

YOUR OWNER SERVICE TEAM

Sarah Petrin, VP of Lodging at Sunday River & GM at the Jordan Hotel

spetrin@sundayriver.com | 207-824-5801

Sarah Petrin is the Vice President of Lodging and the General Manager of the Jordan Hotel. Sarah oversees all lodging properties including Grand Summit Hotel, Jordan Hotel, Snow Cap Inn, and Snow Cap Ski Dorm and departments within. Her office is located at the Jordan Hotel.

Cathy Ryle, General Manager of the Grand Summit Hotel

cryle@sundayriver.com | 207-824-5304

Cathy Ryle is the General Manager of the Grand Summit Hotel. Cathy oversees all departments within the Grand Summit Hotel including Front Office, Housekeeping, Health Club, Maintenance, and assists with all Food and Beverage operations at Camp and Banquets. Her office is located at the Grand Summit Hotel.

Jennifer Gray, Assistant General Manager of the Jordan Hotel

jgray@sundayriver.com | 207-824-5307

Jenny Gray is the Assistant General Manager of the Jordan Hotel. Jenny oversees all departments within the Jordan Hotel including Front Office, Concierge, Housekeeping, Health Club, Maintenance, and assists with all Food and Beverage operations at Grand Ave, Sliders, and Banquets. Her office is located at the Jordan Hotel.

Bryan Kendall, Assistant General Manager of the Grand Summit Hotel

bkendall@sundayriver.com | 207-824-5802

Bryan is the Assistant General Manager of the Grand Summit Hotel. Bryan oversees all departments within the Grand Summit Hotel including Front Office, Concierge, Housekeeping, Health Club, Maintenance, and assists with all Food and Beverage operations at Camp and Banquets. His office is located at the Grand Summit Hotel.

Robert Webster, Maintenance Manager for the Grand Summit Hotel

robert.webster@sundayriver.com | 207-824-5936

Bob is the Maintenance Manger for the Grand Summit Hotel. Bob oversees the Grand Summit team of general technicians, landscapers, and pool operators who are responsible for repairs, improvements, pool operations, and general building maintenance. His office is located at the Grand Summit Hotel.

Ed Wallace, Maintenance Manager for the Jordan Hotel

ewallace@sundayriver.com | 207-824-5377

Ed is the Maintenance Manger for the Jordan Hotel. Ed oversees the Jordan Hotel team of general technicians, landscapers, and pool operators who are responsible for repairs, improvements, pool operations, and general building maintenance. His office is located at the Jordan Hotel.

YOUR OWNER SERVICE TEAM continued

Kristy Murphy, Quality Assurance Manager for the Grand Summit and Jordan Hotel

kmurphy@sundayriver.com | 207-824-5829

Kristy is the Quality Assurance Manager for the Grand Summit and Jordan Hotel. Kristy handles room inspections, administrative work, project coordination, and purchasing for both maintenance departments. Her office is located at the Grand Summit Hotel.

Heidi Thibodeau, Owner Service Manager for the Grand Summit and Jordan Hotel

hthibodeau@sundayriver.com | 207-824-5143

Heidi is the Owner Service Manager for both the Grand Summit and Jordan Hotels. She handles things such as owner reservations, owner communications, Timeshare Exchanges, the owner's website, and the Rental Partner Program. Her office is located in the Grand Summit Hotel.

Karen Saito, Owner Service Assistant for the Grand Summit and Jordan Hotel

ksaito@sundayriver.com | 207-824-5140

Karen is the Owner Service Assistant for both the Grand Summit and Jordan Hotel. She handles things such as owner reservations, owner calendar management, owner communications, Timeshare Exchanges, and the Rental Partner Program. Her office is located at the South Ridge Base Lodge.

Kelly Myers, HOA Lodging Controller for both the Grand Summit and Jordan Hotel

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Kelly is the accountant for the Grand Summit and Jordan Hotel and also a Commercial Board Member at both Hotels. Kelly produces 1099's, rental checks, rental statements, owner service and RCI/BVC billing. She handles all the timeshare resales and foreclosures. Additional responsibilities include owner and guest resolutions, billing and/or credit card disputes, budgeting, reconciling, accounts receivable, accounts payable, and all other aspects of financial responsibilities. Her office is located at the South Ridge Base Lodge.

Dianne Chase, HOA Lodging Accountant for both the Grand Summit and Jordan Hotel

dchase@sundayriver.com | 207-824-5857

Dianne is an accountant for the Grand Summit and Jordan Hotel Associations. Dianne handles all owner account receivable payments and association payables. She works with vendors, guests and owners with regard to questions, concerns or disputes. She handles billing and credit card issues, reconciles accounts and any other accounting issues necessary. Her office is located at the South Ridge Base Lodge.