

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



DAN SHEA - GOLF OPERATIONS

Dan (pictured left with Jordan Ray, Head Professional) is an Associate Golf Professional in our Golf Department who joined our team in April of this year. Dan grew up watching his Dad's old school customer service at work in their family Electronics business, so high quality guest service is second nature to him. His father's motto was always "We service what we sell" and Dan has adopted that motto with any job he has worked in over the years. We have been witness to his quality service over the past few months and have received letters as well as many guest comments from people whom Dan has connected with and exceeded their expectations! In his free time Dan spends a lot of time concentrating on his studies in the Golf Program at Camosun. He enjoys time with his dog Gino, a 205 lb rottweiler who was a rescue dog. Another pastime

for him is stand up boarding which he learned in Hawaii, a favorite vacation spot where he plans to someday retire! Dan recently had a guest letter commending him on a creating a memorable moment for a couple here on their honeymoon, and he wanted to make sure to thank the Food & Beverage team for helping him take that experience to an even more impressive level! When asked for a favorite quote, his was "A journey of a thousand miles begins with a single step". An inspiring quote from an inspiring individual! Congratulations Dan!

Associate of the Month—Heart of the House



KIM LEJEUNE - GREENS MAINTENANCE

Kim is an outstanding member of our Greens Maintenance Crew. She was born and raised in Victoria. She joined the Greens team in August of 2007 and has consistently proven to be a reliable associate with a strong work ethic. Kim and husband Ron recently purchased a house in Sooke and they both love to travel. The next trip planned is to the Dominican in the Fall. She is an avid golfer and tries to get out on our course as much as she can. Kim takes a great deal of pride in the product she presents to our Golfers and enjoys being able to show off our course to family and friends when she is able to take them for a round. She says that she loves working here, being outdoors everyday and the many other benefits that come with working for the Westin Bear Mountain. When asked for a quote Kim didn't really have one as such but she did note that given the tragedy of co-worker Kevin Ng's passing, she has learned to appreciate life and live everyday realizing that the little things don't matter. A difficult lesson to learn but one we can all truly appreciate. We are proud to have her on our Team!

Congratulations Kim!

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Kim Lejeune and Dan Shea our Employees of the Month! Congratulations to both of you for a job well done!

Body Language is the outward reflection of a person's emotions and comfort level. Each facial expression, gesture, or movement can be a valuable key to understanding an emotion a person may be feeling.

What's your body language?



Chris Ainey, Scott Salzl and Ethan Douglass (Greens Maintenance) stop by to celebrate with our Employees of the month!

ALL ASSOCIATE LUNCH

On July 28th we held our second All Associate Lunch on the Masters Terrace. Sunshine prevailed and it was a great day for a wonderful BBQ! See photos below...



Members of our Greens Crew enjoy a much needed break in the shade!



Ryan plays camera shy while chatting with fellow golf associate Shawna.



Sophie, Heather and Helena(Conference Services) soak up the sun with Christine (Revenue Manager)



Some of our Banquets Team stop for lunch before taking great care of their fellow associates



The Greens Crew gives a thumbs up to the BBQ lunch!



Our Outstanding Horticulture Team pose for a picture in the sun!



Hotel Manager Colin Mantell had some helping hands in the outdoor kitchen. Son Jonathan and daughter Alexis joined the festivities during the second seating after a day at Kids Camp!



Trisha and Mark from Banquets help out during the late afternoon BBQ.

**WESTIN BEAR MOUNTAIN,
WELLNESS CHALLENGE**

Thank you to our 17 teams who have committed to our Wellness Challenge. We have proved we are not a sedentary bunch and had three teams fly through the first challenge with the rest of us making better than average progress. While we do have a winner for this first challenge it is not over for the rest of us. There will still be a draw for an iTunes gift card with everyone who completes the challenge by the 19th entered into the draw, and ultimately it is all about increasing our steps each and every day to improve our own health and wellness.

We have thrown out new challenges for those teams that had completed the first challenge and now feel it is time to also launch an individual challenge! This will be a two week challenge starting August 8th until the 21st. Go to the site Monday and register for your new challenge there! For this challenge there will be an overall Westin Bear Mountain winner as well as departmental benchmarks. Prizes will range from a month free at the MAC to gift cards!

Keep those pedometers on and remember to input your steps daily to stay in the game!!

And please join us at the Employee of the Month Celebration August 18th at 2:30 for the Grand Prize presentation to the Kings of Leon #5 team!



We are looking for your suggestions that will assist our operations! Enhance Revenues!

Reduce Costs! Improve processes and procedures and ultimately enhance the guest experience!

For any suggestion that we can put into practice you will receive a \$50 Westin Bear Mountain Gift Card!

Put your suggestions in the box outside the HR office or bring them to Francis or Denise.

ONE ON ONE ON ONE

One - Hourly Associate from each department to meet one on one on one with Francis & Denise.

We are looking for opportunities to provide better guest service. Please come tell us what needs touching up!

August 17th, 2010
3:00pm - 4:00pm
Francis's Office

If your interested in representing your department, please contact Denise at denise.palmer@westinbearmountain.ca or local 3755

VOICE gets our team dancing...and Role Playing!

A recent VOICE class showed that the talent of the Bear Mountain Team is simply ENDLESS! This group learned the Box Step which was the foundation of the day long course and also kept us laughing with some great Role Playing. We couldn't resist sharing the pictures! Thanks to all participants for a really fun day!



AND...5, 6.....5,6,7,8! Jordan Ray, Randy Snowden, Alison Jantzen, Katherine Parkinson and Lindsey Snell show they've got rhythm!



Britney Elder, Cat Smyth, Madison Bedingfield and Emily Ridout demonstrate their grace and style...hiding in the background somewhere is table mate, Adam McKinnon!



A bit of practice and away they go....
Maria Garcia, Jaelyn Emery, Tristan Bankasingh, Ryan Kelly and Randy Rai show us how its done!



Creativity proved to be a challenge at first but in the long run it paid off when this team worked together to show their box step in "conga line" style!

Shown here: Jim Weeks, Erica Von Poser, Meghan Filgate, Luis Nila and Katie Fitzpatrick!



Continued... Role Playing– Responding with Empathy



Jordan Ray attempts to exceed the expectations of a mom and her two “children” while empathizing with her situation.



Britney plays the role of a frustrated associate expressing her concerns to her manager Adam Mckinnon who was able to use empathy to calm the situation and unite the team!



Erika phones Service Express with a maintenance issue while Jim takes the call and leads the service dance!



Maria is a guest with a horrific tooth ache while Randy attempts to decipher the conversation and come to a solution by using the “empathy sandwich”.