

To: John C [REDACTED]
From: jeffrey E.
Sent: Fri 7/4/2014 10:14:55 PM
Subject: Re: only to you

ask what was ordered, when ? , did you check that the trampolin had been cleaned if you had already had to tell him twice. . it IF you were running a hotel would any of those answers mean anything to a guest.

On Fri, Jul 4, 2014 at 6:08 PM, John C <[REDACTED]> wrote:

Not held in BVI. Just asked Carlos where the boat papers are. Carlos is a drama queen.

I have been to the Kite house and complained about the sad state of it. Ana told me you were aware that we are waiting for new windows.

I will be extra diligent about things when I return. Be assured of that.

Thanks

John

On Jul 4, 2014, at 5:50 PM, "jeffrey E." <jeevacation@gmail.com> wrote:

sorry , but this makes no sense to me, why shoud i care about the tunnel being clean if the trampoline , is filthy, why should i care about engineering , if the kite house doors are all broken, ana told me about a broken pane of glass no more. there are no handles how is it possible as a hotel manager that you have never been in the kite house, I beleive we can work it out, but this makes no sesnse at all to me none. my guest has also commetned how shitty things are kept now. this is possibly a sabotage move against you, i am aware, however i see little reason that things like the trampolien were not done, before my holdiaiy weekend, , and the landscale at the man compound and at my bedroom not done before otther secondary projects at the salt pond. Im told that you have been held in bvi , is it true?

On Fri, Jul 4, 2014 at 5:34 PM, John C <[REDACTED]> wrote:

Jeffrey,

I am very sorry about this. If I may explain what it is that I am doing, then hopefully we can fix this situation.

When I came to the island I saw one major problem. Landscaping was running from area to area and putting out fires, as directed by Ana. It was one problem area after the other.

So, I decided to split up the island so Ana took care of the homes, and I would get landscaping in shape. Irrigation is lacking, and as you can see when you look at the basket, and areas surrounding it... It looks much better now that irrigation is working.

I wanted to get all open projects done and get the crew into maintenance mode. As you can see, the engineering area is no longer a junk yard, next week the tunnel will be organized with racks and all workshops clean and neat.

Infrastructure is paramount in my experience. When all is clean and neat, it is easier to maintain it that way.

I know this makes me a construction manager, but that is what I deemed the most important initial role in order to get 5 star service.

Regarding the tennis court, I was told that as long as it was ready by early September, it was all good. So, that is why you have not seen full action this past week up there. Other projects were demanding the full staff. I will get on the court next week and get it done.

The kite house. No excuse there. It's a mess, and Ana had told me that we are waiting for windows and you knew about that.

Trampoline is filthy. Absolutely agree. I've asked Carlos to clean it 3 times and I will have to be more firm with him.

Let me get the things sorted out and then be more active in supervising Ana in her tasks as well. I must say that compared to other homes I've managed over the years, cleanliness is pretty good at LSJ. So, that's why I felt that I could concentrate on landscaping for a while.

It takes a little time to learn the ins and outs of a new place. What I'm learning here is that it's not enough to tell people what to do.

I will be done with landscaping next week and will at the same time get more involved with the remaining areas of LSJ

Sorry about the long email...

Happy 4th

John

On Jul 4, 2014, at 4:02 PM, "jeffrey E." <jeevacation@gmail.com> wrote:

John , when I hired you , I thought i made it clear that i did not want a new construction manager, but 5 star service for me and my guests. I am very dismayed . The island is not five star - it is not two star. . I the swimming dock is recently spintered and a hazard, with a fishing pole laying a on it. the trampoline is so filthy to make it totally unusable. the kite house , obviously you have never been in, (not sure how this is possible) as every door is broken inoperable and glass cracked for over a month.art work laying on the floor - the cabanas also have art work laying on the floor. the list of the very few things that i emailed you have not been done. My prioirties are paramount , not anna chirs or yours. chris and crew are planting autographs where the fruit trees are to go . and spending money on irrigation . instead of dealing with my master bed area which I have pointed out three times already, or covering the large cement casing at the MAIN HOUSE - the Tennis court is filthy, doors unable to close as I had to rig the pipe , already rusting, though i told danny twice and you in person. the tennis net had come off so i had to lace back up. (not well either). the ball machine cover was off and filthy, ties laying all over the place. danny told you that someone was to make a new door closer. the kitchen refrig , was filled with half open fruits , old lettuce, I had to clean up the mess myself. .

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