



# Resort Recognition Report

<b>Resort #:</b>	0107	<b>Address:</b>	357 RIDGEWOOD DRIVE
<b>Resort/Group Name:</b>	HARBOR COVE		HARBOR SPRINGS, MI
<b>Report Date:</b>	August 2017		49740
<b>Run Date:</b>	10/11/2017	<b>Market:</b>	US/Canada
		<b>Region:</b>	GRLK
		<b>AE:</b>	6A
		<b>Award Status:</b>	Standard
		<b>Status:</b>	M

	Cards Sent	Cards Rcvd	CHCK I/O	RSRT HOSP	RSRT MAIN	RSRT AMEN	RSRT ACTV	UNIT QUAL	UNIT MAIN	UNIT HSKP	UNIT AMEN	OVRL VACA	STAFF RESP	ATMOSPHERE
Aug 17	2	0												
Jul 17	1	0												
Jun 17	4	4	3.7	3.6	4.2	4.0	4.5	3.7	4.0	4.2	4.2	3.7	3.6	5.0
May 17	5	1	4.0	4.0	4.0			2.0	4.0	4.0	4.0	4.0	2.0	4.0
Apr 17	5	2	4.0	3.0	4.0	5.0		4.0	4.0	3.5	3.5	4.0	4.0	4.0
Mar 17	8	1	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
Feb 17	6	2	5.0	5.0	5.0	5.0	5.0	4.0	4.5	5.0	4.5	5.0	5.0	5.0
Jan 17	8	3	4.3	4.3	4.3	4.0		4.6	4.6	4.6	5.0	4.6	3.6	4.3
Dec 16	6	2	5.0	4.5	4.5	4.0		3.0	3.5	5.0	3.5	4.0	4.5	4.5
Nov 16	10	4	4.7	3.7	4.5	4.0		3.5	3.5	3.7	4.0	3.5	3.2	3.5
Oct 16	5	3	3.6	4.0	4.0			3.3	3.3	3.0	4.3	4.0	3.3	3.6
Sep 16	8	3	3.0	2.6	4.0	2.0		3.3	3.3	4.0	4.3	3.3	2.6	3.0
Total	68	25	4.2	3.9	4.3	4.1	4.7	3.6	3.8	4.0	4.2	4.0	3.6	4.0

## US/Canada Market - Thresholds

	CHCK I/O	RSRT HOSP	RSRT MAIN	RSRT AMEN	RSRT ACTV	UNIT QUAL	UNIT MAIN	UNIT HSKP	UNIT AMEN	OVRL VACA	STAFF RESP	ATMOSPHERE
RCI Gold Crown	4.6	4.5	4.5				4.4	4.5				
RCI Silver Crown	4.5	4.4	4.3				4.2	4.3				
RCI Hospitality	4.6	4.5	3.5				3.5	3.5				

Indicates not meeting current Award Status threshold

Under expected RCI quality standard of 3.4

Under minimum RCI quality standard of 3.0

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