

# Ocean One Waves

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**OCEAN ONE**  
**Condominium Association**  
19333 Collins Avenue  
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# Happy New Year 2021

## PRESIDENT'S LETTER

Dear fellow residents,

As I sit here this first day of 2021 to write this letter to you, I do so with many mixed emotions.

I am thankful that although the COVID-19 pandemic ravaged our daily lives for most of the past year, we survived this deadly disease. For those who became ill, lost friends, family members, or jobs, suffered business reversals, endured isolation from dear ones, let this year be one of hope and new beginnings. As my husband and I prepare to get the vaccine tomorrow, I am so very thankful that we will have the opportunity to somewhat resume our normal lives next month. That means hugging our children and grandchildren, dining out, or merely walking around without fear. I wish that you all soon have the opportunity to be vaccinated as well.

It is with much sadness and a heavy heart that I have to announce that Monique Pérez, our Property Manager, will be leaving us this March. Monique has been with us for 7 years (2 as Assistant Manager and 5 as Manager). She and her husband are looking to expand their horizons and will be leaving Florida. I can say with confidence (and you will agree as well) that Monique has been the best Manager that Ocean One has EVER had, the one that was here the longest, and could keep her job as long as she would have wanted. She is an asset to me, the Board, the property and its residents. Working with her on a daily basis to oversee all building matters has been a pleasure and privilege for me.

As the Board has been aware of Monique's departure for some time, we have been actively looking for her replacement. KW, our building management company, has been working closely with us, submitting resumes of candidates and scheduling interviews. We have already met with several qualified prospects and plan to select someone this month, so that he/she will be able to work alongside Monique two months before her departure. Our goal is to make the transition of the new Property Manager as smooth and transparent as possible.

*Continued on page 2*

**President** (cont. from page 1)

In this coming year, and with two major projects behind us, I want to assure the Association that this year, barring no emergencies or catastrophic situations, should be a quiet one. We will continue to maintain our building while beginning some minor projects. There are no major issues facing us at this time, therefore no big plans; consequently, no assessments or additional charges are expected. The slight increase in maintenance you received will cover our yearly budget while at the same time our reserves are being fully funded.

I would like to take this opportunity to wish only good things during this New Year.

Respectfully,  
 Tamara Benson  
 President  
 Ocean One at 194<sup>th</sup> Condominium

## MEET YOUR STAFF

### SHAWN ROMULUS

### FRONT DESK SUPERVISOR

By Hellen Soriano

Shawn Romulus, the new Front Desk Supervisor at Ocean One, joins us after enjoying a successful career in customer service and hospitality in several hotels. The last one was the East Miami Hotel in Brickell where he also was the front desk supervisor.

When I asked him why the switch to a condo he said: "I like having the opportunity of getting to know the residents and helping to create a home environment. I also enjoy the idea of establishing a long-term relationship with the people, meeting their families, their children and grandchildren. Establishing a real connection with everyone." He likes the stability of the faces that he will encounter day by day instead of having to constantly say goodbye to departing guests.

Born and raised in Miami, Shawn graduated from Florida International University with a degree in Organizational Communications, a field that addresses the communications needs within businesses and their different departments. And also, one that can be applied here. He also has a Certificate in Hospitality from Florida Atlantic University.

As far as his job at Ocean One, he is excited to have the possibility of absorbing everything that Wesner has to teach him about our condo and how the front desk works. He wants to learn all he can about the property and meet all the residents. (To which I told him he might have a hard time telling who is who since we all look alike with our masks on!). He wants to listen to the residents and learn what concerns they have. Then he plans to implement new strategies and procedures that will have the front desk working even better than it does now.

He also plans on learning as much as he can from the security team since he considers that both departments are intimately intertwined. He wants to

*Continued on page 3*

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**Meet Your Staff** (cont. from page 2)

understand their operation and systems and learn as much as he can from every department here. His aim is to have everyone pleased with the service the front desk provides on a daily basis. To achieve this, he asks that any resident that has any concerns or issues they want to share, to please approach him. He likes to work with an "open door" policy at all times.

As far as what he likes to do during his free time, he defines himself as someone who enjoys to spend time with family and friends. Someone who likes to relax and enjoy life.



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