

grace

VOL.2 ISSUE 1

INTRODUCING NEWLY APPOINTED
GM OF THE VERANDA
RESORT & RESIDENCES
JOHN VASATKA

MAGAZINE
BRIDES

“TOP RESORTS IN THE CARIBBEAN”
GRACE BAY CLUB

EVENTS
@ GRACE BAY RESORTS
GRACE BAY CLUB BRINGS
SHAGGY TO PROVO

2nd ANNUAL
CARIBBEAN
FOOD & WINE
FESTIVAL

GROUP EXPERIENCES
& **SUMMER SPECIALS**

CULINARY
Experiences
PORCINI CAICOS SALT
CRUSTED **LAMB LOIN**
By Chef Wolfgang Von Wieser

COMMUNITY
FOUNDATION
UPDATE
2012



I am excited to present our third GRACE newsletter. Some of this year's accomplishments include awards won by our staff at this year's 'Star Awards'. Congratulations to Dr. Mills, Ms. Deleria Simms and Ms. Kizzy Adderley. Featured also in Brides magazine "Top Resorts in the Caribbean", a new addition from Caribbean Travel + Life: Best All Inclusive, and we are humbled to once again be a part of Travel + Leisure's 500 Award & Conde Nast Traveler Gold List. We couldn't have accomplished this without you. Thank you very much for all your support!



GRACE BAY RESORTS COMMUNITY FOUNDATION



Our Grace Bay Resorts Community Foundation continues to support all our adopted schools and we are proud to have guest returning to sponsor school supplies. Contact us to obtain more info on our trips to the schools at North and South Caicos.

Shaggy Was HERE!



Last year our Annual Year end Appreciation party featured 'Mr. Boombastic'. See more on back cover.

JOHN Vasatka



Join us in welcoming John Vasatka to our team as General Manager at our five-star, luxury fully-inclusive Veranda Resort. John has an extensive background with Amanresorts, a company that prides itself on unparalleled service. At Grace Bay Resorts we have redefined the service standard in Turks and Caicos, and by joining forces with John, we can lead the service experience in the Caribbean by holding to our promise of creating lifelong handmade experiences.



CARIBBEAN FOOD & WINE FESTIVAL



Last November, the island's leading culinary event, formerly known as 'Gourmet Safari', expanded into a two-day, weekend-long celebration today known as the Caribbean Food and Wine Festival. Visit the website below to book your tickets as ALL events were **SOLD OUT!** An opportunity you do not want to miss out on!
CARIBBEANFOODANDWINEFESTIVAL.COM

lil' chef program

Beau MacMillan



Besides the amazing location, this opportunity to celebrate life and food with great friends and great people but most importantly helping and teaching young chefs has been an honor.

Like • Comment • 7 minutes ago

Charlot Garland



Learning with Chef Macmillan is amazing. I've been watching him on TV for years, he's on Iron Chef and the Food Network!

Like • Comment • 9 minutes ago



TRINA TURK

We are also very excited to collaborate with Trina Turk in creating **Trina Turks & Caicos**, an exclusive, limited edition capsule collection inspired by the sophisticated aesthetic and playful beach lifestyle of Grace Bay Club.



Her effortless style complements our ideology, making her the perfect partner. She recently visited us to celebrate the successful launch of Trina Turks & Caicos, and we truly adored hosting her. The Trina Turks & Caicos collection is the star of our Boutique, and we are honored to have her call Grace Bay Club home with she travels to Turks and Caicos.



Our Valued Marketing Partners @ Aspen Food and Wine; J P Kyrillos, VP/ Publisher Travel + Leisure, Peter Bates President and Co Founder Strategic Vision, Alison Capron and Nikheel Advani.

With kind regards,
Nikheel ADVANI
COO & Principal
Grace Bay Resorts



VFCOM's BEAUTY BLOG

A Place to Remember in Turks and Caicos:
Grace Bay Resorts

AS SEEN IN THE BEAUTY BLOG, EDITED BY SUNHEE GRINNELL



I recently decided to go to Turks and Caicos to check out Grace Bay Club, listed as one of the most child-friendly resorts by American Express Platinum Travel services. The direct flight from New York, at only three-and-a-half hours, made it all the more enticing, especially because I would be traveling with a small child. (There are now three airlines that provide direct flights to Turks and Caicos: American Airlines, Continental, and JetBlue).

