



# RESORT RECOGNITION PROGRAMME 2018



Dear Christer Werner

Working in partnership with its resort affiliates, RCI continues to be committed to strengthening the timeshare industry by ensuring that timeshare owners enjoy holidays of the highest product and service quality.

The RCI Resort Recognition Programme is today a major motivating factor towards that commitment. Thanks to the high quality and service that you and your staff have achieved, it gives me great pleasure to advise that



**1943 FJÄLLVATTNET**

has earned recognition to receive an

**RCI SILVER CROWN RESORT for 2018**

Selection to this prestigious group of superior resorts is based on two rating components: a 12 month compilation of comment card scores completed by exchange guests assessing resort quality, service delivery and the overall holiday experience.

There can be no doubt that higher quality and service standards result in greater consumer satisfaction - in turn elevating Holiday ownership to a position of excellence within the tourist industry.

Congratulations, not only to your company's management but also to all members of staff at the resort who have contributed to so many enjoyable holiday experiences. Through our valued partnership we share a commitment not only to meet, but also to exceed, the expectations of our mutual customers.

Best wishes for continued success!

Dimitris Manikis  
Vice President, Business Development  
Europe, Middle East & Africa