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**YOUR OWNER SERVICES TEAM**

Owner Services General Line & Weekend Line: 231.549.7176 Not sure who to call? Need to make a reservation? This is exactly what the number is for and serves as the weekend line. You are always welcome to email any of us here in Owner Services as well [ownerservicessupport@boynemountain.com](mailto:ownerservicessupport@boynemountain.com)

**AFTER HOUR CONTACT INFORMATION**

Dial “0” from your house phone or call 231-549-6000 for assistance.

**Monica Spencer, Director of Owner Services for Boyne Mountain Resort**

[monica.spencer@boynemountain.com](mailto:monica.spencer@boynemountain.com) 231.549.6077 Monica oversees association related business and works closely with the association boards. Monica also assists with maintenance work tickets, vendor contracts and schedules. She also communicates with homeowners and attends to owner requests or questions.

**Danielle Cameron, Owner Services Manager**

[danielle.cameron@boynemountain.com](mailto:danielle.cameron@boynemountain.com) 231.549.7971 As well as managing the Owner Services Department Danielle is the point of contact for anything Mountain Grand Lodge Association related. Danielle works with the MGL Board of Directors, assists with contract scheduling, prepares rental income statements, communicates special project details, and handles MGL owner requests or questions.

**Jayne Howard, Owner Services Facilitator for Boyne Mountain Resort**

[jlhoward@boynemountain.com](mailto:jlhoward@boynemountain.com) 231.549.6072 Jayne processes the majority of invoices pertaining to the association neighborhoods. Jayne is a point of contact to make owner reservations, assistance with unit billing and revenue, requests, or questions.

**Cassie Slivinski, Owner Services Representative for Boyne Mountain Resort** [cassandra.slivinski@boynemountain.com](mailto:cassandra.slivinski@boynemountain.com) 231.549.7120 Cassie works closely with Danielle on association related & special projects. She will also assist with invoice processing, maintenance and improvements, as well as a liaison for condo owners.

**Dawn Bennett, Vacation Home Attendant Manager for Boyne Mountain Resort**

[dawn.bennett@boynemountain.com](mailto:dawn.bennett@boynemountain.com) 231.549.7123 Dawn assists with the rental management program. Dawn and her team are responsible for maintaining unit inventory, assisting owners with unit upgrades, implementing new specifications, and routine inspections of units for quality assurance.

**Erik Miller, Vice President of Lodging for Boyne Mountain Resort**

[erik.miller@boynemountain.com](mailto:erik.miller@boynemountain.com) 231.549.6069 Erik oversees all of lodging at Boyne Mountain. The lodging areas include, owner services, front desk, bell staff, concierge, hotel maintenance, housekeeping, laundry, and Playcare. Erik provides support to the Owner Services team by attending association meetings and working closely with association board members.

**Diana Troxel, Rental Management Program Coordinator/ Boyne Vacation Club Manager**

[dtroxel@boyneresorts.com](mailto:dtroxel@boyneresorts.com) 231.439.4958 Diana oversees the Boyne Vacation Club and Interval International vacation program. She is your contact for all reservation and revenue questions related to the program.

**Wendie Keen, VP of Owner Services & Spa | Michigan**

[wkeen@boyne.com](mailto:wkeen@boyne.com) 231.549.7108 Wendie oversees the Owner Services department at Boyne Mountain, The Highlands and Bay Harbor. She also oversees the spas at all three resorts. Wendie supports the Owner Services team with updates and progress of resort improvements. She also assists with association boards.