Once we arrived on this wondrous island (at 88 degrees, with the perfect amount of breeze), a lovely hostess from Grace Bay Club greeted and escorted us to an awaiting SUV, then served us cold towels, water, and champagne. A divine start, I thought.

When we reached the resort, conveniently located just 20 minutes from the Providenciales airport, Thierry Grandsire, the club's hospitable and lovely general manager was there to welcome us. Checking in was painless, and afterward we were shown around the property and its amenities (the spa, pool, kids' club, restaurants, etc.), then taken to our gorgeous suite, which had a brilliant view of the grounds and ocean.

The gentleman who showed us around turned out to be my "personal concierge." Before leaving us to unpack, he gave me a small cell to keep, and said, "If you need anything, just press number three." "Really?" I exclaimed. "This phone is for me to keep, and I can call you when I need something?," I repeated, incredulously. He replied, "Yes—anything you need. I am at your service on this island." Wow, I thought, that's just brilliant, as I hadn't experienced that kind of "anything at my fingertips service" before at a resort.

On every point, my own personal concierge came through, no matter how big or small the request. This is the most delightful luxury one can ask for, as he was always there to take care of my family and me, anytime we needed literally anything.

The 82-suite property is set up very sensibly. There's one property area for families, another only for adults, and a third for Estate owners—the newest addition to the club. Each unit among the Estate properties is approximately 4,500 square feet, with breathtaking views from wraparound terraces. What's more, the 22 custom-designed, ultra-elegant residences are full of "wow" factors, and the surrounding grounds are laid out both beautifully and intelligently, making for a much civilized feel.

Aside from letting your kids go wild at the club's comprehensive Kids Town, the children's program for ages 5 to 12, one must-do activity is the boat excursion, which includes snorkeling for conch and a post-snorkeling picnic on a heavenly remote beach (the crew feeds you fresh conch salad and other yummy goodies). The head crew member, "Marvelous Marvin," is sure to delight and take care of you on every turn; this is an absolutely genuine, fun-filled experience we will never forget. And don't forget to have a drink or two at the Infinity Bar, which stretches 90 feet to the beach.

And if you're not relaxed enough after experiencing every other thing this property has to offer, there's the Anani Spa, which will tip you over the edge to the other side of tranquility. The setting is white and calming, and equipped with Elemis products, which I love. I opted for the Deep Tissue Muscle Massage, followed by the Elemis Pro-Collagen Marine Facial. For the massage, I chose the "spirit reviver" from the menu, which incorporates a blend of essential oils (lemon, juniper, sea fennel, and sea buckthorn) to "uplift, detoxify, and renew" my "spirit and energy." Well, did it?.. you might ask. Yes, it certainly did. I also loved the facial that the aesthetician performed with a special lifting-massage technique and a Japanese silk mask impregnated with Elemis's Pro-Collagen Booster Serum. And yes, of course, I looked radiant afterward.

There's also the Veranda, Grace Bay Club's sister property, which is slightly less costly but with no compromise in service and amenities (i.e., boat trips, water sports, scuba-diving, golf, tennis, sailing, snorkeling, and much more), as it's run by the same owners. It's a wonderful property, with the friendliest staff.

We were extremely sad about having to return our cell phone to our concierge, Nikheel Advani, the C.O.O. and partner of the ultra-luxe Grace Bay Resorts, put it best: "The staff at our property takes an interest in our guests by creating emotional attachments, as our personal concierges go out of their way to wow our guest by creating individualized experiences." And they certainly succeeded with my family and me.



HANDMADE LUXURY

GENERAL MANAGER OF THE VERANDA RESORT & RESIDENCES, JOHN VASATKA



Introducing John Vasatka, our second General Manager of The Veranda Resort & Residences: We are proud to welcome John into our family as we continue to expand our talent pool.

With 28 years of international hospitality experience, John oversees all operations and guest services for our 123-room, 10-acre property, including eight private Beach Front Villas, Marin, our resort's signature beachfront restaurant with second-floor Sky Lounge, Sabai Spa by Elemis, VIK Kids Town, three swimming pools, a tennis court and meeting facilities.

