

THE WESTIN BEAR MOUNTAIN EMPLOYEE NEWSLETTER

Employee of the Month—Front of the House



MIKE BUCKHAM - FOOD & BEVERAGE

Mike pictured centre with Adam Walker (Restaurants Manager) and Jonathan Amirault (Banquets Manager) is a member of our Food & Beverage Team. He was born in Edmonton and grew up in Squamish, BC where he started working in a restaurant at the age of 15. He spent a few years working in Whistler and Vancouver before he settled into the Island life about 10 years ago. He first joined Bear Mountain in December 2006 as a Banquets Captain and soon moved to a Senior position. The hospitality industry is where his heart is so when an opportunity arose in November 2009 to take on a challenge at Crown Isle

Golf Course, Mike couldn't resist. He worked there for a year before he returned to the big city and Bear Mountain. Mike works in Banquets as well as serving in Copper Rock and bartending in Masters Lounge and his quality of service is proof of his seasoned experience in the industry and his passion for what he does. He is also starting to explore other avenues outside of restaurants by looking into web design classes and expanding on his new found love of photography. In his free time he enjoys mountain biking and hiking and has set the West Coast Trail as a goal for next year. When asked for a quote he lives by his was "Fortune favors the brave". It sounds like we can expect great fortune for Mike in the future. Congratulations!

Employee of the Month—Heart of the House



SHANNA AMARAL - KITCHEN

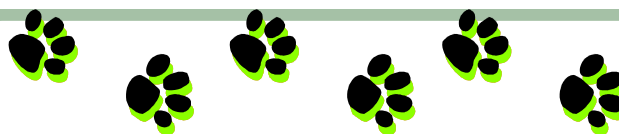
Shanna pictured centre with Josh Houston (Executive Sous Chef) and Iain Rennie (Executive Chef) is a steward on our Culinary Team. She was born and raised in Victoria and graduated from Belmont Secondary in 2009. Since then she has completed a diploma in administration and has shown a strong interest in Business. She joined the Bear Mountain Team in March 2008 and has been a reliable, dedicated team member since then. Her work ethic is surpassed only by her friendly personality and she continually goes out of her way to ensure that the Kitchen department is a success. In her free time Shanna does some modeling and spends lots of time with friends and family. She would love to travel more and is headed to Bermuda this summer to visit some of her family. In closing Shanna would like to thank everyone at Bear Mountain for

making it such a great place to work. When asked for a quote she likes to live by hers was as follows: "Gain happiness by living in the present-without regret for the past or fear of the future." It looks like Shanna's future is going to be very bright! Congratulations!

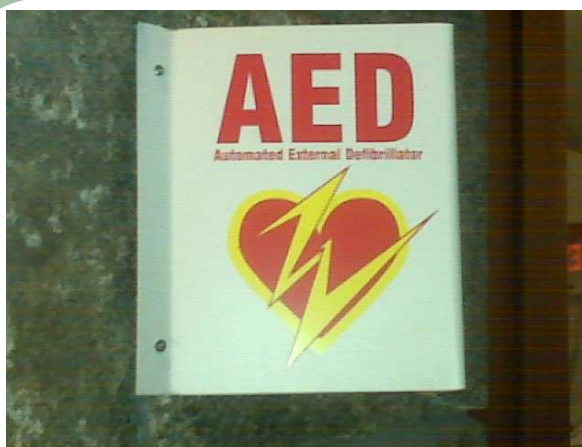
February Birthdays



Jonathan Amirault	25
Chris Elder...	08
Loren Elgert...	08
Bob Flitton...	10
Megan Giannone...	17
Avery Graham...	14
Demi Henderson...	02
Robin Henderson...	20
Luis Nila...	02
Helena Price...	05
Katherine Rogers...	28
Scott Salzl...	01
Jessica Stevenson...	12
Francois Tessier...	11
Mike Yarish...	08



Thanks to everyone who attended the All Associate Meetings January 20th. We hope to make this a regular event in an effort to keep everyone more informed as to what's happening here on the Mountain. Please be sure to bring any questions you might have for the Management Team to the next meeting which will be announced in the newsletter and by email.



Three new publicly accessible AED Machines have been installed at the Resort.

The locations are as follows:

- **Clubhouse L1 to the right of the Golf Shop Entrance**
- **Clubhouse main level across from the front desk to the left of the fireplace**
- **Mountainside Athletic Club-main lobby**



Meeting Reminders...

- **Occupational Health & Safety Committee - Tuesday Feb 8th at 1:00, Finlayson Board Room**
- **Social Committee - Tuesday Feb 8th at 1:30, Finlayson Board Room**

It is about being profoundly in touch with and showing respect for who your customers really are and giving them the emotional experience they really want.

-Mark Gobe

Employee of the Month Gathering....

As announced in the All Associates Meetings, HR will be introducing a new format to the Employee of the Month program. Starting this February, a monthly gathering will take place at the resort where the Employee of the Month for Front and Heart of the House will be awarded. Not only will this give everyone a chance to congratulate our latest SuperStars, but it is also a chance for all of us to socialize with our fellow team members in a relaxed environment. Final details are still being determined and when the date is set HR will email and post all the information. This new format is certainly a welcome change and we are looking forward to a great success!



Cold and Flu Season...

Cold and Flu season has been in full swing over the past month so we thought it would be a good idea to pass on some prevention tips (www.fightflu.ca) in an attempt to keep all our associates feeling well.



- Wash your hands often
- Cough and sneeze into your arm, not your hand
- Keep shared surface areas clean
- If at all possible, stay home if you are sick

We look forward to Spring/Summer when these viruses are reduced to a minimum...until then...Be Well!



Some of our Bear Mountain Associates who gathered to congratulate Mike (right) our Front of the House Employee of the Month...and of course to share some of his yummy cake!



February 10 - 14th

CANDY-GRAMS

A WEEK OF SWEETS!



A little sweet to brighten up your co-workers day for only **50¢** ea.

Candy-Grams will be delivered daily and may be purchased from:

- Kelly (HR)
- Jessica (Sales)
- Evenings & Weekends at the Front Desk (when not assisting with guests)



All proceeds go to the Social Committee so they can bring you even more fun events!



Bear Mountain Associates know the meaning of TEAM WORK!

Our associates sure know the value of helping out and making a difference not just in their own departments but in others. In December, three of our Banquets team rolled up their sleeves and pitched in to help out during a particularly busy day in the dish pit. Earlier this month, Nikita from IRD dusted off her old stewards apron to help clear a large load of dishes in the kitchen. Thanks to Chris, George, Naoto and Nikita for going that extra mile and to all our associates who instinctively know when another department is in need of a helping hand. Team Bear Mountain Rocks!



Chris McIntosh, George Trihenea and Naoto Arimura all from Banquets, help out during a busy Sunday.



Nikita McGregor started with Bear Mountain as a Steward so was able to apply her skills to help out!



Denise receives her award from Trevor Bracher (Director of Service Culture, Starwood) and Kelly Licciardi (Senior Director, Learning & Development, Starwood)

CONGRATULATIONS DENISE!

Congratulations to Denise Palmer, Director of HR who was recently awarded the first Property Service Culture Trainer Achievement Award by Starwood. Denise was in Hawaii learning the newest module of service culture training called "Elevate" when she received this most prestigious award. The award recognizes Denise's dedication and commitment to building and maintaining our service culture at The Westin Bear Mountain. We are so proud of Denise as well as all our associates who have embraced the Westin Brand and truly live it day to day. We look forward to Denise taking service culture to new heights upon her return and keeping The Westin Bear Mountain on the Starwood map for years to come.

