

# LIFE Program

## Leadership Immersion Contact List

Use this contact list to coordinate your LIFE immersion experiences. You are responsible for reaching out to the points of contact listed below to schedule your sessions. Please refer to the email template and procedure on the last page of this document.

### Resort Operations Immersion Contacts

#### WG Lakes

HR Contact: [lakeshr@westgateresorts.com](mailto:lakeshr@westgateresorts.com)

Department	Immersion Point(s) of Contact
Front Office	<a href="mailto:julyana.casillasnarvaez@westgateresorts.com">julyana.casillasnarvaez@westgateresorts.com</a>
Housekeeping	<a href="mailto:willie.ortega@westgateresorts.com">willie.ortega@westgateresorts.com</a> <a href="mailto:floraliz.orellanoperez@westgateresorts.com">floraliz.orellanoperez@westgateresorts.com</a>
Engineering	<a href="mailto:gary.yasitis@westgateresorts.com">gary.yasitis@westgateresorts.com</a>
Security	<a href="mailto:david.porter@westgateresorts.com">david.porter@westgateresorts.com</a>
Resort Experience	<i>pending</i>
HR	<a href="mailto:charlomae.washington@westgateresorts.com">charlomae.washington@westgateresorts.com</a>
F&B	<a href="mailto:christopher.shea@westgateresorts.com">christopher.shea@westgateresorts.com</a>

#### WG Villas

HR Contact: [villashr@westgateresorts.com](mailto:villashr@westgateresorts.com)

Department	Immersion Point(s) of Contact
Front Office	<a href="mailto:gabriela.munoz@westgateresorts.com">gabriela.munoz@westgateresorts.com</a>
Housekeeping	<a href="mailto:patricia.decesare@westgateresorts.com">patricia.decesare@westgateresorts.com</a> <a href="mailto:arlene.rivera@westgateresorts.com">arlene.rivera@westgateresorts.com</a>
Engineering	<a href="mailto:michael.garrison@westgateresorts.com">michael.garrison@westgateresorts.com</a> <a href="mailto:guillermo.benitez@westgateresorts.com">guillermo.benitez@westgateresorts.com</a>
Security	<a href="mailto:pierre.boisrond@westgateresorts.com">pierre.boisrond@westgateresorts.com</a>
Resort Experience	<a href="mailto:michael.ott@westgateresorts.com">michael.ott@westgateresorts.com</a>
HR	<a href="mailto:irene.gonzalez@westgateresorts.com">irene.gonzalez@westgateresorts.com</a>
F&B	<a href="mailto:sean.reagan@westgateresorts.com">sean.reagan@westgateresorts.com</a>

## WG Towers

HR Contact: villashr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	brian.hipps@westgateresorts.com
Housekeeping	brian.hipps@westgateresorts.com
Engineering	brian.hipps@westgateresorts.com
Security	brian.hipps@westgateresorts.com

## WG Blue Tree

HR Contact: lakeshr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	ivan.enriquez@westgateresorts.com
Housekeeping	benjamin.luke@westgateresorts.com
Engineering	miguel.frias@westgateresorts.com ivan.enriquez@westgateresorts.com
Security	anica.garrett@westgateresorts.com

## WG Leisure

HR Contact: lakeshr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	jennifer.rodriquez@westgateresorts.com
Housekeeping	jennifer.rodriquez@westgateresorts.com
Engineering	miguel.frias@westgateresorts.com
Security	vladimir.sedov@westgateresorts.com

## WG Palace

HR Contact: lakeshr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	dewattie.persaud@westgateresorts.com
Housekeeping	dewattie.persaud@westgateresorts.com
Engineering	dewattie.persaud@westgateresorts.com
Security	christopher.sylva@westgateresorts.com
F&B	meghan.geis@westgateresorts.com

## WG Cocoa Beach

HR Contact: janet.colon@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	kyla.scott@westgateresorts.com
Housekeeping	yossiry_natera@wgresorts.com
Engineering	john.anderson@westgateresorts.com
Security	carlos_dejesusbermudez@wgresorts.com

## WG River Ranch

HR Contact: RiverRanchHR@wgresorts.com

Department	Immersion Point(s) of Contact
Front Office	angela_fonseca@wgresorts.com
Housekeeping	angela_pagangarcia@wgresorts.com
Engineering	todd.greene@westgateresorts.com henry_duck@wgresorts.com
Security	davids.smith@westgateresorts.com
Resort Experience	rafael.ortiz@westgatersorts.com
F&B	heather.garceau@westgateresorts.com
HR	nita.deal@westgateresorts.com

## WG Smoky

HR Contact: gatlinburghr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	keila.rivera@westgateresorts.com
Housekeeping	alexandria.zapata@westgateresorts.com andrea.dasilvarivas@westgateresorts.com
Engineering	chris.klump@westgateresorts.com jasond.raymond@westgateresorts.com tyler.archer@westgateresorts.com brian.mccarter@westgateresorts.com
Security	donald.harms@westgateresorts.com
F&B	chris.camarata@westgateresorts.com

## WG River Terrace

HR Contact: gatlinburghr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Desk	makayla.hampton@westgateresorts.com
Housekeeping	brayan.suarez@westgateresorts.com
Engineering	jody.willetts@westgateresorts.com

## WG Branson Woods

HR Contact: bransonhr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	marsha.kee@westgateresorts.com jamie.martz@westgateresorts.com caitlynn.wilson@westgateresorts.com
Housekeeping	leticia.salmon@westgateresorts.com
Engineering	charles.skinner@estgateresorts.com
Security	timothy.durham@westgateresorts.com

## WG Branson Lakes

HR Contact: bransonhr@westgateresorts.com

Department	Immersion Point(s) of Contact
Front Office	taylor.edmondson@westgateresorts.com
Housekeeping	xavier.ayalalopez@westgateresorts.com
Engineering	chris.melhorn@westgateresorts.com