"We could not be more thrilled to have John Vasatka join our award-winning team at The Veranda," says Nikheel Advani, Chief Operating Officer and Principal, Grace Bay Resorts. "We are fortunate to have attracted someone like John, given his extensive background with Amanresorts, a company that prides itself on unparalleled service. Grace Bay Club has redefined the service standard in Turks & Caicos, and by joining forces with John, we can lead the service experience in the Caribbean and continue to deliver on our promise of creating lifelong memories for all of our guests."

Prior to joining The Veranda Resort, Vasatka worked intently with five Amanresorts across the globe, including Amanresorts, Aman, Jordan (pre-opening), Amanara, Providenciales, Turks and Caicos, (opening and subsequent operations), Amanwella, Tangalle, Sri Lanka (opening), Amanpulo, Philippines and Amanpuri, Phuket, Thailand, Amanresort's flagship property.

His experience also includes serving as Resident Manager at Little Dix Bay, A Rosewood Resort, Virgin Gorda, B.V.I, and Boca Beach Club General Manager at Boca Raton Resort & Club, Boca Raton, Florida.

We recently sat down and asked him about his passion for hospitality and what his thoughts were on the industry. Below are his responses:

What inspired you to join the tourism industry?

When I was kid, I went on many trips with my family to hotels and resorts; I always had amazing experiences and wondered how everyone came together to make our personal vacation so seamless. At that time, this experience was magical, and it created a curiosity that drew me in and accompanied my love to travel.

Which field did you start off in and what motivated you to keep going?

I began as a houseman and moved into engineering working during the summers while I went to University. After graduating I worked as a management trainee. I quickly discovered that wanting to travel went hand in hand with hospitality and my passion to enhance guests experiences.

Did you have any mentors? What key elements did you pick up from them, taking you to where you are today?

Bob Woolley (WCS Hotels) was a person who taught me that having a vision is more than a dream. His ability to carry out goals made me learn about development, drive and growth. Michael Glennie (Fairmont Resorts) introduced me to luxury and finesse, and Adrian Zecha (Aman Resorts) taught me that in creating success you need to be hands on and not compromise any standards from the draft of a floorplan to the design of a resort or guests experiences.

How do you sum up service?

Having guests leave the resort saying that they had the best holiday ever!

What would you say is the key element that makes The Veranda successful?

That every team member feels it is their responsibility to get to know and serve our guests.

How would you define luxury all-inclusive?

A home away from home where your needs are anticipated and looked after.

THE PERSONAL CONCIERGE TEAM REDEFINES SERVICE IN THE CARIBBEAN

2003



Nikheel Advani, current COO & Principal, held senior leadership roles at the Raffles and Ritz-Carlton Hotels.

Created the personal concierge program to redefine service in the Caribbean.

Together with Adelphine Pitter, former Front Office Manager who is now our Resident Manager: they began creating a database for Repeat Guests and storing guest preferences.

2006

Andreas Pade currently Resort Manager at Caneel Bay further develops the team.

2008

Prasad Sankaran* began succession planning and developing the team towards leadership roles.



When asked about service, many may have their own version of amazing experiences, however at Grace Bay Resorts, where handmade experiences are created, we ask ourselves what makes us different? How can we stand out and be BEST!? We EXCEED expectations...

2005

Lynn Bengtsson* hired from Raffles Hotel - as Dir. of Guest Experiences. Adelphine Pitter & Lynn Bengtsson began to create processes to ensure that all guest preferences were obtained prior to a guest arrival and also capturing them during their stay.

Hans Wallberg from The Four Seasons Group was hired as as the first Personal Concierge - quickly learning from the existing local talent about the Caribbean Style and Warmth, he infuses his experiences with the local talent together all achieving a Service Experience like no other.

2007

Raj Subramaniam* takes Personal Concierge to the next level introducing seamless service experiences.

TODAY

When we ask Ricky and Manish our Directors of Guest Experiences at our resorts what makes us different, they say delivering personalized service and being genuinely passionate about going above and beyond guests needs. One occasion where we WOW'd a guest was when we brought sand to a guest as she was unable to take her wheelchair out to the beach. Since she was on a vacation with her grandchildren we wanted her to enjoy the sand with her family. We filled the area around her plunge pool creating a man made beach allowing her grandchildren to make sand castles with her. This not only made us happy when we saw them enjoy their family vacation together, but also when we knew we created a memorable experience.

