

# THE WESTIN BEAR MOUNTAIN EMPLOYEE NEWSLETTER

## Employee of the Month—Front of the House



### AARON LARMOUR—BELL SERVICES

Aaron (pictured with Amy Hamilton, Front Office Manager) is a bellman in our Hotel Department. He was born in Vancouver but has lived in Victoria most of his life. Presently at UVIC in the 2<sup>nd</sup> year of his Bachelor of Commerce, Aaron plans to specialize in general management and would eventually like to study for his MBA. He uses his business mind to trade currency online and spends his free time playing for a “real” Football (aka soccer) team. Aaron enjoys everything athletic including badminton, tennis and his recent interest in speed skating. If there is any time left after all of that, he enjoys traveling and has been to 22 different countries. Aaron started at the Resort as a House Person in July 2009 and transferred to a Bellman position earlier this year. It was an obvious choice for Aaron and his true talents have easily

shone through in this role. Always going above and beyond to exceed the expectations of our guests and associates Aaron is a star. When asked for a quote he lives by he says his Mom always said “If you are going to do a job do it right.” Aaron goes one step further and adds ...”do it better!” In closing he would like to say he really likes working here, he is very content on the team and enjoys all the people he works with, although he does stress “...they may be good...but I’m fantastic” (just a little Aaron touch). Congratulations!

## Employee of the Month—Heart of the House



### TRACY TWINN—HOUSEKEEPING

Tracy (pictured with Penny Milligan, Executive Housekeeper) is a room attendant on our superb Housekeeping Team. Born in Edmonton and raised in Victoria Tracy ran her at-home daycare for 9 years while raising her own three children. After working from home for all those years, she moved to Housekeeping at the Traveller’s Inn in Victoria where she stayed for 6 years and even worked with our own Kevin Phillips who managed the property. Tracy applied at Bear Mountain in May 2007 and has been a strong member of the team since then. In her free time Tracy spends time with husband Todd and cares for her granddaughter Taylor. She also enjoys gardening and Slo-Pitch, although she hasn’t played this year and is really missing it. Tracy is being recognized for the

pride she shows in her work on a daily basis. She is a consistent, reliable team member who is always there for her fellow associates. Tracy works mainly in the Fairways Building and keeps that area connected through training and maintaining high standards. There is not much that gets by her watchful eye and its that attention to detail that contributes to the team’s success. We are very lucky to have her at Bear Mountain! Congratulations Tracy!

October Birthdays



Shanna Amaral...	11
Kris Anderson...	29
Carrie Beaumont...	03
Paula Bittancourt...	28
Amie Cook...	01
Dana Glover...	08
Jenny Gordon...	02
Ray Henry...	27
Colleen Hildebrandt...	25
Marina Janzen...	11
Dayna Johnson...	07
Mitchell Lee...	02
Katie MacDonnell...	02
Robert Martin...	29
Al Novak...	10
Alan Pack...	23
Karamjit Sandhu...	03
Julie Stemkens...	20
Daniela Vasquez...	25



Steven Sims (Golf) recently made a trip to Rogers Center to help Ted Rhodes and the Canucks training staff complete the physical evaluations of the players. Steven was on the Bench Press and Grip Strength stations and assures us his only qualifications for the job were the ability to count to 15 and read a number from a meter! It seems that one of the perks of the job was rubbing shoulders with some of the superstars like Henrik Sedin! Glad you decided to come back Simmer!

COMING SOON...  
 BEAR MOUNTAIN'S STAFF  
 PUMPKIN CARVING  
 CONTEST!  
 WATCH FOR  
 DETAILS...

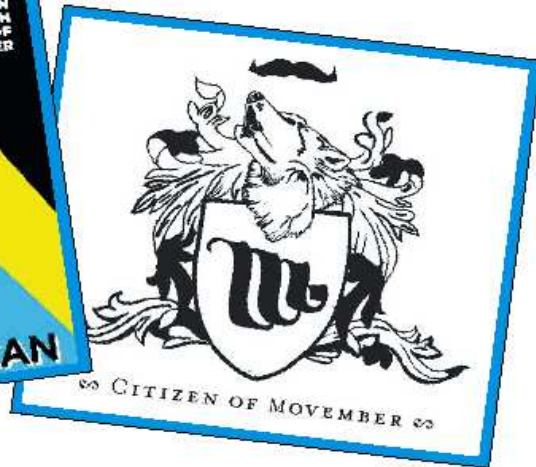
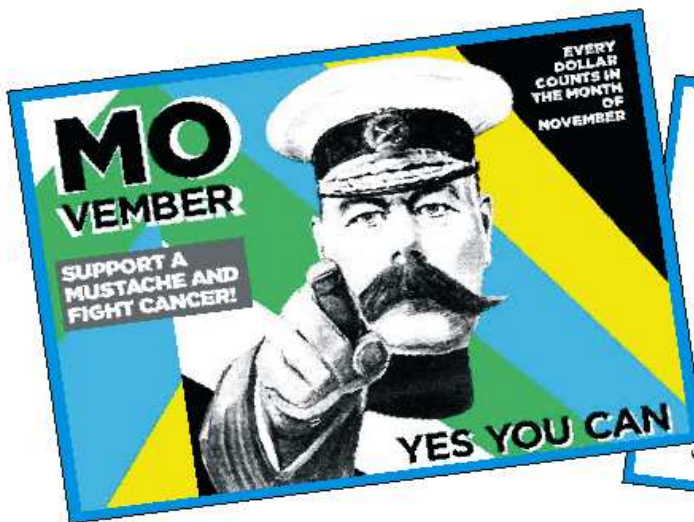


# BEAR MOUNTAIN RESORT SUPPORTS

# MOVEMBER

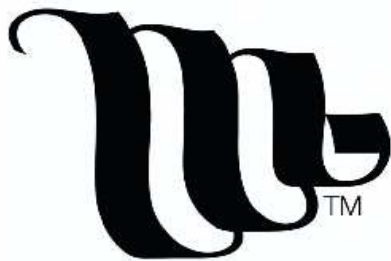
GROW A MUSTACHE ...

