

## QUALITY ASSURANCE COMMITTEE

Annual Report 2007

Purpose of Committee: In an effort to provide better service to the membership of Canyon Lake and monitor the level of service provided to the Membership by the various departments within the Association. The Quality Assurance Program includes a Quality Group which shall be responsible for reviewing individual departments as well as offer feedback to Quality Issues for Managers.

### Quality Group Members:

Clint Warrell – General Manager  
Laurie Owen – Corporate Administration Manager  
Susanne Cordeiro – Hearing Services Administrator  
Sue Moore –Community Representative  
Sandy Healy – Operations Administration Manager  
Bonnie Jensen – Human Resources Manager  
Lynn Jensen – Member Services Manager  
Edna Lazo – Food and Beverage Representative  
Cheryl Mitchell – ACC Administrator  
Nancy Horton – Community Representative  
Vince Shiavi – Community Patrol Manager

The Quality Group has been responsible for evaluating Quality Concerns and making recommendations for improvement as well as performing quality inspections on various departments. Some of those areas have been:

Phone Etiquette Administration  
Guest Call-ins  
General Information Requests  
Membership Service  
Member Counter Operations  
Accounting Inquiries  
Correspondence Follow-Up  
Facilities Inspections  
Phone Administration  
Dining Experience  
Food Quality  
Special Events/Banquet Follow-Up Survey

Meetings are held on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of every month at 10:00 am in the Corporate Conference Room. Members are welcome to attend.