

# THE WESTIN BEAR MOUNTAIN EMPLOYEE NEWSLETTER

## Employee of the Month—Front of the House



### SAM ADU-FEBIRI - BANQUETS

Sam shown here with Jonathan Amirault, Banquets Manager was born in Vancouver and raised in Victoria. He joined Bear Mountain in April 2008 as a banquet server and has learned and excelled in the position ever since. Sam has attended Camosun studying Sociology and Criminology but is taking a break right now as he pursues his football career. He will attend UBC in the fall on a football scholarship. Sam played running back with the Victoria Rebels for three years and is hoping and training to one day play in the CFL. When not at work his focus is now completely on football. Sam is being recognized for his positive upbeat attitude which translates easily to our guests and fellow associates. He is always willing to go above and beyond to assist in any way that allows the department and Resort to succeed. He is a reliable and dedicated member of the Bear Mountain Team. When asked for a quote he likes to live by his was “Be careful with your thoughts for they become your reality”. We have no doubt that Sam’s reality will be everything he wants it to be.

Congratulations Sam!

## Employee of the Month—Heart of the House



### KULJIT ATWAL - HOUSEKEEPING

Kuljit, pictured left with Penny Milligan, Executive Housekeeper is a House Attendant in our Housekeeping Department. She came to Canada in 1983 from India. She first spent time in Kitimat and Terrace BC before settling in Victoria a year later. She has worked for various hotels in the city and had 19 years of cleaning experience within the hospitality industry when she came to Bear Mountain in June 2005. She is married with three daughters. One daughter was married last summer and another will be married in 2012 while the youngest graduates this year. This year Kuljit and her husband have been keeping busy supervising the construction of

their house on Bear Mountain and it will be finished in June. Outside of work she enjoys staying fit and many of you might recognize her from her early morning workouts at the MAC! Kuljit is being recognized for the quality service she provides to our guests, she instinctively anticipates their needs and is always able to exceed their expectations. In closing, she said she really likes working here and enjoys the people at Bear Mountain the most. Congratulations Kuljit!

April Birthdays



Liezel Banquilay...	10
Mike Buckham...	28
Kurtis Burke...	04
Colin Hobbs...	13
Kim LeJeune...	03
Raquel Loglisci...	07
Chrystal Newton...	16
Torsten Novak...	28
Denise Palmer...	27
Francis Parkinson...	12
Iain Rennie...	07
Sarah Robertson...	18
Sandeep Sandhu...	18
Kristy Stone...	25
Frank Williams...	01

# WELCOME

This is the time of year when we see many new and returning faces around the resort. For those who are joining Bear Mountain for the first time, Welcome! We know your first few weeks will be an exciting and memorable time as you learn your new job and get to know the resort. To our returning employees, Welcome Back! It's so great to see so many associates return to us every year and we look forward to connecting with everyone as our peak season gets into full swing!

We are confident that your fellow associates will go above and beyond to make you feel comfortable in your new role and welcome you to our Team.

Should you have any questions as you become more familiar with the resort please do not hesitate to ask, if we don't have the answer, we will find it for you. We look forward to a great and memorable season here at Bear Mountain Resort!

Sincerely,  
Denise Palmer and Kelly Hillier  
(Your HR Team)

## STAFF PARKING



Bear Mountain is quickly heading into its busiest time of the year. With an increased amount of resort traffic it is imperative that we optimize the amount of parking easily accessible to our hotel guests, golf members and patrons.

Staff parking is located under Ponds Landing East and West. Please note that the gravel lot is now off limits as well and must be available to our guests. We trust that all employees will co-operate with this request and will discuss further parking issues that arise directly with those associates involved.

If you have any questions or concerns please feel free to speak directly with the HR department.

Thank you for your cooperation!

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

I am responsible for the  
place in which I work,  
the processes I use to  
deliver service and the way  
in which I deliver that  
service.