## WG Myrtle Beach

HR Contact: MyrtleBeachHR@wgresorts.com

Department	Immersion Point(s) of Contact
Front Office	teresa.davila@westgateresorts.com
Housekeeping	elizabethc_rivera@wgresorts.com
Engineering	mark.kenning@westgateresorts.com
Security	ajay.kapur@westgateresorts.com

## WG Williamsburg

HR Contact: MyrtleBeachHR@wgresorts.com

Department	Immersion Point(s) of Contact
Front Office	misty.mount@westgateresorts.com
Housekeeping	dorothy.griffin@westgateresorts.com
Engineering	eduardo.timas@westgateresorts.com

## WG Flamingo Bay

HR Contact: FlamingoBayHR@wgresorts.com

Department	Immersion Point(s) of Contact
Front Office	esau.gerardo@westgateresorts.com
Housekeeping	marjorie.tan@westgateresorts.com
Engineering	bryant.fleming@westgateresorts.com
Security	richard.gutierrez@westgateresorts.com

## WG Painted Mountain

HR Contact: FlamingoBayHR@wgresorts.com

Department	Immersion Point(s) of Contact
Front Office	esteban.vigil@westgateresorts.com
Housekeeping	esteban.vigil@westgateresorts.com
Engineering	esteban.vigil@westgateresorts.com
Security	john.bradford@westgateresorts.com

## WG Park City

HR Contact: ParkCityHR@wgresorts.com

Department	Immersion Point(s) of Contact
Front Office	paula.amuedo@westgateresorts.com
Housekeeping	nathalie.dalipe@westgateresorts.com
Engineering	remond.chatelin@westgateresorts.com daniel.causey@westgateresorts.com
Security	andrea.maffessanti@westgateresorts.com alexander.lipscomb@westgateresorts.com
Resort Experience	audrey.miller@westgateresorts.com

## Corporate & Contact Center Immersion Contacts

### Contact Call Center

Role	Email
Dept Head / Primary	steven.lezcano@westgateresorts.com
POC 2	Pending from Steve
POC 3	Pending from Steve

### Sourcing

Role	Email
Dept Head / Primary	holly.neimoth@westgateresorts.com
POC 2	tanya.wollen@westgateresorts.com
POC 3	sasha.king@westgateresorts.com
POC 4	margie.felix@westgateresorts.com

### Talent Acquisition

Role	Email
Dept Head / Primary	tricia.engel@westgateresorts.com
POC 2	lauren.petito@westgateresorts.com
POC 3	patsy.silva@westgateresorts.com

### Ocoee HR

Role	Email
Dept Head / Primary	Giovanna.McAnally@westgateresorts.com
POC 2	carmen.delgado@westgateresorts.com

### Sales

Role	Email
Dept Head / Primary	Christina.Rosado@westgateresorts.com
POC 2	Jessica.Cadavid@westgateresorts.com
POC 3	Buck.Jacobson@westgateresorts.com
POC 4	Nneka.Melecio@westgateresorts.com

## Learning & Development

Role	Email
Dept Head / Primary	raymond.lee@westgateresorts.com
POC 2	maria.mendis@westgateresorts.com

## Telesales

Role	Email
Dept Head / Primary	Prince.Johnson@westgateresorts.com
POC 2	josefina.sierra@westgateresorts.com

# LIFE Program

## Immersion Request Procedure & Email Template

### How to Request an Immersion

1

#### Step 1: Review the Contact List

Identify the department and location you would like to complete your immersion with. Note the point of contact's email address from the contact list in this document.

2

#### Step 2: Check Your Availability

Before reaching out, confirm your available dates and times with your direct manager. Remember, immersions are on the clock and require manager approval.

3

#### Step 3: Send the Request Email

Using the email template below, send a professional request to the immersion point of contact. CC your direct manager and your L&D Program Manager on the email.

4

#### Step 4: Confirm and Prepare

Once the immersion is confirmed, add it to your calendar. Bring your OJT checklist (provided by your L&D Program Manager) with you on the day of the immersion.

5

#### Step 5: Complete and Submit

During the immersion, work through the checklist items with your trainer. After completing the immersion, submit your completed checklist digitally through Westgate Learn.

### Sample Immersion Request Email

**Subject: LIFE Program Immersion Request — [Your Name], [Your Department]**

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Good [morning/afternoon] [Contact Name],

My name is **[Your Full Name]** and I am a **[Your Title]** in the **[Your Department]** at **[Your Property/Location]**. I am currently a participant in the LIFE Leadership Foundations program and I would like to request an immersion with your team.

I am reaching out to coordinate a time that works best for you and your department. Below is my availability:

**Available Days:** [e.g., Monday through Wednesday]

**Available Times:** [e.g., 8:00 AM to 4:00 PM EST]

**Preferred Week(s):** [e.g., Week of April 7 or April 14]

I have received manager approval to participate in this immersion during work hours. Please let me know what date and time work best for your schedule, and I will confirm accordingly.

I look forward to learning from your team and gaining a deeper understanding of your department's operations.

Thank you for your time,

**[Your Full Name]**

[Your Title]

[Your Department] | [Your Property/Location]

[Your Email Address]

[Your Phone Number]

*CC: [Your Direct Manager's Email], [Your L&D Program Manager's Email]*

**Tips for a Great First Impression:**

- Be professional and courteous in all communications.
- Respond promptly when the department confirms your immersion date.
- If you need to reschedule, provide at least 24 hours notice.
- Arrive on time, prepared, and with your OJT checklist ready.
- For questions or support, contact your L&D Program Manager or email [learn@wgresorts.com](mailto:learn@wgresorts.com).