

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



ALISON QUINLAN - FOOD & BEVERAGE

Alison has worked for Bear Mountain in Food & Beverage since 2008. Most recently she has taken on the role of team leader for on course services, skillfully managing her group of servers working on the beverage carts and at the resort snack windows. Ali was born in Richmond and moved to Victoria when she was four years old. She studied geography as a major at UVIC. Always active in sports, she originally went to UVIC for field hockey and soon became involved in the Golf Team...before long she was hooked and has played on many tours in the South as well as amateur golf every summer. She will return to school in the fall and is taking her masters in Kinesiology. She will also focus on sports psychology and hopes her experience with golf and many other sports will help her when working with athletes. When she has free time away from work she plays competitive golf and is also taking a personal training course to be certified to train and teach fitness.

Alison is being recognized for all she has done in taking on this new role in a professional and efficient manner. Not only does she juggle regular shifts but also spends a lot of extra time making sure things run smoothly and she does it all with an extremely positive outlook and friendly five star smile! Ali is a true asset to the Bear Mountain Team. Congratulations!

Associate of the Month—Heart of the House



BRANDEN MASSE—KITCHEN

Branden (pictured left with Executive Chef, Iain Rennie) is a member of our amazing team of Stewards in the kitchen. Born in Nova Scotia he was part of a military family and moved to Victoria when he was very young. He went to Belmont Secondary and started with Bear Mountain just over three years ago. Branden has always been super active and enjoys baseball and skateboarding. He recently competed in a skateboard competition in Langford and placed third in the intermediate category. When he is not at work, you can usually find him at the skate park! Branden is being recognized for his amazing work ethic and outstanding attitude. In a fast paced high volume position in the kitchen, Branden consistently keeps his cool and gets the job done with that infectious smile and can-do approach. Branden received a record number of nominations for Em-

ployee of the month and its obvious he has the respect and admiration of fellow associates in the kitchen and around the resort. Congratulations Branden!

July Birthdays



Urban Allen...	31
Jason Bird...	06
Christopher Buchan...	02
Darren Burns...	14
Ethan Douglass...	11
Jaclyn Emery...	23
David Fagir...	15
Patrick Finner...	03
Jordan Fletcher...	17
Kim Fraelic...	15
Christa Graham...	15
Ryan Gugin...	22
Amy Hamilton...	03
Corey Hawkins...	10
Shayla Hinshaw...	24
Kristina Karger...	11
Ryan Leblanc...	01
Marlo Mahoney...	30
CJ McLauchlin...	16
Matt Pearson...	17
Brandon Peltier...	19
Connie Rose...	04
Brian Sandercock...	24
Jennifer Sawyer...	31
Bree Sharratt...	21
Dan Shea...	04
Emma Spurling...	17
Christine Thaler...	03
Thomas Yesdresyski...	29

Lunch is on us!

It's hard to believe that over 3 months have passed since our Mexican themed staff lunch on March 31st.

Well it's that time again!

We will be hosting another Staff lunch on Thursday July 28th with seating times from 11am- 2pm and 4pm-6pm. More details will be released next week!



Save the Date...

The Social Committee is busy planning our Summer Associate party for the end of the season. Details have yet to be confirmed but what *has* been decided is the date:

TUESDAY, AUGUST 23rd

Mark your calendars and plan on attending as we bid farewell to what is already another amazing season here at Bear Mountain.

Many of our seasonal staff will be heading back to school in late August so this is a great chance to have some fun with all the new people we have met this year as well as re-connect with so many of our full time and regular returning associates.

Adventure isn't hanging on a rope off the side of a mountain. Adventure is an attitude that we must apply to the day-to-day obstacles of life - facing new challenges, seizing new opportunities, testing our resources against the unknown and in the process discovering our own unique potential.

-John Amatt



SPRING WEDDING IN KAUAI...

Congratulations to Helena Price (Conference Services Manager) and her new husband Stefan Roodbol.

Helena and Stefan were married on the beach of Hanalei Bay in Kauai, Hawaii on May 19, 2011.

A few close friends and family members joined the happy couple for the occasion and Mr. & Mrs. Roodbol continued on their honeymoon in Hawaii after the big day!

What a stunning location for such a special day!

Congratulations Helena & Stefan!



IT'S A BOY!

Congratulations to Randy Snowden (Golf Operations) and his wife Debbie on the birth of their second grandchild.

William Henry Allan Snowden was born on July 9th at 3:14 am weighing in at 7lbs 15 oz.

