

# Employee Spotlight



## New Guest Services Managers Join Silver Saddle

Silver Saddle is pleased to welcome **Aillen An** and **Lana Chu** (left) as Guest Service Managers (GSMs) at the Ranch.

Aillen had only been working a month when he tackled the super busy Memorial Day weekend crowds. A full-time GSM, he is fluent in English, Mandarin and Cantonese.

Formerly self-employed in Hong Kong and China, he has been in the States on and off for the past 10 years, is looking to settle down here and is currently applying for citizenship. Aillen helps Chinese guests at the Ranch with everything from meals, to assisting with filling out forms and directions. "I'm here to help our guests have an enjoyable stay and to relax. Anything I can do to make their stay easier here, that's what I try to do."

Although very new to his position, Aillen enjoys the ranch very much, finds the job challenging and exciting and enjoys meeting the many different interesting people.

Lana Chu was hired May 13, and also was on hand for the busy Memorial Day weekend. An office manager at Garfield Dental Group in Monterey Park for the past 21 years, Lana works at the Ranch on weekends.

"I really like the customers. If they can't speak English very well, I'm here to translate for them. I help with check-in and getting them settled in their room and make sure everything is to their satisfaction. If a customer needs something, I am here to serve them."

Lana lives in San Gabriel and is married with three children. She prides herself on being a problem solver and making guests feel comfortable. "Often our Chinese guests are a little afraid to speak English, so I try to ease that fear and make them feel at home. Knowing there is someone here that speaks their language is comforting and takes away some of the anxiety. After all, we want them to come here to relax! That's my job – to help them do just that."