

# Edgewater 101

Edgewater Beach Resort is a large complicated operation. There are various departments that provide for the services that are offered, the amenities that guests and owners use and enjoy, and the back of the house administrative and accounting functions that go hand-in-hand with such an operation.

It takes a large number of personnel, supervisors, and managers to keep all operations running smoothly and to provide the proper customer service to owners and guests. The following is an outline of those various departments showing how they interrelate to each other, which department controls the various areas, and a current list of contacts with names and phone numbers. We hope this information will help you understand how Edgewater operates and who you can “go to” if you have problems, comments, questions, or suggestions.

**\*\*For each contact listed below, you must dial the main switchboard at (850) 235-4044, then dial “0” for the operator and ask for a specific name or extension.\*\***

## **Edgewater Beach Resort Management, Inc.**

Mike Stange, Chief Operating Officer (Executive Committee)  
Ext. 71029            Email: mstange@resortcollection.com

Melody Lashley, Executive Assistant  
Ext. 71029            Email: mlashley@resortcollection.com

This is the company that has the contract to provide management services to the Association. It also operates the onsite rental company via contracts with individual owners to rent their unit or units. There are various departments within that company.

### o **Association Management:**

Tom Sparks, Vice President of Association Operations (Executive Committee)  
Ext. 71043            Email: tsparks@resortcollection.com

Wanda Horne, Executive Assistant  
Ext. 71043            Email: whorne@resortcollection.com

### o **Association Accounting:**

Amy Ludlam, Director of Association Accounting  
Ext. 71041            Email: aludlam@resortcollection.com

Danielle Boobyer, Association Accounting Manager  
Ext. 71042            Email: dboobyer@resortcollection.com

### o **Condominium Maintenance:**

Richard Clark, Condominium Maintenance Manager  
Ext. 71076            Email: rclark@resortcollection.com

### o **Grounds:**

Jim Husfelt, Grounds Manager  
Ext. 71085            Email: jhusfelt@herbafex.com

### o **Owner Services:**

This department controls the entry to the resort and units that are not on the onsite rental program for vendors, housekeepers, etc.

Nicole Conner, Owner Services Supervisor  
Ext. 71011            Email: edgewater.os@resortcollection.com

### o **Security:**

Tim Lane, Director of Security & Risk Management  
Ext. 71075            Email: tlane@resortcollection.com

### o **Homeowner Relations:**

Paul Wohlford, Vice President of Sales and Marketing (Executive Committee)  
Ext. 71046            Email: pwohlford@resortcollection.com

Dawn Vasant, Director of Homeowner Relations  
Ext. 71033      Email: [dvasant@resortcollection.com](mailto:dvasant@resortcollection.com)

Mark Farner, Director of Homeowner Communications  
Ext. 71054      Email: [mfarner@resortcollection.com](mailto:mfarner@resortcollection.com)

Stacey Elliott, Homeowner Relations Manager  
Ext. 71031      Email: [selliott@resortcollection.com](mailto:selliott@resortcollection.com)

○ **Rental Management:**

Edgewater Beach Resort Management operates an onsite rental company along with all the services associated with that operation. That management structure is as follows:

Karine Young, Vice President of Lodging (Executive Committee)  
Ext. 71003      Email: [kyoung@resortcollection.com](mailto:kyoung@resortcollection.com)

Lei Martinez, Director of Front Office Operations  
Ext. 71005      Email: [lmartinez@resortcollection.com](mailto:lmartinez@resortcollection.com)

Ken Floyd, Chief Technology Officer (Executive Committee)  
Ext. 71013      Email: [kfloyd@resortcollection.com](mailto:kfloyd@resortcollection.com)

Kurt Weller, Director of Infrastructure/Network Security  
Ext. 71014      Email: [kweller@resortcollection.com](mailto:kweller@resortcollection.com)

Leo Marino, Director of Engineering (aka: Rental Maintenance)  
Ext. 71209      Email: [lmario@resortcollection.com](mailto:lmario@resortcollection.com)

