

THE WESTIN BEAR MOUNTAIN EMPLOYEE NEWSLETTER

Employee of the Month—Front of the House



JESSICA STEVENSON - FRONT DESK

Jessica, (pictured with Amy Hamilton, Front Office Manager) was born in Quebec City and moved to Vancouver when she was 17 years old where she finished high school and attended Vancouver Community College for fashion design. After many years in the retail world she decided to switch industries and was absolutely sure she would pick something customer related. She set her sights on working at the Westin Bayshore and was able to get her foot in the door by working at their Starbucks. Before long she had made her way into a Sales Coordinator position where she stayed until moving to Victoria last year. Then she set her sights on the Westin Bear Mountain and was soon hired at the Front Desk.

Jessica is being recognized for her professional, friendly way with the guests as well as her willingness to take on any tasks that might be required to help the Front Office Team succeed. Recently Jessica accepted the position of Sales and Conference Services Coordinator and is now settling into her new department (much to the disappointment of the front office!) In her free time she enjoys gardening and spending time with her boyfriend Sean and Stanley the bulldog. When asked for a quote she lives by, her reply was “If you believe in it...it will happen.” It looks like this is working for her! Congratulations Jessica!

Employee of the Month—Heart of the House



JUSTEN LYLE - BUILDING MAINTENANCE

Justen (pictured with Don Kirlaw, Building Maintenance Manager) was born in Calgary but raised in Langford. His work experience has all been in the maintenance field and before Bear Mountain he managed an over-night maintenance department at Walmart. We were lucky enough that he chose to leave the world of back shift and join Bear Mountain in July of 2007. Justen is the type of person who easily makes a connection with anyone he meets whether it is a guest or a fellow associate. His friendly reliable way combined with his cunning sense of

humor are a perfect mix for the Bear Mountain Team. It's all about family for Justen who spends most of his free time with his mom, dad, brother and two sisters. He enjoys fishing, fly tying, and has recently taken up the hobby of RC cars. This time of year is a favorite for Justen as he carved a pumpkin upwards of 25 pounds at Halloween and is now putting finishing touches on his annual Christmas Village. When asked for a quote he lives by, his was “Treat others as you would have them treat yourself.” and it's quite evident that he practices this every day. Congratulations Justen!

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December Birthdays



Jaime Heerema...	13
Josh Houston...	18
Jay McClelland...	03
Chris McIntosh...	13
Tom Mueller...	06
Alex Nelson...	15
Travis Oickle...	30
Jessica Wolford...	08



Occupational Health and Safety Meeting - Tuesday
December 7th at 1:00pm

Social Committee - Tuesday
December 7th at 1:30pm

Meeting Room to be determined.

Building World Class Brands and Voice - Fall 2010

HR tends to take advantage of our slower season by running our Westin Brand training sessions. November saw many associates attending Building World Class Brands as well as our much anticipated Voice training.

Thanks to all the associates for their participation and we look forward to leading the “dance” of service culture again in the Spring! Good Work Everyone!



Kristy Stone (F&B) and Kurtis Burke (Shipping/Receiving) wowed the crowds in a recent Voice Training session. HR would love to take the credit for their performance but we suspect there is some underlying talent there!

K9 Train at Bear Mountain!

Bear Mountain played host to some very professional yet determined members of the police force last month when members of the Victoria and Vancouver K9 Units used the Hotel to conduct yearly testing for their dogs. Bomb materials (don't worry completely safe!) were planted in 3 hotel suites and the dogs were then brought in to search them out.

The two dogs tested, Nash and Magnum passed with flying colors!



The K9 Team and evaluator Mike Chicorelli are shown to one of the suites...



Nash soon finds what he is looking for after a very thorough and methodical search with handler Sgt. Barry Cooke from the Vancouver K9 Unit.



Constable Andre Almeida and his dog Conan are new to the Victoria K9 team and looking forward to many years together.

Movember on the Mountain 2010!

