

## Postcard from Kurumba



Issue: September 2010

### Resort Overview

Welcome to our first issue of "Postcard from Kurumba" – this is our way of keeping you up-to-date on the happenings in our corner of paradise until you are able to come back and enjoy some time in the sunny Maldives.

While we love our heritage, we also are happy to embrace change and to move forward ensuring that you, our valued guest, is able to experience Kurumba magic every time you visit.

We value your feedback and your support and next time you are here we look forward to showing you some of the things we have been up to... but in the meantime, hopefully our Postcard will get you excited about your next trip!



#### What's new

##### New Look

Our new logo – Seen here, our new logo and colours are inspiring many fresh changes around the resort.

##### TV Galore

After a hard day of working on your tan, it is sometimes nice to curl up on our comfy beds in front of the t.v. – so to liven it up, we have added 7 new t.v. channels for your viewing pleasure!

##### Beach Service

As the beach is where you love to spend your time, we have created a new found passion for your beach experience – we have dedicated 5 smiling team members to serve you and deliver some of our new surprises (sorry, we cannot tell you what they are you will have to wait and see) while you are working hard on your tan.

#### Listening to you

Because the opinion of you, our guest, is so very important to us we have a new guest survey system called market metrix.

Reviewing the surveys so far we have been able to implement the we the following actions;

- \* Increased nightly entertainment with Bodu Beru (Maldivian Dance, a DJ and a weekly guest cocktail.

- \* Complimentary snorkeling equipment for guests.

- \* Offering better value beverage choices.

- \* Adding a cocktail of the day and a sommeliers choice to add other options.

- \* Updated our breakfast buffet with tropical fruits and other extras.

#### Catching up with the Jones

One of the things we are most proud of is your, the guests, loyalty to us - Some of you have been coming every year for as long as we can remember. We met up with Mr & Mrs Rosenquist at poolside to learn about their Kurumba.

-What keeps you coming back? We lived in The Maldives some some years, so Kurumba became a second home. We know all the staff well, love the relaxed atmosphere of diving and the house reef.

- How many times have you been to Kurumba? 53 times.
- If you had to name one thing that is your favourite, what would it be? The wide choice of restaurants and the dive center staff
- If we could change something, what is your advice? Please remove the four poster beds.
- When will we see you again? In October 2010.

### Team Kurumba



#### New faces

Jason Kruse has joined the team at Kurumba as Resort Manager. Jason comes with an extensive background in resort management both in his native Australia and through Asia.

A focus for Jason at his new home is to improve service to guests, create new activities to enjoy and improve facilities. In addition he is looking forward to improving the facilities and lives of the team at Kurumba and looks forward to he and his wife being part of the Kurumba family.



### Heart of House

A lot of new initiatives are underway to make the lives of the team at Kurumba more fun and exciting, including a revamp of the team restaurant, new cricket pitch, futsal court, internet and many hours of training and development.

We are about to commence a new block of team accommodation with an entertainment & learning centre.

While you won't see these changes, we trust that you will feel it in the warmth of our service and the new spring in our step.

### Contact us

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