

SERVICE ... Please?

When I visit a restaurant, I can guarantee you that one of these 5 things will happen during my meal service and each one will result in how I decide to tip my waiter. If everyone did this, then bad servers will be driven out of the restaurant industry and restaurants will have to be more accountable for higher standards, after all every waiter in the U.S. relies on what a customer tips, not on their hourly wage, in order to make a decent living. In addition to listing the complaints, I have added my suggested remedies. If any of these do happen to you, don't be shy about pointing them out to the server and his manager.



1. A waiter has not acknowledged the table yet and we have been sitting there wondering if anyone will come over. *Even if the waiter is slammed, just walking past my table and saying, "I'll be there in a few minutes" tells me he cares.*
2. There will be a delay in the food order coming out of the kitchen. A lot of waiters at this point, noticing that their guests are becoming mean looking, avoid the customer at all costs until the food is ready. *Don't be afraid, tell me that my food is delayed, I realize that isn't your fault.*
3. Immediately after the food delivered it is discovered that something has not been prepared the way the guest ordered it. *Write my order down, I am not impressed by waiters who think they can remember everything, I just want the correct food, cooked the way I like it ... not a performance by the Amazing Kreskin.*
4. There is no table check that takes place approximately 3-5 minutes after we started eating. *How long do I have to look at that raw steak that is supposed to be medium before you come over? Take it back, be on my side, have the manager return with the corrected item.*
5. During the table checks we are not offered drink replenishment. *Arggh!!! Waiters are busy, I get that ... but please bring us some drinks.*

Notice I did not mention menu knowledge, wine knowledge or any kind of education whatsoever. I do not care how much they know only how much they care. I also hate waiters being over attentive, it is almost as annoying as being ignored. Do everything around the table subtly ... it is still being noticed. Some of the biggest tips I ever left were to servers who dealt with the most chaotic meal service disasters you can imagine.

All About ...
Florida Leisure Vacation Homes
We are a locally owned family business with over 15 years experience. We can help you select the perfect vacation home for you and your family. Our vacation specialists are here to assist and anticipate your every need with the desire to make your vacation the best it can be.
We proudly offer ...
Homes in close proximity to all the Attractions ...
World class golf, unlimited water activities and miles of beaches on two coasts just a short drive away ...
A select inventory of privately owned properties, each well-equipped with décor personalized by each owner and complete with private swimming pools.
Our #1 goal is to provide a world class, lifestyle experience for the discerning vacationer.
Tell a Friend! A referral from one of our satisfied clients is the greatest compliment we can receive, and we have a very unique (and generous) way of saying thank you! Call 1-866-534-9840 for more details.

10 TIPS TO THAT GREAT RESUME

Your resume can do a lot more than land you a job interview. It can also help position you as the top candidate going into interviews, and even help you get a higher starting salary which could add up to hundreds of thousands of dollars over the course of your career. So how do you know if you've written your resume correctly so it gives you a leading edge over other job candidates? Below is a resume checklist with ten strategies to help you write your resume and put yourself in high demand in today's job market.
1. Showcase key words. Key words are those skills listed as the job requirements in the job postings.
2. Show results. This is the single biggest difference in making your resume stand out from all the other thousands of resumes. Quantify each of your career highlights in terms of dollars, percentages, or numbers.
3. Show leadership and teamwork. Hiring managers look for candidates who are strong leaders AND strong team contributors.
4. Be specific and clear. Don't waste your resume space by using "filler" words or vague overarching comments.
5. Showcase yourself at the right level. Use strong verbs like: managed, supervised, led, orchestrated, etc.
6. Use the correct format. There's a chronological format and there's a skills-based format. Be sure to use the format that showcases you in the best way possible.
7. Always be truthful.
8. Be relevant, targeted and customized. Employers don't have time to read about every single skill and job that you've ever had.
9. Write a personalized cover letter. I should be short, direct and enthusiastic.
10. Get opinions. Everyone has friends in business who can help you stand out. Studies show that your resume has about 20-seconds in the hands of a hiring manager before it gets tossed into the maybe pile, or into the trash. So it needs to make a great first impression!

What Our Customers Say!

The other thing that Samantha Brown said was “How does a place make you feel ... what is the emotional value of a place?” and that reminds us of some of the great feedback & comments we have had from our guests & members. Comments like this from:
Geneva Ormond, Chicago, IL
“I love retirement & that is why I love Florida Leisure Vacation Homes. We come down to relax, rest & recreation. The house is so large, all the family can enjoy without being stacked on top of each other. Some can swim, others can cook or BBQ, watch TV in each room. I just love it & the house is awesome.”
or
Pat Scott, Columbus, OH
“We really love the house & location to Disney World. The house has all the comforts of home & my family truly enjoyed the time we spent there. All and all it was fantastic. When our friends see our vacation pictures I expect you will be getting bookings.”
or
Jack Greenhalgh, Williamsburg, VA
“The house was perfect for the family. The location was terrific, allowing us to easily bring the kids to the house for lunch & a pool romp before going back to the park.”
It's when you read comments like this ... plus the hundreds and hundreds of others we have collected ... that you really realize what this company and what the people who work for it are all about. We're giving people wonderful experiences and memories that will last forever.
Sometimes when we're going about our normal lives we forget that ... so today, thanks to Samantha Brown ... we've been brought back to our roots ... it's great to do something in life that makes other people's lives better. Thanks for the reminder Samantha.

