



Condotel
management

December 2011



Condotel Management

Club Balai Isabel Owners Newsletter

Current News

Highlights of November 2011.

- Increase in bookings from Travel Agencies from 3% to 9%- We are slowly but surely engaging the travel agencies with attractive packages that cater to the international market.
- Increase in online booking with 11% share in revenue.
- Corporate accounts with 45% share in revenue.
- New HR Manager - Lea Marie Naredo - she has 11 years experience in HR Management. She is a part time college professor at the De La Salle University in Lipa City.
- Wedding Fair in Alabang Town Center - Club Balai Isabel participated in the first wedding event in the south which cater to the A and B market.
- Our Trip Advisor review - went up to 4 Stars - this is a good indicator of the improved customer satisfaction.

- RCI Awarded Club Balai Isabel with a Silver Crown Award - The RCI Silver Crown Resort award designates resorts that have met or exceeded specific standards in the areas of unit housekeeping, unit maintenance, resort maintenance, resort hospitality and check-in/ check-out procedures.

Australian Owner visit report dated 14 December 2011

"Hi Rob,
We had a fantastic 3 weeks in the Philippines and are just home. I do love it there.

Found out that Lake Taal, which Club Balai Isabel is on, is listed in the book "1001 Natural Wonders of the World You Must see Before Die" I can believe it, as it is a magic place and I have visited 26 other countries in the world and rate the view of the lake from the mountain as one of the best ever. Balai Isabel has had so many great additions, love the huge new pool, The Wellness Centre and the café.



November Results

In November 2011 Clusters 3, 4 & 5 earned a license fee, net of the Home Owners Association charge (50 php per M2) of Php 181 per M2. The Aud amount will be determined on the date the funds are transferred from the Philippines to Australia. I will advise everyone by email on the date the payment is made and the actual Php / Aud exchange rate achieved.





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We also decided to explore some of the other places this year and took the ferry to Cebu (not recommended as accommodation is pretty basic but we enjoyed the trip a lot and mingled with the locals). Liked Cebu and the history there and were at a great 5 star hotel with all the Christmas decorations up.

Then stayed at a super resort on Mactan Island for a few days, which I bought off the internet, and was praying was OK. It was MORE than OK Finished up on Bohol Island and found heaps to do there including seeing the Chocolate Hills (also in the book about places to see before you die) had lunch on a bamboo raft and fell in love with the smallest monkey in the world.

Final night in Manila was at the Sofitel Plaza, great hotel with the best buffet. My son tells me that he paid \$90/head for buffet at Sofitel in Brisbane recently and we paid \$33 and could not have been better. Price of food and accommodation is great in the Philippines and the shopping, WOW what bargains! Shoes are incredible. No wonder Mrs Marcos had so many. Also the people are so nice, and we find them very friendly and helpful. We bought many presents at a fraction of the price of home and I feel I saved on the trip.

I passed on to Cecille that the service at Balai Isabel was SO good. Better even than at the 5 star places we stayed elsewhere so congratulations to the staff. You need to know that Ruby was great in finding out that our Ferry was delayed and advising us as we were on our way back to Manila.

They are a great bunch and we love the boys in the restaurant with their

welcoming smiles. I gave them some tins of Castlemaine Rock (a lolly made only here where we live) and that went down well.

Loved it all so much and after 3 visits feel I am getting to know the place so I am taking a group over there next year. Will of course include a stay at Balai Isabel. Have 9 confirmed and hope to make it 12 people going around Oct/Nov 2012.

Can't wait to go back again. Regards, Margaret Seedsman"

Anyone interested in joining Margaret on that trip next year can contact her on margaret.seedsman@bigpond.com



Wishing you a happy and safe Christmas and New Year

Warm regards

Rob Righetti