Bear Mountain's first participation in Movember was a huge success and culminated on November 30th with a judging of our Mo Bros in the ballroom. Congratulations to all the participants who succeeded in raising over \$1500 for the charity. We are all very proud of you and look forward to beating that total next year! Thanks to Ryan LeBlanc (F&B) for his efforts in organizing our team and for his great spirit throughout the month of Movember!



MOVEMBER ON THE MOUNTAIN 2010 TEAM!



Alex Shepley took the prize for Best Moustache while Ryan Kelly took the honors of Worst Moustache (or Lame Mo'). Here they show off their winning sashes! Well done Guys!



Francis Parkinson, GM hands out a parting gift to all our Mo Bros...a brand new razor...hmmmm wonder what that could mean?



As you can see we had representatives from many different departments take part and everyone enjoyed some "manly" snacks of wings and nachos while associates voted for their choice for best and worst "MO". Many supporters were also in attendance, and a couple of our female associates showed their support by donning fake moustaches to join in the fun!

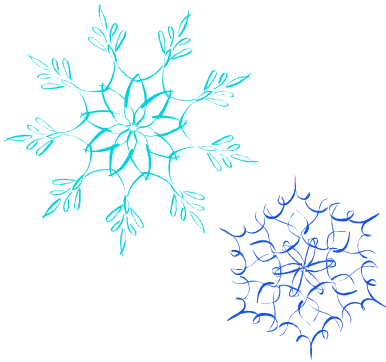




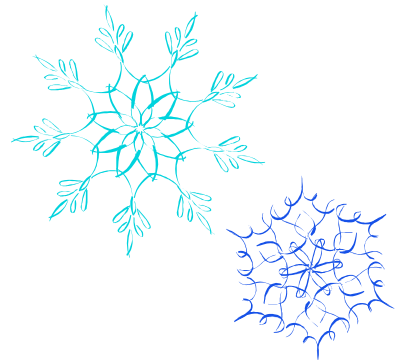
Winter hits the Mountain!

Winter made its way to Victoria and Bear Mountain last month! A beautiful scene around the resort, however it was not very inspiring for Golf!

Thanks to all associates for their patience as we realize it is not the easiest drive to work in those conditions!



Thanks to Brian MacDonald (Construction Manager) for braving the cold to take these pictures!





Staff Christmas Party

Come celebrate the holidays with your other family

Monday, December 13th, 2010
7:00pm - Midnight
Bear Mountain Ballroom

☆ *Great Food*

☆ *Awesome Prizes*

☆ *Dance til Midnight*

Dress is Holiday Festive
One guest per staff member
RSVP: bearmountain.ca/staffxmas

Let's all enjoy the evening

Remember to drink responsibly & arrange a safe drive home.

\$25 Taxi Credit

for Yellow Cabs

\$75* Guestroom Rate

*Credit card or cash deposit to confirm room reservation,
room cleaning fee will be assessed as required.



THE WESTIN
BEAR MOUNTAIN
GOLF RESORT & SPA
VICTORIA

An Invitation to Bear Mountain Staff and your little Cubs



Breakfast with Santa

**Sunday,
December 19th, 2010**

**9:30 - 11:30am
Members Lounge**



**Please RSVP no later than December 15th to Kelly Hillier
Extension 3745 or by email: khillier@bearmountain.ca**

Gingerbread House

Decorating Contest

Dough, Baking Instructions & Piping Bag of Icing will be provided.
Candy and any other decorations are up to you!

Sign up on bulletin board outside of HR office by Monday, December 6th,
then pick up your supplies Thursday, December 9th in the Staff Room fridge.

Houses need to be in the Staff Room by 10am Thursday, December 16th.
Judging will then take place between 10am & 5pm.

Prizes will be awarded for:

“Best Overall” & “Fan Favourite”



BEAR MOUNTAIN RESORT

WE WANT YOU TO GIVE!

Tis the season to give...

Please help us by donating a non-perishable food item to the hamper in the Staff Room.

Our goal is to get each and every employee to donate at least **ONE** item, this alone will give us over 200 items!

Thank you for your generosity

