

THE WESTIN BEAR MOUNTAIN EMPLOYEE NEWSLETTER

I am inspired to be my best...be Westin

Employee of the Month—Heart of the House



Janeth Nicolas—Housekeeping

Janeth (pictured left with Penny Milligan, Executive Housekeeper) was born and raised in the Phillipines. She studied hotel & restaurant management and worked for several years in the hotel industry in her country. It was a chance interview at the hotel she worked for that led her to move to Canada in 2008. It has been over 2 years of adjustment to a new country (and a bit of homesickness) but she finally has become a permanent resident in Canada. Just two months after arriving here she met her boyfriend Ryan who recently proposed, and they are planning a wedding in January 2012 in the Phillipines. Future plans include possibly upgrading her English and always challenging herself to reach that next level of success, including getting her drivers license! Janeth is being recognized for her at-

tention to detail in her job as well as her ability to connect with our guests which was evident in her two nominations for Tourism Victoria Awards. When asked for a favorite quote she mentioned one from our Westin training: "They may forget what you said but will never forget how you made them feel." In closing she wanted to thank all her co-workers at Bear Mountain for their help and for the opportunity. Congratulations Janeth!

Employee of the Month—Front of the House



RJ Featherstonhaugh Golf Services

RJ (pictured left in blue with the Golf Management Team) was born and raised in Victoria. As one of our amazing Golf Services Associates, RJ joined Bear Mountain in the summer of 2009. After graduating from Spectrum he decided to take some time away from school to determine what path his life will take in the future. In the meantime he enjoys many sports including soccer and fast-

ball as well as spending time with his friends. RJ is being recognized as an outstanding member of the Golf Ops Team. His 5 star service continually improves the golfer experience and he always goes out of his way to help the team get the job done. Outside of working here for the season, he is really looking forward to some hot weather and the arrival of summer! Congratulations RJ!

June Birthdays

Happy Birthday

Kuljit Atwal...	26
Natalie Boucher...	19
Neil Buckle...	01
Jessica Budynski...	15
Dawn Butler...	25
Gary Carlson...	15
Adrienne Dempster...	01
Cheyenne Desorcy...	14
Laura Despins...	14
Bryan Eriksson...	17
Taylor Fahey...	26
Larry Fine...	10
Ryan Gosselin...	05
Melanie Hadfield...	21
Duncan Hind...	27
Bekkie Hume-Khan...	04
Jeff Hunter...	05
Jenny Jones...	14
Ryan Kelly...	28
Leanne Kirby...	04
Don Kirlew...	23
Rodney Lavoie...	08
Paul LeBlanc...	24
Colin Mantell...	21
Daniel Mayer...	01
Anthony McCauley...	30
Randy Perron...	08
Tara Ramsbottom...	06
Heather Reece...	25
Tolen Reeve...	28

June Birthdays Cont...

Nicole Rowlett...	11
Tanya Scheck...	16
Steven Sims...	24
Sarah Stevenson...	07
Alysia Thomassen...	10
Robert Wildman...	22



Our latest group of new associates from various departments just finishing their orientation at Bear Mountain. We look forward to a great season with our new team!



Emily, Aaron and Andrea:
Golf Shop Photo Op.

STAFF GOLFING PRIVILEGES

Due to the upcoming Telus World Skins Game, it has become necessary to suspend staff golfing privileges from **June 11, 2010 to June 24, 2010**. This is to allow for pre-event set up and increased course maintenance leading up to the big day!

Everyone can look forward to play on our even more popular course again on June 25th. Who knows, maybe some luck of the pros will rub off on you!

Thanks to everyone for your understanding and we look forward to sharing this very special event with all of our associates!



TELUS SKINS STAFF MEETING

Are you curious as to how things will go during the week of the Telus World Skins Game? The Bear Mountain Leadership Team will hold a special Staff Meeting on **Wednesday June 9th at 3pm** in the Langford Room. This will be your chance to find answers to any questions you have as well as get a general idea as to the events that will unfold and what to expect both on and off shift.

Attendance at the meeting is voluntary but we encourage everyone to attend if you can. The more information we all have, the smoother things will run during this exciting time!



**TELUS
WORLD
SKINS**

Host of the 2010
TELUS World Skins Game
June 21st & 22nd



HAVE YOU TRIED CROSSFIT YET?

In case you didn't know, CrossFit has come to Bear Mountain.

Did you know that you can try your first class for free?

What is CrossFit?

CrossFit is a sport—the sport of fitness! It is a strength and conditioning program that delivers a broad, general and all inclusive fitness program. It is constantly varied, randomized functional* movements. CrossFit specializes in not specializing, and in doing so, will make you a better athlete in sport and in life! (*functional movements are those movements performed in everyday life)

For more details and class schedules please see any of our Mountainside Athletic Centre associates like Thom Constable, pictured left who obviously has the Crossfit fever!



Everything Communicates...

Anything that the guest can sense will become part of his or her experience with us. Everything we do in the service of our guests will either add value or take away value.

WAY TO GO THOMAS!

Thomas Cordner a member of our Greens Maintenance Team as well as a representative on our Occupational Health & Safety and Social Committees recently competed in the National Trials Championship of Canada in Shawnigan Lake. Thomas competed in the Elite "Champ" class and captured third place on both days! Quite impressive, although he makes it look easy! Here are some pictures...



SANTE SPA UPDATES

Please see the following update to the Sante Spa Discounts provided to Bear Mountain Associates:

As a Bear Mountain staff member you receive the following discounts at Sante Spa:

- 25% off spa and esthetic services. **This discount offer is valid for spa appointments on Monday-Thursday. Weekends may be considered for bookings made the night prior or same day based on availability. Statutory holidays will be excluded.**
- 25% off gift items and products from the Sante Spa Boutique valid any day of the week.

(These discounts are non-transferable)

At certain times staff appointments may need to be adjusted or rescheduled to accommodate guests. The spa concierge will contact employees regarding any appointment changes. Please keep in mind the demands of high volume periods such as Summer, Holidays, weekends and events. Priority will be given to guests.



Staff Meet & Greet 2010

Bear Mountain's annual staff meet and greet was held at Jack's Place on May 25th. Although the weather put a bit of a damper on the festivities, it was still a fun event and a great chance for some of our new staff to mingle with returning staff and enjoy some great food and prizes.

Thanks to everyone who attended as well as the F&B and Culinary teams who worked so hard to make it such a successful event.

What a great kick off to our busy season!



Daniela, Megan, Kurtis and Chris meet, greet and be merry!



Alan is always smiling!



Great to see so many people from different departments!



Darren providing some "entertainment" to some of the Greens crew.



Members of our Greens Maintenance crew relax after a very early morning shift! Thanks to everyone for staying awake long enough to attend!



Marie, Liezel and Naomi from Housekeeping, spend time with our honorary Bear Mountain employee, Dayton!



Tim, JD, Earl and Shayne stop mid-story for a quick pic!

Special Shout Out to Jenny Jones in the Kitchen for the surprise cake she made for the event. It was beautiful and absolutely yummy!

Thanks Jenny!



New talent behind the bar for a couple of hours!