TELEVISION TRIVIA

1. Doctor Julian Bashir owns a teddy bear named "Kookalocka" on this TV show.
2. In what cartoon can you see an ape named Chim Chim?
3. Kathleen Quinlan, Dixie Carter, Julie Warner, and Christopher McDonald star in which TV show?
4. Michael Landon and Victor French were in which TV show?
5. The Genie, Princess Jasmine, the monkey Abu, and the parrot Iago can be seen in what cartoon?
6. Which cartoon involves a crime-solving Great Dane?
7. John Forsythe played the part of Blake Carrington in which TV show?
8. In which TV show was Tony Micelli a professional baseball player with the Saint Louis Cardinals until an injury ended his career?
9. On what TV show could you find George Papadopolis, his wife Katherine, and his seven-year-old godson?
10. Who provides the voice of Mr. Krabs on SpongeBob Squarepants?

Answers (using a mirror will be helpful):
a) Mephisto 10) Clancy Brown
2) Aladdin e) Zorro 2009 Doo Mphers Are Long 3) Dharma 8) Who? the Boss
1) Deep Space Nine 3) Zorro 4) Lancelotti Gam 4) Highway to Heaven

KEEPING COOL

Central AC is one of those things that you miss the most only have you don't have it. This is especially true on the first few hot and humid summer days when you first try to turn on your air conditioner and nothing happens! A typical central air conditioner will only last between 12 to 15 years, so if your central AC is about this old you may want to start budgeting for a new one. A single visit from a heating and cooling repairman may cost \$100 or more, so it's worth trying a few of these free steps first! Before you try any of these steps, be safe and only attempt what you feel comfortable with.
1. Check your thermostat. Some electronic thermostats don't immediately turn on the unit and some have a range of temperatures they use to gauge whether or not the air conditioner or heat should turn on. You may want to check your thermostat manual to make sure you are operating it the way you should. Sometimes simply turning the thermostat on and off will help.
2. Make sure your thermostat is working well. So you know you're operating the thermostat correctly, but do you know if your thermostat is working well? Again, electronic thermostats often run on battery power and those batteries have to be changed. Be sure to only use the type of batteries the thermostat manufacturer suggests (usually alkaline). An electronic thermostat is just an automatic switch that basically turns your AC unit on and off at certain temperatures. If the batteries are low the switch may not be turning on or reading the air temperature properly.
3. Check your fuses. A central air conditioner will probably have several different fuses and safety switches. First try turning the thermostat on and off (as in step 1). Then try resetting the fuse at your home's electrical panel. In some air conditioner systems there is another blower fuse and switch. There may be yet another fuse outside on the wall next to the air conditioner unit or in the unit itself. Some furnaces have reset buttons in them as well.
4. Read the manual! I put this last because, let's face it, you've probably lost or never had the operations manual! If you can find the operations manual to your central air conditioner unit you may want to investigate to see if there are any recommended troubleshooting suggestions. Try and download one from the Internet.

A replacement air conditioner unit will cost you anywhere between \$2,500 and \$5,000 depending on the size of the air conditioner unit you need and the brand and efficiency level you buy. The good news is that anything you buy these days will definitely be more efficient than your 10 year old AC unit.



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We hope you have enjoyed this newsletter. If you would like to receive it on a regular basis for free, please call 1-866-534-9840 or e-mail us at relax@floridaleisure.com

A "GOOD NEWS" NEWSLETTER FULL OF FUN AND INTERESTING FACTS FOR OUR CUSTOMERS JULY 2008

DISNEY GETS GOOGLED!!!

Google has expanded Google Earth yet again, as they have mapped out the Walt Disney World theme park in Orlando, Florida. Tourists can now completely plan out their trip to Disney World on the 3D Google Earth map. Google Earth employed eight photographers who took around 100,000 photos of the four theme parks and 22 hotels. They have created 1,500 3D images of the park's attractions. This new feature is "truly innovative and unique."



PACKING FOR A CRUISE



In addition to our Vacation Homes, we are also a full-service Cruise Travel Agency and there are routines and requirements which you'll find on a cruise ship which you won't experience anywhere else. So be prepared. The first thing to consider is the clothes to pack. Obviously, this will depend greatly on the type of cruise and the planned destinations. It is possible you'll visit countries which have different climates.

Also If you want to attend the formal dinner, shorts, skirts, tank tops and swim wear will not be allowed so you will need appropriate clothes that you can wear for these occasions.

