



YOUR OWNER SERVICES TEAM

Owner Services General Line & Weekend Line: 231.549.7176

Not sure who to call? Need to make a reservation? No problem! 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.

Jayne Howard, Owner Services Facilitator for Boyne Mountain Resort

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.

Kim Oliver-McCafferty, Owner Services Representative for Boyne Mountain Resort

kimberly.mccafferty@boynemountain.com | 231.549.7120

Kim works closely with the Director of Owner Services on association related projects. She will also assist with invoice processing, maintenance and improvements, as well as a liaison for condo owners.

Danielle Cameron, Mountain Grand Lodge Owner Services Manager

danielle.cameron@boynemountain.com | 231.549.7971

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.

Dawn Bennett, Vacation Home Attendant Manager for Boyne Mountain Resort

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.

Monica Spencer, Director of Owner Services for Boyne Mountain Resort

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.

Erik Miller, Director of Lodging for Boyne Mountain Resort

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.

YOUR OWNER SERVICES TEAM continued

Jim Gibbons, Plant Facilities Manager for Boyne Mountain Resort

jgibbons@boynemountain.com | 231.549.6887

Jim oversees building maintenance in the Mountain Grand Lodge and for all of BoyneMountain facilities. He and his team provide general maintenance and upkeep to all of our HVAC, plumbing and electrical systems. Jim also manages our paint and carpentry staff who are responsible for many repairs and improvements throughout the resort.

Tiffany Major, HOA Accounting

tmajor@boyne.com | 231.439.4768

Tiffany handles the accounting for associations managed by Boyne Mountain Resort. She is the primary contact for owners with questions regarding their quarterly assessments. Tiffany also assists the association boards prepare their annual budgets and keeps monthly financial records of all expenses paid out and into the association.

Wendie Keen, VP of Owner Services & Spa | Michigan

wkeen@boyne.com | 231.549.7108

Wendie oversees the Owner Services department at Boyne Mountain, Boyne 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.