We know from our day-to-day personal experiences what matters most are relationships, and we achieve this easily due to our warm Caribbean influenced personalities - we believe that if we connect with our guests to form emotional attachments, we have a friend; as our Chief Operating Officer, Nikheel Advani would say at Grace Bay Resorts we make friends for life!

*Received training and certification from The Guild of Professional English Butlers, Robert Watson - who headed the butler team at the Lanesborough, London.

UNBELIEVABLE, UNFORGETTABLE UNRIVALED VERANDA TCI



I am from the UK and I have just returned from a week's holiday with my wife and two daughters at The Veranda in Providenciales, Turks and Caicos Islands.

I have written these kind of reviews before but have always found something negative to say about the hotels we have stayed in, even though they are normally 4 or 5 star rated.

This is not the case with this summary.

We have never been to a more beautiful, welcoming, friendly and relaxing hotel anywhere in the world in over 20 years of married life.

This hotel takes all inclusive resorts into the stratosphere.

The staff are absolutely the most amazing people. From John, the hotel manager (I think) who was on hand on arrival at the resort (by the way we had free complimentary pickup from the hotel and never saw our luggage from the airport to when it was delivered to our rooms) to every single team member we encountered.

I hate naming names and I fear I will miss some out, but Speranda, O'Brian, Magic Michael, Delores, Kimberley, Ramon, Skyers, Richard, Narada, Keshia, the main man and our driver (yes we had a driver to take us to shopping areas etc.), Fitzroy, Angelo, Bizmania, Manish, Madeline, Christie, were ace.

Richard and Ramon should have a double act on TV. We have never laughed so much, and been entertained so well.

It was my wife's birthday while we were there and the staff laid on the most magical evening for her, which comprised of dinner on the beach, flame lit, complete with a birthday cake handmade by the Veranda Chefs.



We have been pampered, enjoyed trips out, been swimming with the sharks, amazed by Iguanas on Iguana Island and stunned by the absolute beauty of the Turks and Caicos Barrier Reef. We snorkeled on a day trip and it was like being in the middle of Finding Nemo.

To the food. One word. Delicious. The combination of Indian, Caribbean, and International cuisine was just great. The Sky Lounge Restaurant above Marin is stunning. Views into the ocean, and menu's which light up in the dark in neon blue.

The grill Bleu was great for the kids with usual favourites at lunchtime such as burgers, hot dogs, pasta. At night it was transferred into an a la carte (relaxed) restaurant.

The highlight other than the wife's birthday was Saturday night which was when the Marin restaurant was transported to the beach for a traditional Caribbean barbecue complete with entertainment, all under candlelight....

Reviewed January 23, 2012



A TRUE RELAXATION DESTINATION

Coming from Las Vegas, a city which prides itself on its hospitality and service, we cannot compliment enough the level of service we received during our week at the Grace Bay Club. There is nothing we could think of that was not provided for us... from the wonderful recommendations/ reservations made for us by our concierges, Kenny and Godfrey, at all the finest restaurants in the area, to the wonderful hospitality provided by the food and beverage staff led by Ajay Vyas. Breakfast each morning served by Ruth-Marie and her warm smile followed by lounge chairs on the beach with Jerry providing anything/everything you may want or need throughout the day. Their attention to detail is unsurpassed in every aspect of the resort... the wonderful spa staff was outstanding and attentive as well. Thank you so much for your kind treatment and even going to the pharmacy to get some much needed remedies for an unexpected Sun Rash! We will go back again and again and hope to see everyone there each time we go! Thank you for everything...Norman and Melissa



Reviewed March 17, 2012



MOST RECENT 2012 ACCOLADES

- Brides Magazine, Top Resort in the Caribbean - 2012
- Travel + Leisure 500 Award - 2012
- Conde Nast Traveler Gold List - 2012
- Travel + Leisure World's Best Hotels Awards - 2011

ACCOLADES THE VERANDA

- Caribbean Travel + Life: Best of the Caribbean Readers' Poll - 2012
- SpaFinder.com: Caribbean's Finest Spas in Turks and Caicos - 2011
- Travel + Leisure: 20 to Watch: Best Up-and-Coming Hotels - 2010
- Elite Traveler: 101 Top Hotel Suites - 2010

AMAZING RESORT

This was our first trip to Turks and Caicos. This all inclusive resort has suites that don't feel like your typical hotel rooms, they are cozy and beautifully decorated, extremely clean and quiet. The restaurants had a good variety of entrees on the menu and the food was exceptional. I can't say enough about how great the staff is at the Veranda. From the moment you arrive you are greeted by a wonderful rum punch (the best I've had on islands) and a tour of the facilities. The ocean is simply beautiful....



