



GUEST  
SERVICES

*Legendary Hospitality Since 1917*

February 22, 2021

While many questions remain regarding the status of the Covid 19 pandemic, we are seeing many positive signs on the horizon. As more and more people get vaccinated and as we learn how to mitigate the effects of the virus through wearing of masks and proper social distancing we see a positive trend for the future. We are hopeful that in the coming months many of our operations that have closed or significantly reduced their operations can return to much improved levels.

Our priorities going forward continue to be as follows

1. Safely reopen operations and return as many employees back to work as possible.
2. Restore the benefits that were temporarily halted such as 401k match, phone allowances, etc. While we do not have a specific timetable for restoring these benefits, we will do so just as soon as financially feasible, hopefully in the next few months.
3. Explore opportunities to make up for some or all of the wages employees lost when salaries were temporarily reduced last year. As discussed with you previously this will probably take place over a substantial time period in the future.

We will keep you up to date regarding all these matters going forward.

I'm very excited to announce that at our February Board of Trustees meeting Laura Sherman was promoted to Vice President of Hospitality. In addition, Barry Trice was promoted to Senior Vice President of Hospitality. Both of these promotions reflect the outstanding performance of Laura and Barry over a period of many years.

2021 will be a year of transition for the company. At our recent meeting of the Board of Trustees I was elected to be Chairman of the Board. I will continue to serve as CEO and Chairman until some time during the fourth quarter of this year at which time Nico Foris will become CEO. I will continue to serve the company as Chairman of the Board and in a consulting role for the next several years. This will allow me to focus on the part of my job I've always enjoyed most—visiting units to meet with our employees and clients.

I am very excited about the future of Guest Services under Nico's leadership. He has already played a key role in our success as COO during the past few years. Nico has the highest degree of integrity, cares about our employees and has a very strong work ethic. Most of all Nico shares the same love of Guest Services as I do. I am confident that Nico will take Guest Services to new heights in the coming years.

Please stay safe. Hopefully we will all be together soon

Sincerely,

Gerry Gabrys  
Chief Executive Officer

Nico Foris  
Chief Operating Officer