at Asilomar have participated in the 4 hour Guest Path training. Asilomar guests will receive the same type of high quality service no matter what the uniform. As the Superintendent I requested DNC incorporate our State Park employees and programs as part of the company's secret shopper program.

- All Managers and Park Superintendent review Guest Comment Cards and problems are quickly addressed and guests contacted by phone or in writing to resolve any troubles
- The frequent use of coffee bar in the Park Store by local neighbors is also an indication of the quality of service by DNC, they enjoy spending time in the park to relax and have coffee and a snack

## Prices

- The prices for lodging and ancillary services remain well below the industry average
- DNC has been consistent to the contract with State Parks to bring requests for rate, fee and charge increases

## ADA Services

- Concessionaire continues to be very responsive to the special needs of many of their guests. Special training for front desk and conference services staff is provided to help assure that if a guest requires special assistance that these needs are adequately addressed
- General Manager is prompt to find appropriate accommodations, rent equipment requested by disabled guests and keep in contact with a local ADA activist to address her concerns
- DNC came up with an interpretive panel about the ADA project to educate our visitors on the project and its progress.

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## SAFETY

### Mountain Lion

- As our partner, DNC has been actively involved with Fish and Game, Pacific Grove Police and State Parks as we coordinate media, printed information for guests and neighbors, posting of interpretive signs and training for the 250 DNC employees. DNC has been a gracious host for meetings.

### Fire Safety/Prevention

- The concessionaire continues to do an outstanding job in assuring fire extinguisher and alarm detection systems are in working order to include periodic emergency response and evacuation drills for employees.
- Updated and improved the fire protection systems in the kitchen
- Inspections were held this year by a State Fire Marshall representative, only minor safety violations were noted which were quickly repaired or replaced

### Gas and Electric

- Updated and made repairs on the generator back up system

- Earthquake safety valves are being installed on gas lines going into buildings

### General Safety

- Motivate and remind employees with to be safe in their work habits with Safety Poker, gourmet lunches and ice cream socials for teams with the longest safety record
- During an emergency DNC employees are staged to respond to emergencies, stop traffic on grounds, and guide rescuers to the victim
- Reviewed with staff Emergency Spill Response, with a written plan, Notification, Defensive Action and Clean up Action.

### Disaster planning

- Has worked with State Park staff and City of Pacific Grove to address Asilomar State Beach and Conference Grounds for the County of Monterey Tsunami Plan

## FACILITY MAINTENANCE

### Green Path

(Jan. - June 2005 vs. Jan. - June 2004)

- Occupancy was up approximately 2.7%
- Water consumption down 2.2%
- Natural Gas consumption was down 10.2 %
- Electric consumption up 0.1%
- Vehicle Gasoline consumption down 12.3%
- Installed four waterless urinals in men's restrooms on grounds, each urinal save 45,000 gal. of water a year

DNC Recycling (Jan. - June 2005)

- 17.5 Tones of Cardboard
- 55.9 Tones of Empty Containers
- 3.0 Tones of Scrap Metal
- 14.6 Tons of Newsprint and Paper
- 793 Lbs. of Food Donations
- 1079 Lbs. of food prep waste to composting

### Interior Housekeeping/Cleanliness

- Periodic inspections by State Park staff and guest comments continue to clearly indicate lodging and meeting rooms are maintained at a high level of cleanliness and meets the requirements of the contract.
- Executive Housekeeper, Linda Ellis was named Manager of the Year for Delaware North Companies Parks and Resorts.
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### Historic Morgan Swimming Pool

- Received an EXCELLENT rating from the Monterey Co Health Dept. during the swimming pool inspection

### Exterior, grounds and facility maintenance

- State Parks representatives and DNC managers will need to conduct more frequent inspections of facilities, grounds and housekeeping to address maintenance and housekeeping issues from the perspectives of various disciplines. Example: How to get all employees to notice and quickly address clean up the old coffee/punch stains on the cement landing which is used for frequent coffee breaks by conference guests.
- State Parks, DNC and City of Pacific Grove have been working together to address pipe replacement and prevention of sewage spills on grounds. Recently, DNC was assisted the City of Pacific Grove, to get a video crew in to video tape the line and then worked with the crew to remove the roots and clogs in the line.
- Asilomar is in compliance with environmental regulations for hazardous waste storage, paint/solvent air permit procedures, CRT storage and training procedures/records and in many instances exceed regulations with the best management practices.

### Merchandise

- DNC sent Asilomar's Operation Manager to Canada for a park store marketing and trade show. They have continued to research and push vendors to create appropriate clothing and merchandise for the park store including State Park merchandise and products made out of recycled materials. The store now carries organic drinks and snacks in

response to customer requests and State Parks Healthy Foods Directive.

#### Events/Activities/Special Programs and Interpretation

- Active supporter of the California State Parks Foundation by encouraging guest donations and matching those donations on a dollar per dollar basis
- Provided refreshments to dozens of volunteers for the annual "Beach Clean up" event conducted at Asilomar State Beach
- Planned and organized Monterey District's only Earth Day celebration. With a Poster contest at a local elementary school, craft projects, native plant garden planting and a cake decorated like a huge world globe!
- DNC has contracted with Aero Graphics to produce an inexpensive coffee table book on Asilomar
- Venue for Christmas in the Inns an annual Pacific Grove event
- Participated with park staff in the design and recordings for Asilomar Audio tour for guests
- Project 21, a DNC program to include sustainable programs to achieve reductions in waste, use organic products, find socially responsible vendors, and programs to anticipate and respond to future environmental requirements and issues related to park operations
- Active participant in various community organizations to include, Monterey County Hospitality Association, Pacific Grove Chamber of Commerce and the California Park Hospitality Assoc.

#### NOTED

- The concessionaire continues to use "Secret Shopper": services to determine the quality of services staff is offering to its guests -
- DNC's operation at Asilomar, includes the most culturally diverse work force in the Parks and Resort section. Non-white representation is 73.5%. DNC this year provided 2hrs. Diversity Training for all Supervisors.

## OVERALL PERFORMANCE EVALUATION

As documented, DNC continues to provide outstanding service and goods to Asilomar's guests and visitors. Without a doubt the overall level of services and goods exceeds the services and goods provided by the previous concessionaire. DNC performance has been consistent with the Operating Contract and has shown DNC to be operating in the best interest of the state and the public who visit the park.

Cooperation with State Parks staff and compliance with our Mission driven programs such as resource and cultural protection and cultural diversity in the work force are supported by DNC staff and remain at the highest level possible and have even improved with DNC's commitment to GuestPath to train their employees to provide better customer service to our park visitors.