Those beds had us sleeping in much longer than we ever do at home! The bikes were fun to take out, and their tennis court looked awesome, it even had lights! We booked our travel through Dream Makers Vacation Services. I was very impressed with how quickly Michael McHugh responded to our questions and travel changes....



Reviewed March 3, 2012



CULINARY Experiences

AT GRACE BAY RESORTS



PORCINI CAICOS SALT CRUSTED LAMB LOIN

By Chef Wolfgang Von Wieser

INGREDIENTS

- | | | |
|--------------------------------|-------------------------|----------------------------------|
| 3 pieces of Boneless Lamb Loin | 1 cup Thyme Sprigs | 6 Egg Whites |
| 2 tablespoons Porcini Oil | 4 cups Porcini Salt | Freshly Ground Pepper (to taste) |
| 1 cup Parsley Leaves | 1 cup All Purpose Flour | Preheat oven to 425 degrees (F) |

METHOD

Season lamb loin with black pepper only. Preheat pan on stove – high heat. Place lamb loin in pan ensuring all sides are seared evenly. (TO NOTE: searing requires the meat surface to be free of water.) Once all sides are seared evenly remove from heat and follow by brushing with porcini oil. Set loin to cool. While the lamb is cooling whip the egg whites to form a stiff peak - easily achieved by using a bowl or hand mixer. (TO NOTE: room temperature eggs often obtain more volume) Fold the egg whites, salt and flour together to make a paste. (TO NOTE: When folding egg

whites, you incorporate beaten whites into other ingredients without compromising the airiness of the beaten whites - Folding egg whites isn't the same as stirring, and it takes a gentle touch, so fold with care.)

Take a third of the salt mixture and lay it on the aluminum foil lined sheet tray and then make a bed with half of the parsley and thyme on top of the salt base.

Set the lamb loin on top of the herbs and cover the loin with the rest of the herbs.

Use the rest of the salt mixture and mound it

up to completely cover the loin. Bake at 425 degrees (F) for 18 minutes. Remove from oven and let lamb rest for 5 minutes (allowing juices to settle) and then crack with a heavy knife. Allow to rest for another 10 minutes outside the salt crust before slicing to serve.

TO PLATE

Slice and fan a third of the lamb loin on the middle of a plate. Drizzle with lamb jus and finish by sprinkling a pinch of finely ground porcini salt over the lamb.



Our Group Director of Food and Beverage, **Chef Wolfgang Von Wieser**, who has more than 30 years of international experiences from Four and Five Diamond and Michelin starred restaurants, has embraced the salts from Turks and Caicos.

Using his lab at Grace Bay Club and The Veranda Resorts & Residences, also know to some as our kitchens, Chef Wolfgang produces a series of unique salts with flavors like porcini mushrooms, tomatoes and lemon lime as well as chocolate – all based on crystals harvested on historic Salt Cay. Wolfgang insists that all salt is the same; the difference is in the crystals that effectuate a different sensation on your tongue. Offering an analogy with snow, he explains the snow in Aspen is different from the snow in Vermont,

"It's all snow, but it's different."



Back to School Initiative



Repeat guests from The Veranda Resort & Residences donate to GBR Foundation adopted school - Ianthe Pratt Primary. Foundation at its yearly back to school initiative - distributing school supplies and bags.

SAVETHEDATE!

FEATURING CELEBRITY CHEFS & RENOWNED WINEMAKERS AS WELL AS OUR SPECIAL GUESTS, HONOREE AMBASSADORS OF FOOD & WINE, IRON CHEF-SUPER CHEF BEAU MACMILLAN, WESLEY CLERVEUX, GEOFF KRUTH, TUCK BECKSTOFFER & DUCKPOND CELLARS

THIS YEAR'S CARIBBEAN FOOD & WINE FESTIVAL ITINERARY:

NOV 1st WELCOME DINNER: \$125 NET
Exclusive 5 course meal prepared by Celebrity Chef paired with master sommelier wines.

