

# Shoosh News

Check in with us on—



Make that first impression count.

We had the great privilege of working with the Resort Managers at Munna Beach Holiday Apartments to update their reception. Both Merrill & John appreciated the importance of that first impression when guests first check in to a resort. The existing building had not been updated since the resort was built some 35 years earlier.

The Scope: Remove the exterior cladding on the building, replace all the windows and sliding door, clad the exterior walls, render & paint, remove the terracotta tiles and replace with a floating hybrid floor, remove the old decaying sauna and create a new store-room and kitchenette, remove the old reception desk and cabinetry and create a fresher environment, install guttering and downpipes to the roof, add custom signage to the interior and exterior of the reception building, and have it done in 3 weeks!

We hit a couple of hurdles in the early days of demo—discovering some major structural issues. Our trade team worked overtime to ensure we stayed on track with our timetable.

The results speak for themselves, with fabulous responses from their guests and some very happy Resident Managers..



## Case Study—Small Budget vs Big Needs

We hear from Resident Managers often how difficult it is to convince owners to spend money on their apartments for their own benefit. We recently worked with Debi from Pacific Beach who had an apartment that fell into this category. It was almost at the point where the resort was reluctant to put anyone into the apartment due to negative feedback. We put together a proposal on the minimum upgrade needed to ensure guests were happier when they walked into the room. With some great negotiating by Debi, we managed to get a small budget, and a list of things that needed to be addressed. Carpet in the bedrooms was replaced, custom headboards and sofas installed, some new art prints, a stylish coffee table and side table, as well as a wall bracket for the TV, has made a significant difference to the apartment. Now we're not saying there's nothing else that needs to be done, but the few things we were able to change have made a huge difference to the way the guests feel when they check in to this apartment now.



### *Feedback from the Resort Manager after the mini-update*

*"Guests that come in love the apartment décor especially the colours & comfy couch. The apartment is just very comfortable and welcoming now, topping off with great 180 degree views.*

*It has made my job all the more easy when I recommend a nice apartment to relax in."*

*- Debi Scown*



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