

MAY 2024

# Nomination Letters

Mandi Donaldson | Improve It

In 2023, the on-site team at Great Park unfortunately saw a high amount of staff turnover. While it wasn't anything of her doing, most of the impacted positions fell under Mandi and her team. This propelled Mandi into a sort of fight or flight scenario. For some, this amount of turnover (and impact to the culture, as a result) would have been enough to abandon ship yourself, but that's not who Mandi is. She doesn't give up. Not only did she take on the challenge of filling in gaps while short-staffed, but she also used this time as an opportunity to improve various processes/concepts along the way, including amenity fob distribution, new homeowner orientation, homeowner landscape consultations, and revamping a reservation system/policy for 14+ facilities. These are just a few changes that she's been a part of that have had an impact on improving Great Park operations, and creating a better experience for residents and the on-site team.

This level of perseverance and commitment mixed with her ability to build meaningful relationships has led to a renaissance in our team culture, and developed a dynamic powerhouse of associates who excel at communicating, collaborating, and supporting each other. Mandi has been fostering this change with her displayed work ethic, thoughtful coaching, and a perspective that her associates respect and connect with. I'm so proud of her and her growth and couldn't have asked for a better partner. Thank you, Mandi, for all that you do!

**Jonathon Hill**  
General Manager  
Rancho Santa Margarita, CA

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Since working on-site with Mandi at GPN, there have been improvements to pretty much every process for each team. She does a great job at looking at the bigger picture for each process, and coming up with ideas on how we can constantly improve on what is already working to make it a more efficient process for our team, and a better experience for our residents. While she is not involved in every process on a daily basis, she is always willing and open to collaborate with every single person on the team to assist with our process at any given time.

Not only does Mandi do a great job at improving it by coming up with new ideas, but she is constantly updating and creating new SOP's, so that each step in our processes can easily be passed along to any one. Her detailed explanations to any change make the process so much easier and efficient. In turn, these changes have resulted in positive and productive interactions with our residents.

Aside from improving on what already works for our team, Mandi is always willing to get down to the root of any issue in a process that can use improvements. She does a great job at identifying what can be improved upon and is quick to provide and implement solutions.

Thank you Mandi for all of your knowledge and support. GPN is very fortunate to have someone like you on the team.

**Roger Velasquez**  
Community Design & Review Manager  
Irvine, CA

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Mandi is always look to improve the functions of each team that she has to overlook. Whether it be assisting with Life Style, reviewing rules with architectural, or even directly helping my Facilities Team with the organization of clubhouse rentals, landscape requests with homeowners, and Standard Operating Procedures for various tasks, Mandi is always looking to IMPROVE all processes every step of the way. I admire her drive to make every process as simplified as possible, and ensuring that all steps are necessary when plotting out a process.

Mandi truly embodies the Core Value of Improving It!

**Chaio Winters**

Facilities Manager, Great Park Neighborhoods  
Irvine, CA

Mandi is continuously going above and beyond to make the entire Great Park team! Despite the increasing amount of work due to a developing community, Mandi consistently finds ways to help the team out. She is always the first one to volunteer for any staff support needed during Lifestyle events. Her willingness to assist others and her commitment to providing the best customer care to our residents is contagious. Mandi is quick to respond to homeowners' questions or concerns even when the subject may not be in her direct purview.

It is with great pleasure that I respectfully submit this nomination for Mandi to be recognized as an employee that is consistently improving the culture here at GPN!

**Megan Yuen**

Lifestyle Director  
Lake Forest, CA