NOV 2nd GOURMET SAFARI DINNER: \$250 NET
A culinary adventure travelling to some of the finest hotels and restaurants in Providenciales.

NOV 3rd FOOD & WINE TASTING AND FOOD FAIR: \$45 NET
Gourmet chocolate, cheese, seafoods, meat and local favorites; Offered with a selection of vintage international wines.

PACKAGE PRICE: \$399 NET

For reservations and inquiries kindly call 232 5151 or email info@caribbeanfoodandwinefestivalci.com

WWW.CARIBBEANFOODANDWINEFESTIVALCI.COM

In partnership with Turks & Caicos Tourist Board

PLANNING A MEMORABLE EXPERIENCE WITH YOUR FAMILY? **LUXURY HANDMADE ALL AT GRACE BAY RESORTS... WE LOOK AFTER YOUR WEDDINGS, FAMILY GETAWAYS AND GROUP EVENTS.**

GRACE BAY CLUB April-Dec, 2012 \$350.00*

THE VERANDA April-Dec, 2012 a Luxury Fully Inclusive Resort \$450.00*

Group Experiences for 10 rooms or more

- Welcome beverage upon arrival for all participants (alcoholic and non)
- Hospitality Desk and group coordinator assistance
- Group pre-registration and satellite check-in
- Concierge Service
- Wireless Internet throughout the resort
- Complimentary international phone calls from guest room land line phones
- Staff rooms at 50% discount of regular room rates for every 20 rooms paid
- Complimentary storage for two days prior (up to 10 pieces)
- Discounted setup and staffing fees based on season
- Group rates pre/post based on availability
- Special site inspection rates (based on availability)
- Complimentary upgrades and complimentary rooms based on season and rooms booked

For Group inquiries please contact Dayanara Ortiz, Group Sales Manager at dayanara.ortiz@gracebayresorts.com & Shameka Simmons, Sales and Weddings Manager at shameka.simmons@gracebayresorts.com



Photos provided by www.provopictures.com

The group's Travel Agent or Meeting Planner will receive

- | | |
|------------------------------------|-------------------------------------|
| 45 - 80 effective group nights | (1) complimentary stay for 2 nights |
| 81 - 120 effective group nights | (1) complimentary stay for 4 nights |
| 121 - 300 effective group nights | (1) complimentary stay for 5 nights |
| 301 effective group nights or more | (1) complimentary stay for 7 nights |

To reserve a stay contact your travel professional or call 800.946.5757 Grace Bay Club / 877.945.5757 The Veranda
Email: reservations@gracebayclub.com / reservations@verandatci.com
*Rates are introductory and are subject to availability



Every 3rd Night Complimentary*



Suite Dreams: 20% off rack
To book please visit GRACEBAYCLUB.COM or visit your travel professional.

*Travel must be complete by Dec 16th, 2012 and blackout dates apply. Promotions are not combinable. Not valid on Estate Penthouses. Based on rack rates.



Every 3rd Night Complimentary*



Best Beach Escape: 20% Savings
To book please visit VERANDATCI.COM or visit your travel professional.

*Travel must be complete by Dec 16th, 2012 and blackout dates apply. Promotions are not combinable. Is valid on Garden View 1 Bedroom and larger suites; this offer is not applicable to the Villas. Based on rack rates.





GRACE BAY RESORTS BRINGS SHAGGY TO PROVO





SHAGGY PERFORMING



Tee Shirt Creative designed by Kazz Forbes, Fashion Designer & Stylist - SGFH; Saint George Fashion House

"Aren't the sexiest events @ GBC?"



Social Networking at it's best with COO of Grace Bay Resorts, Nikheel Advani



Turks and Caicos Junkanoo; an organized parade with sophisticated costumes & island music



Jennifer Rhodes, Kazz Forbes, Kadri Kullerkupp & Ramon Andrews



Mark Durliat CEO of Grace Bay Resorts, Adelphine Pitter & Donnette Bassette

GRACE BAY RESORTS
HANDMADE EXPERIENCES SINCE 1993

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