



GUEST  
SERVICES

*Legendary Hospitality Since 1917*

May 4, 2020

To our Guest Services Family:

As we enter May, the majority of our employees remain furloughed while a significant number of our operations are still closed across the country. We are slowly seeing positive signs that our country is on a path toward re-opening. We're happy to say that employees at our golf course at Giant's Ridge in Minnesota and our operation at Echo Bluff State Park in Missouri are beginning to welcome guests back this week, and we expect more parks and recreation facilities to open to the public later this month.

All of our Guest Services employees – the ones at work and the ones waiting to return -- are never far from our minds. First and foremost, we have been busy implementing many new safeguards as we prepare to have you return to work. Our Coronavirus Task Force has recently created and distributed a Transition Re-opening Manual designed to keep our employees and guests safe and healthy. New policies and procedures, best practices, and training are reflected in this manual, and have already been rolled out and put into place at our Company's senior living facilities that have remained open all along. We are also making physical modifications to workspaces and guest areas to ensure social distancing and sanitation guidelines can be followed at all times.

As new recommendations come out from top public health officials, Guest Services will continue to update our protections for our employees and guests. If you have any safety-related concerns in advance of re-opening for business, we would like to hear from you. Please email us at [gerry.gabrys@guestservices.com](mailto:gerry.gabrys@guestservices.com) or [nico.foris@guestservices.com](mailto:nico.foris@guestservices.com) with any comments, thoughts, or ideas you have about returning to work.

There is no doubt that there is pent-up demand for hospitality, recreation, and tourism ... and when we are authorized to re-open, Guest Services employees will be there to provide our new and returning guests with our legendary customer service. We appreciate your loyalty to Guest Services during this crisis more than we can say, and we wish you and your families health and happiness always.

Gerry Gabrys  
Chief Executive Officer

Nico Foris  
Chief Operating Officer