Tim Barnes, Golf Course/ Grounds Production Manager  
Ext. 71213      Email: [tbarnes@resortcollection.com](mailto:tbarnes@resortcollection.com)

Richard Holt, Director of Business Development  
Ext. 71218      Email: [rholt2@resortcollection.com](mailto:rholt2@resortcollection.com)

○ **Management Accounting:**

Edgewater Beach Resort maintains a full accounting staff that handles all the accounting for its management operations other than the accounting for the Association. It is under the direction of a Corporate Financial Officer and his staff:

Tara Wilder, Vice President of Finance (Executive Committee)  
Ext. 71017      Email: [twilder@resortcollection.com](mailto:twilder@resortcollection.com)

Corey Kepley, Owner Accounting Agent  
Ext. 71025      Email: [ckepley@resortcollection.com](mailto:ckepley@resortcollection.com)

○ **Edgewater Beach Resort Club Operations:**

The Club consists of the Food and Beverage operations including the Conference Center, the nine-hole Golf Course, the Pro Shop, including the Health Club and Tennis Courts, and the Lagoon Pool. The following is the management structure for that area.

Brian McConnell, Vice President of Club Operations (Executive Committee)  
Ext. 71095      Email: [bmccConnell@resortcollection.com](mailto:bmccConnell@resortcollection.com)

Mike Stokes, Director of Food & Beverage Operations  
Ext. 71097      Email: [mstokes@resortcollection.com](mailto:mstokes@resortcollection.com)

Philippe Robles, Executive Chef  
Ext. 71098      Email: [probles@resortcollection.com](mailto:probles@resortcollection.com)

Pamela Billing, Catering Sales Manager  
Ext. 71051      Email: [pbilling@resortcollection.com](mailto:pbilling@resortcollection.com)

Natalie Nucero, Food & Beverage Manager  
Ext. 71093      Email: nnucero@resortcollection.com

Nick Bland, Director of Resort Activities  
Ext. 71106      Email: nbland@resortcollection.com

Donavan September, Director of Tennis  
Ext. 71126      Email: dseptember@resortcollection.com

o **Sales and Marketing:**

Edgewater has a full-service Sales and Marketing Department consisting of sales and support staff.

Paul Wohlford, Vice President of Sales and Marketing (Executive Committee)  
Ext. 71046      Email: pwohlford@resortcollection.com

Steve Bailey, Director of Sales & Marketing  
Ext. 71050      Email: sbailey@resortcollection.com

o **Human Resources:**

Edgewater maintains an in-house Human Resources Department responsible for recruiting, hiring, and administrating the personnel resources of the resort. In peak season, Edgewater employs around 400 employees.

Christy Smith, Vice President of Human Resources (Executive Committee)  
Ext. 71028      Email: cmsmith@resortcollection.com

Stormy Ward, Human Resources Generalist  
Ext. 71143      Email: sward@resortcollection.com

TBD, Payroll Coordinator  
Ext. 71027      Email: payroll@resortcollection.com

The Shoppes of Edgewater, which is a multi outlet shopping center northeast of the resort, is part of the Edgewater family. It is managed by the Management Company. Another family company is Edgewater Realty located on Hutchison Boulevard. Both of those companies are managed by:

Ric Holt, Vice President of Real Estate and Commercial Leasing (Executive Committee)  
Phone: (850)249-2364      Email: riccrs@outlook.com

The Chief Operating Officer, along with the Chief Financial Officer, and the seven Vice Presidents serve as the Executive Committee that manages the entities as described. The company is owned by a group of individuals. Two of the partners were part of the original development team that envisioned and built what we now call Edgewater. They are Wes Burnham, who lives in Panama City Beach, and Wally Nall, III, who lives in Birmingham.

As noted, Edgewater Beach Resort is a major multifaceted operation, but one with the personnel, ability, experience, and resources to carry us into the future.