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Tapestry Resorts Announces Claudia Ortiz-Rauscher As General Manager of Eloquence Residences

SAN DIEGO – December 6, 2011 – [Tapestry Resorts](#), a full-service hospitality management solutions company and division of ResortCom International, has announced Claudia Ortiz-Rauscher as the general manager of Eloquence Residences in North Miami.

Ortiz-Rauscher oversees the on-site operations for the fractional and rental programs. She supervises the activities of all department heads and their staffs and sets strategies for achieving growth goals and objectives, revenue generation, cost control, guest satisfaction and employee development.

[Eloquence Residences](#), located on the semi-private island community of North Bay Village, is a socially conscious property that offers whole ownership, fractional ownership and rental opportunities. Situated within a mile of Miami Beach and nearby South Beach, Eloquence Residences is in a prominent location, ideal for families and travelers.

“Claudia’s background and accomplishments with The Ritz Carlton and her extensive knowledge of property management make her the ideal person to handle the high level of service and performance we demand at our resorts,” said John [Small](#), chairman and CEO of Tapestry Resorts. “She is a great asset to the Tapestry Resorts team.”

Ortiz-Rauscher comes to the resort with 19 years of hospitality experience, including many at five-star brand The Ritz Carlton, where she held various leadership roles in the rooms and food and beverage divisions. She also assisted in numerous hotel openings and takeovers, including the Ritz Carlton Orlando; The Ritz Carlton Golf Resort in Naples, Fla.; L’Auberge de Sedona, in Sedona, Ariz.; and Parkhotel in Euskirchen, Germany. Working as a private consultant, Ortiz-Rauscher assisted in training and creating related manuals for various hotels, such as Daufuskie Island Resort in Daufuskie, N.C.; Hotel 71 in Chicago; and Wyndham Hotel in Phoenix.

About Tapestry Resorts

Tapestry Resorts is a full-service hospitality management solutions company and division of ResortCom International. Clients include vacation ownership and mixed use properties, such as timeshares, fractionals, private residence clubs and vacation clubs. Tapestry Resorts' global network of hospitality professionals provides the expertise, tools and solutions its clients need to start and build their business, grow their revenue, improve their bottom line and delight their owners and guests. For more information, visit <http://www.tapestryresorts.com>.

About ResortCom International

San Diego-based ResortCom International provides resort management, rental, reservations, travel and financial services to the vacation ownership, fractional and luxury resort industry.

The company is known as the top performer in global portfolio management exemplified in healthy portfolios, low delinquencies and foreclosures. In addition to loan receivables servicing and portfolio management, ResortCom's Platform Services Division also specializes in maintenance fee billing and collections, merchant credit card services, tax withholding trust administration, custodial services and lender support. ResortCom utilizes its comprehensive SaaS (Software as a Service) platform with a fully integrated CRM system to manage any customer questions and follow-up.

Divisions also include [Tapestry Resorts](#), a full-service hospitality management and solutions company, and [LaTour Hotels and Resorts](#), which offers personalized luxury hospitality management services for four- and five-star properties worldwide. ResortCom's services are offered in any language or currency, and the company has offices in Mexico City; Sao Paulo, Brazil; Phuket, Thailand; and San Francisco. For more information, visit <http://www.resortcom.com>.

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