Parents Jake and Christina are settling nicely into their family of four and big sister Abigail (pictured left) looks like she is already keeping a protective eye on her baby brother!

And if you haven't noticed..."Diz" is beaming with pride!

Empathy is our emotional radar...

Empathy is our ability to see things from other people's perspective, to inquire about their perspective and not assume they see the world as we do. Empathy is about understanding other people, their needs, wants and emotions. By demonstrating empathy we can help unlock ways to genuinely care for and anticipate the needs of others.

-Inspirations - The Westin Voice

ALYSSA HERKEL COMPETES...



Alyssa Herkel (Golf Operations) recently played in The Canadian University Golf Championships held at Royal Ashburn Golf Club in Whitby, Ontario. This tournament is held by Golf Canada and is their biggest tournament of the year. Her team lost by one stroke to UBC but individually Alyssa tied for third place! The top five individuals will advance as the “All Canadian Team” and will travel to China for the World University Games in August an event that sees over 12,000 university athletes competing in many different sports.

We are so proud of Alyssa and wish her all the best in August!



Some of the kitchen team take a moment to congratulate Branden!



Not very often you see the kitchen crew sitting down, they should try it more often!



Branden and Ali get set to cut the cake as they celebrate their Employee of the Month success!



Chrystal Newton and Cheyenne DeSorcy on their way to Game 7 in Vancouver!

WESTIN BEAR MOUNTAIN, WELLNESS CHALLENGE

Step your way to a healthier you and enjoy some fun competition along the way.

Westin Bear Mountain has partnered with Pacific Rim Wellness to bring you our team pedometer challenge. The interest in this has been overwhelmingly great and we have just over 100 associates participating on 17 different teams.

Following different “virtual” band tours our teams will input their steps daily in a race to the finish. The Challenge runs until August 19th and most of our teams are already on the fast track!

If you have joined and have any questions regarding the tracking website or your pedometer please see Kelly or Denise in HR. Also, keep an eye on the staff bulletin boards for Team Lists to be posted so you can all see who you are competing against!

We hope that this friendly competition will help us all become more aware and take that extra “step” towards health and wellness!

Be Well!



STARVOICE at Westin Bear Mountain



StarVoice is Starwood’s global associate survey which will assess dimensions such as associate engagement, supervisor effectiveness, job satisfaction, teamwork and inclusion, growth and development, and resources and facilities...just to name a few.

StarVoice will provide a common metric for measuring these key dimensions.

StarVoice surveys will be conducted on property and associates participating will be scheduled by their department head with the survey being completed during normal working hours. This survey will take no longer than 20 minutes to complete and is done online. The surveys are completely anonymous and employees participating will be given their own password to access the survey.

The dates for this years StarVoice are as follows:

August 25th and 26th ; August 29th - September 2nd

Further details will be released as they become available.

ELEVATE

As you may be aware, we are continuing our journey to build a great Brand through a new global training module called Building loyalty at Starwood. We recently presented 3 sessions of this module and the timing fit perfectly into many of our associates schedules. The turnout was amazing and we hope that those who attended now have a better understanding of our Starwood preferred Guest program and what it means to us.

We commend all of our associates who continue to provide outstanding, instinctive and personal guest service on a daily basis with a focus on the well being of our guests and fellow associates!

Another session of Elevate will be offered on July 27th in the Highlands room from 9:30– noon.

Associate Tipper Program

Promote Bear Mountain to your friends and family and have the chance to earn some extra money! Tip off the Sales Team with a lead and you will receive a commission based on the value of the booking. Here are some guidelines:

- ◇ Speak to Tracey Webster (Director of Sales) about the business opportunity you have. She will assign it to the appropriate sales person.
- ◇ Sales team books the business with a signed contract.
- ◇ Once the meeting/event/golf tournament takes place and their bill is paid...YOU GET PAID!

Category Criteria:

- ◇ Golf Group—16 or more players
- ◇ Catering - Food and Beverage function with less than 10 rooms per night and 50 + people for a function
- ◇ Group Meeting - 10+ rooms per night with a meeting component and an F&B component

Commission:

- ◇ 10% - F&B Revenue
- ◇ 5% - Guestroom Revenue
- ◇ 5% - Golf Revenue



Terms and Conditions:

- ◇ New Bookings only
- ◇ The commission can go to the associate or it can be discounted off the program.

-For more information please see Tracey Webster in the Sales Department.