I am inspired to be my best

### **JOB FAIR 2011 - ANOTHER SUCCESS!**

Bear Mountain's Annual Job Fair was another great success that saw upwards of 200 people visiting us at the Resort. With a bit of a twist, departments were challenged to decorate an information table that depicted what their department was all about. Creative and informative was what we were looking for and its exactly what we got! The competition was so close that in the end we ended up with a tie for best table. Top award was shared by Jonathan Amirault (Banquets) and Josh Houston (Kitchen). Here are a few of the tables! Great Job Everyone!



Top Left & Right: Kitchen and Banquets

Middle left: Penny stops by the Golf Table

Bottom left: Food & Beverage

Below: Greens Maintenance

Front Desk/ Bell and Housekeeping also had creative displays but due to lighting the pictures did not turn out. Sorry about that!





**SAVE THE DATE! JEANS DAY 2011**

Bear Mountain will participate in Jeans Day 2011 in support of BC Children’s Hospital on Thursday April 28th. This is our third year participating and we have always been quite successful in raising an impressive donation for the cause.

All Associates are invited to wear jeans to work on April 28th for a small donation of \$5. Buttons are available from Kelly in the HR office.

You must have the button to wear the jeans!



April marks the beginning of Orientations for new associates and continued Building World Class Brands Training.

For our new associates, orientation will be a full day event with Brand training in the afternoon.

For those associates who have not yet been through brand training, expect to be scheduled soon for afternoon sessions.

April 11th is the first scheduled date with orientation from 9-12 and Building World Class Brands from 12:30 - 4:30

Your Manager will reach out to you if you have been scheduled to attend.

We look forward to connecting with you all as we continue our Service Culture Journey.

Sincerely,

Your Property Service Culture Trainers,

Denise Palmer and Kelly Hillier

**Employee of the Month  
Celebration**

**Tuesday April 19th**

**Goldstream Room**

**3:00 pm**

**STAFF LUNCH!**

On Thursday March 31st, Bear Mountain hosted its themed staff lunch in the Highlands Room. With two seating times we had a spectacular turnout. The kitchen outdid themselves with the Mexican inspired food and the décor and music added to the authentic feel of the lunch. Thanks to all the staff who helped to make this event a success and we look forward to another fun filled day next quarter...hmmmm wonder what the theme will be??

Here are some photos from the day!



Continued....

STAFF LUNCH CONTINUED...



### **Bear Mountain Supports our Team Member - Kevin Ng**

On Sunday March 20th Bear Mountain associates and members came together to support our friend and colleague Kevin Ng who continues his battle against cancer. Bear Mountain hosted a Fundraiser in the form of a Golf Tournament and Dinner called the NGR SWINGER which raised in excess of \$20,000.00 total! These funds were raised through various donations during the event such as entry fees, silent auctions, and competitions on the course. As well we were honored to have the BC Hospitality Foundation support the cause through a donation of \$5000.00. A huge thank you goes out to all our associates who helped to make this event such a great success. It could not have been possible without all your help, and it's times like this that show the true strength of the Bear Mountain Family! Some of our Associates were able to participate in the tournament ...see below...



Darren Burns entertains his group in fine Burns Style!



Bruce Yeats left (Greens) and his brother enjoyed the day!



RJ and Mitch from Golf Services send Kevin a suspended high five!



Jessica Budynski (Greens) was able to enjoy the golf course she maintains every day...and support her friend and fellow team member.



Jessica, Thomas, Matt and Kim all from Greens Maintenance came out to support Kevin who they have worked with for many years.



Amanda Roberts, left (Front Desk) visits her father and brother as they golf with Debra Gibson, a member of the BC Hospitality Foundation.



Jordan Ray (Head Golf Professional) convinced many to volunteer during the event, including his family members. His mother pictured above was headed back to the Clubhouse to warm up!



We were so pleased that Kevin and his parents were able to attend the dinner.



A not so subtle prop was used for one of the games on the golf course. Part of Kevin's beloved Bobcat, cleverly named...yep..."BOB"!



**WE ARE 10**

*Kevin's friends had these special wrist bands and key chains made as a show of support for him during this time. We have some available for sale if any associates would like to purchase one. They are \$10 and are available from Kelly in the HR office.*

*Why the number 10? It's Kevin's hockey number as well as the number of his favorite player Pavel Bure. What a very unique way to show our support.*