Your suitcase will be taken from you at the port, and will be delivered to your cabin. However, this may take several hours and so it is essential that you have a carry on bag with your important items like medications, money, sunglasses and pool clothes.

Other valuable items should be kept with you.

As far as your luggage is concerned, be aware that suitcases are often stacked whilst being transported to and from the cruise ship - sometimes as much as a dozen suitcases high. You want your suitcase to be able to withstand this pressure, and a hard case will be of great benefit.

You will be provided with tags by the cruise line, and you would be well advised to make sure they are securely attached to your luggage to ensure their speedy return to you. Packing an empty, spare bag is also worth considering, because, almost certainly, you will return at the end of the cruise with far more artifacts than you left with.

If you would like to know more about booking a cruise contact Kim at Cruise Planners 1-877-772-7847 or go to www.gocruiseplanner.com



From the desk of...
Tracey Worrall
Guest Services Manager

As a Mother to be, I currently spend much of my spare time getting ready for the big event coming up this October! Lots of shopping involved and wow are we spoiled for choice in Central Florida! Having moved over to Florida from the UK almost 9 years ago, my husband and myself keep ourselves busy visiting some of Florida's wonderful attractions and beautiful beaches. I also enjoy eating out at some of our favorite restaurants in the local area, places like "Outback," "Carrabba's" and "Olive Garden." There are plenty of choices for all tastes in very easy reach of home sweet home.

JULY'S SPECIAL OFFER

Book your next vacation with Florida Leisure during July of 2008 & LOCK IN THIS YEARS RATES!

You will also receive a **FREE \$50** Darden gift card to visit one of Orlando's Favorite Restaurants: Red Lobster; Longhorn; Olive Garden; Season's 52; Bahama Breeze and The Capital Grill. The choice is yours!

Just call 1-866-559-8097 and mention **Just Breathe** when you make your reservation or visit our web site @ www.floridaleisure.com



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Hello!

This issue of **Just Breathe** is being sent to you courtesy of Florida Leisure Vacation Homes.

It is our way of saying that you are important to us and we truly value your business. Please feel free to pass this newsletter on to friends and neighbors. Enjoy!
If you would like to receive this newsletter for free please contact us at:
relax@floridaleisure.com.

DO YOU KNOW?

Many hair sprays (which are really just adhesives for the hair) are made largely of cellulose.

Argentineans eat more meat than any other nation in the world--an average of 10 ounces per person per day.

It's been estimated that an opera singer burns an average of more than 2 calories per minute during a performance.

On Venus, the Sun rises in the west and sets in the east, the opposite of the Earth. Venus rotates from east to west, not from west to east as all the other planets do.

April is a good month to be born if you aspire to be a television talk show host. David Frost (4/7), David Letterman (4/12), Conan O'Brien (4/18), Charles Grodin (4/21) and Jay Leno (4/28) all share April birthdays.

TUNING IN WITH SAMANTHA BROWN

by Nigel Worrall, CEO Florida Leisure

I was a lucky guy recently, as I got to meet the host of the Travel Channel's "Great Vacation Homes," "Sam's Disney Favorites," "Girl Meets Hawaii" and the soon to be aired "Passport to Great Weekends"... the lovely Samantha Brown.

Samantha said something that made me stop and think ... she was talking about the reasons why people travel and why they take vacations. She said "most people take a vacation to tune out but what they really should be doing is tuning in ... to their family, their partner, their friends and to themselves."

I have to admit it stopped me for a moment and then I thought "WOW ... she's absolutely right." It also made me realize that what we do at Florida Leisure Vacation Homes is exactly that. We provide people with fantastic vacations and fantastic vacation homes so that they can spend quality time with the people they love the most ... so they can "tune in" to each other. It occurred to me that even though hotels can provide the same experience to a degree they can't quite provide the intimacy that a vacation home provides. Hotels, you see, have other people involved. Other people at the pool, other people in the dining room, other people wandering around the corridors and hallways ... and other people in places you just don't want to see them.

Vacation homes, on the other hand, provide a completely relaxing and totally private atmosphere for all the family to enjoy. Everyone gets their own space ... their own bedroom (no cramped hotel room where everyone falls over each other, or fights for the TV remote) ... yeah, I know ... I have that battle with my kids every time we have to stay in a hotel room ... 2) their own living room where they can watch TV as a family or they can retreat to their own bedroom and watch something else ... 3) they can cook or eat what they like in their own fully equipped kitchen with no lines ... no bad service to encounter ... and they can save heaps of money ... big bonus ... eat what you want, when you want and at a price you can afford! ... 4) best of all, their own private swimming pool to do exactly what they wish without having to worry about perfect strangers getting in the way. Yeah that's right. People vacationing in a home get all that ... time to "tune in" to their loved ones and time to "tune in" to themselves.



The delightful Samantha Brown (on the left in case you're confused)