FIGHT PROSTATE CANCER!



**OPEN TO ALL MALE STAFF (SORRY LADIES)  
NOVEMBER 1st - 30th**

For rules and registration details see Ryan Leblanc  
in The Copper Rock Lounge or find  
Facebook group "Movember on the Mountain"



# MOVEMBER

**The "small print":**

- Participants must be clean shaven on October 31st
- Bear Mountain will judge all staff members participating on November 30th and a prize will be awarded for the best and worst moustache (LamoMo)
- Participants will collect donations from family and friends for the cause through the website
- Associates must keep the rest of face cleaned up during the "grow in" to avoid the "scruffy" look.



**THE WESTIN**  
BEAR MOUNTAIN  
GOLF RESORT & SPA  
VICTORIA



**INTERNATIONAL HOUSEKEEPING WEEK 2010**

The Housekeeping Department recently celebrated International Housekeeping week with some friendly competition, fun draws and a team luncheon. Thanks to the entire team for all their hard work throughout the year. You are truly appreciated for all that you do! Here are some photos of our outstanding Team!



Most of the Housekeeping Team were able to make it for an afternoon Dessert time.



An honorary Housekeeping associate, Katherine Rogers' Grandson Alex!



Jaspreet, Katherine, Tracy, Ellen and Sarah enjoy lunch



Colin, Hotel Manager greets Marco and Luis!



Penny (Executive Housekeeper) greets Francis (General Manager) who joined the team for lunch.

Continued...

INTERNATIONAL HOUSEKEEPING WEEK CONTINUED...

A friendly towel folding competition was the entertainment at the Housekeeping luncheon. Teams consisted of Room Attendants and members of the Management Team. Concentration was intense but in the end it was quality that inched the winning team ahead!



Kuljit is intent on the win!



As Team Captain, Jaspreet was responsible for guiding her team members. Here she assists Francis with his task.



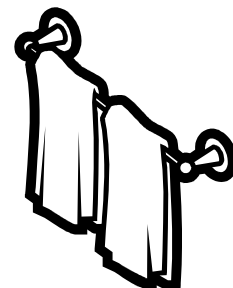
Julie, Ellen and Sarah all seem to have the same technique!



Colin's task gives him a case of the giggles!



Holly, Tracy and Jaspreet waste no time...





### Front Office Appreciation Week

Front Office Associates were treated to a week of fun and thanks recently when they celebrated Front Office Appreciation week. Thanks to the entire team who are the first point of contact for our guests and represent the resort in a way that makes us all very proud! Here are some pictures from their celebration breakfast!



Front Office Team gathers for a group shot on a beautiful sunny morning!



Amy Hamilton (Front Office Manager) says a few words to thank each and every team member.



Christine Thaler (Revenue Manager) announces one of the competition winners



Honorary Front Office Associate Dylan Phillips cleared his schedule to attend breakfast!



Our Employees of the month have different techniques for cutting the cake, but they both get the job done!



Paul Patterson (Bellman) shows off his newly shaved head to Assistant Golf Pro, Steven Sims. Paul recently shaved his head in support of Cops for Cancer Tour de Rock and is still accepting donations to the cause. You might find him sporting a toque on these cold mornings! Great Job Paul!



**Congratulations to Tolen Reeve (Night Auditor) and his wife Samantha on the birth of their son.**

**Levis Asher Osias Reeve was born on August 5, 2010 at 8:30 am and weighed in at a healthy 7 pounds 2 ounces.**

**What a handsome baby boy!**

To give real service you must add something which cannot be bought or measured with money,  
and that is sincerity and integrity  
-Douglas Adams



# STAFF GOLF TOURNAMENT 2010

DATE: MONDAY OCTOBER 25, 2010

TIME: 2PM SHOTGUN

COST: \$10 PER PERSON



- COST INCLUDES A BURGER AND A BEER
- PARTICIPANTS ARE ENCOURAGED TO WEAR COSTUMES! REMEMBER TO DRESS WARM!
- GOLFING AND CREATIVE COSTUME PRIZES WILL BE AWARDED.
- SIGN UP SHEETS WILL BE POSTED ON THE BULLETIN BOARD OUTSIDE OF THE HR OFFICE
- DEADLINE FOR SIGN UP IS OCTOBER 21ST.



Lots of fun on the course when the costumes come out!



Do we all remember our Ninja-Bellman and Beer Bottle-Bartender from last Halloween? The invitation is out for all staff working on Halloween to get in the spirit and wear a costume to work. Please speak to your department heads or HR for guidelines for your specific work areas, and have fun!

