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Subject: LSJ operations... Thoughts and Ideas
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After a little over 4 week on the island I've seen the challenges and hurdles involved in running a smooth operation on LSJ.

No matter how the crew is structured, it will always be a tough property to run, but I feel that there are some key positions that is staffed entirely wrong, causing the bulk of the problems

What the island need, is capable area managers with either more experience, or better suited personalities. Anyone in Ana's Island Manager position will always be behind on tasks because none of the current "area managers" are capable of thinking ahead or working independently. The whole island staff is on a day to day basis of operations, waiting for directions from above. No individual planning is ever done by them. There is no initiative to try to predict problem area before they are pointed out.

Starting from the top, let me describe what I believe would be a much more efficient staffing on LSJ, based on skill sets and personalities.

Island Manager: Single individual like Karen or Couple with extensive fine home management or 5 star hotel experience. If a couple, the husband will need to have skills in mechanical problem solving (HVAC, electric, RO etc) so he can manage the engineering department. They can live on St. Thomas if needed, since Ana's role (see below) is still LSJ based

Concierge/Guest Relations Manager: This is Ana's new role. She is the hostess that care for all your needs. She is the gatekeeper who directs when work can be done around the Main Compound. She coordinates with Island Manager and makes sure that workers are away from Gym area, Flag pole pool areas etc when you are there. She primarily cares for your well being and comfort. She takes care of your guests, helps coordinate their off island activities. She is the personal assistant who takes calls and messages. Finally, she is the person who goes to STT when you need any items. We can send her off to culinary training to give you better food variety and also to give her better knowledge of food preparation hygiene

Landscaping Manager/Horticulturist: This person knows tropical plants and their upkeep. He is in charge of the entire landscape crew and is a self starter who can do his own planning and make the island look consistently good. I have candidates for this position to present to you shortly

Main Compound gardener: This job now goes to Chris. Chris is not a manager, but he has great technical skills with plant installation. He is just out of his comfort zone with where he is now. I would have him be responsible for the main compound only. He reports to the landscape manager and is relieved of his other management duties. We may need to renegotiate his salary since he is no longer in a management position, but I believe he is better suited for that position than Jason

Jason can be put in a position where he does island clean-up. There is need for someone who removes dead palm fronds, sweeps/blows driveways and roads, fix the stones along the roadways when knocked out of alignment etc. We works best solo, and this is a position that will improve the overall looks of the island in a very visible way. He can also be the person who comes over on "quiet" days and does some discrete clean up.

Marine ops manager: There is currently no accountability or planning of boat/barge runs. Primarily because the boat captains don't like each other and don't communicate. Boscoe is universally disliked and he does have an interesting personality as well as a somewhat flawed work ethic. He is not a team player or a hard worker. But, he gets the job done, driving the barge. Carlos is pure poison, and sees himself at the manager of boat operations, but has absolutely no management skills. He has a short fuse, ill temper and in my opinion, has no place on the team. Guy is another person

who is put in a position he really is not suited for. He does not work without constant supervision, and would be better off in his old job as a helper for projects. He also has a drinking problem that potentially could cause a problem some day. On top of this, Guy flat out refuses to work with Boscoe and Brian. He is not the sharpest tool in the shed, and his actions unfortunately reflect this.

So, my fix for this would be to let Carlos go and find a responsible, presentable boat captain who can take charge of marine ops. Boscoe can be supervised better this way, and we can operate the boat runs with less trips if we have someone actually doing some scheduling. Guy may work out if supervised by new captain, but Carlos does not give him any directions, so it now falls on the Island Manager to keep Guy from just sitting on the dock waiting for the next boat run.

Engineering Manager: This is Danny Vicars, and he has a lot of knowledge about everything on the island. He is again one of those interesting personalities, but that just adds a little flavor to it all. He gets things done when he is directed and I would not change that. Danny Etienne is someone that I think we should make sure that he picks LSJ as his future. He is extremely talented and if Danny V should ever retire/leave, Danny is the guy to take over. The overall management of these two guys would fall under new Island Manager responsibility

This is my take on the situation. It is a solution with minimal disruption or firing of staff. I just can't see Carlos fit in anywhere. Please note that this is not because of my personal problems with him. I am being objective in my evaluation

Best,

John