

THE WESTIN BEAR MOUNTAIN EMPLOYEE NEWSLETTER

Employee of the Month—Front of the House



LAURA DESPINS - BANQUETS

Laura (pictured with Jonathan Amirault, Banquets Manager) is a senior server in our Banquets Department. Laura originally joined our team in 2006 and since then has left and returned a couple of times in order to fulfill her dream of traveling. Her most recent return to Bear Mountain was in 2009 and she has continued to provide exemplary service to our guests since that time. Laura is currently in the Athletic and Exercise Therapist Program at Camosun and would like to combine her love of travel and her new career path by working and traveling with a sports team. This summer she will not only work at Bear Mountain but will also job shadow as part of her program in her chosen field. With fitness in the forefront for Laura her free time is spent kick boxing and running and she looks forward to an extreme 5k race in Whistler this summer which involves running over an obstacle course. Laura's most recent excursion was to Southeast Asia two years ago and it is one of her favorite places. She definitely has

the travel bug and says that she loves the feeling of stepping off a plane and being in a completely different world. She is looking forward to her friend Trisha's return to the Banquets department this summer and with that the return of "Laurisha"!! Laura is being recognized for instinctive service during all our banquet events. She always goes that extra step to improve the guest experience and is a true asset to our team.

Congratulations Laura!

Employee of the Month—Heart of the House



JESSICA BUDYNSKI - GREENS MAINTENANCE

Jessica (pictured with Darren Burns, Golf Course Superintendent) is a Greens Keeper in our Greens Maintenance Department. She was born in Edmonton but has lived in Victoria for most of her life and joined Bear Mountain in 2007. Jessica has a keen interest in the field of massage therapy and having completed massage therapy courses she would eventually like to set up her own mobile spa service. In her free time she enjoys horseback riding and would love to own a horse in the future. In addition she has taken up golf over the past year and is truly enjoying it! She also enjoys watching hockey with boyfriend Thomas and her guinea pig Allie! Jessica is being recognized for her commitment to the Greens Team, whether it's dealing with snow in the winter or setting the bar for other associates when the peak season

kicks off, Jessica is a strong team member who can be relied upon in any situation. In closing, Jessica wanted to thank the crew who make Bear Mountain so much fun and such a great place to work. With Jessica's positive outlook and respect from her team, it would seem they would have the same words to say about her! Congratulations Jessica!

May Birthdays



Eriko Arimura...	30
Cody Carlson...	18
Thom Constable...	06
Darrell Deane...	30
Harjinder Dhillon...	01
Jaspreet Dhillon...	15
Ruthanne Doyle...	22
Britney Elder...	01
Meghan Filgate...	20
Eric Gerlach...	20
Brent Godau...	16
Tannyce Goudy...	18
Dustin Harkness...	22
Hilary Harris...	08
Victoria Krupa...	30
Phil Leseur...	20
Blaine Louis...	18
Meghan Marr...	02
Chris Mooney...	13
Ken O'Connor...	29
Jacob Rafuse...	16
Fraser Roodbol...	18
Paramjit Singh Manku...	04
Kira Stevenson...	12
Andy Stewart...	29
Earl Tannock...	26
Jim Weeks...	29
Jordan Zaharia...	28

Staff Lockers

With lots of new additions to our Team, this is the time of year when lockers in the staff change rooms are at a premium. If you are presently using a locker but have not had it assigned to you please make sure to do so. Also, if you don't have a locker and would like to have one assigned please see Kelly in HR or Marco and/or Luis from Housekeeping to obtain a key or combination for your locker.



Thank you!



New Staff Parking Area!

Staff Parking areas have been changed effective immediately.

Staff may park underneath the Fairways Hotel Building on the P2 level with direct access to the elevator. When entering the Fairways parking entrance turn to the left and follow the areas to P2 which is one full level down and to your right.

If staff prefer, you can also park on the gravel lot behind the former Real Estate Design Center (now the Corporate Head Office Building). All other above ground parking, including the first gravel lot is only for the use of our guests and the public.

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

JEANS DAY 2011



Jeans Day 2011 in support of the BC Children’s Hospital Foundation took place on Thursday April 28th.

Thanks to all our staff who participated and made a donation to the cause. It’s always a fun twist to a regular work day!

Total funds raised was \$260.00

Thanks again to everyone who participated, some of whom are pictured above!

EMPLOYEE OF THE MONTH CELEBRATION

This month our Employee of the Month celebration will be combined with our staff Meet & Greet on Tuesday May 17, 2011 from 4pm–6pm.

We sure hope you can all make it to celebrate our newest Employees of the month as well as take some time to meet our new associates and catch up with returning seasonal employees.

See you all on the New Masters Terrace on May 17th!

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



Mike Tytula from Building Maintenance seems to have acquired a new uniform?

EVERYTHING COMMUNICATES

WE CAN ALL PLAY A PART

In the beginning of our Westin Brand training we learned how Everything communicates which means everything around us sends a message and that message is either “on brand” or “off brand”. This message can be communicated by all of us as associates in how we dress and how we act. It can also be communicated through our physical environment. 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!

We would like to take this opportunity to help all of us see our surroundings through the lens of our guests. If you see maintenance issues around the resort that need to be addressed please report them to Service Express by dialing zero at any of our in-house phones. The service express associate will then log this issue in Star Guest response and Maintenance will work their magic to restore the issue to its correct state.

We have a beautiful property and want to ensure we are all empowered to play a part in communicating its Five Star image for our guests.

If you have any questions please speak to Human Resources. Thank you for your assistance!

RECOGNIZING OPPORTUNITIES...

Opportunities come in an unlimited supply of different shapes, sizes, colors, speeds, smells, sounds, textures, and tastes. Opportunities do not always scream “here I am.” We need to be able to seek out opportunities to delight our guests and generate long-term loyalty.

-Inspirations My Guide - The Westin Experience



BIRTHDAY FAIRY...

A recent visit from the “Birthday Fairy” for Denise Palmer involved some audience participation. Heather Reece (Conference Services Manager), Jonathan Amirault (Banquets Manager) and Tracey Webster (Director of Sales) were quite happy to contribute to the birthday presentation for Mrs. Palmer and everyone was quite entertained.

Thanks to all three for being such great sports and we hope Denise had a wonderful day!

ELEVATE

TAKING SERVICE CULTURE TO NEW HEIGHTS



Starwood is celebrating 5 years of service culture transformation among its nine brands including of course Westin! To continue the journey to build great brands Property Service Culture Trainers from around the world have reunited at Elevate sessions to share best practices and learn new programs that strengthen brand loyalty among associates and guests. Look forward to the world premiere launch of this new global training module called Building Loyalty at Starwood where you will gain a new understanding of our Starwood Preferred Guest program and what it means to us.

This training will be rolled out in the last week of June. In the meantime continue your great delivery of Guest Service to surprise and delight with instinctive and personal service that we are so well known for. We are lucky to work in such a renewing environment where all our energies are focused on the well being of our guests and each other! I look forward to seeing what we can all do as a team this summer to create differentiated guest experiences.

Thanks to Avery Graham (Mountainside Athletic Club) for submitting this photo taken during a hail storm on the mountain...it seemed like the perfect fit to include in this “Elevate” introduction!

Denise Palmer

Director of Human Resources

THE WESTIN BEAR MOUNTAIN STAFF MEET & GREET

Tuesday, May 17th
4:00 - 6:00pm
The NEW Masters Terrace

THE WESTIN
BEAR MOUNTAIN
GOLF RESORT & SPA
VICTORIA

Join us for a casual BBQ... Prize Draws & lots of Fun!
Catch up with co-workers before the busy summer season gets
into full swing! ... pun intended.

