

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



BRYAN ERIKSSON - BANQUETS

Bryan (pictured left with Jonathan Amirault, Banquets Manager) is a senior Server on our Banquets Team. He was born and raised in Courtenay, BC and attended French Immersion school in Comox where he mastered one of the many languages he speaks. Bryan has attended UVic and Camosun in the past and will return to study business at Camosun in the near future. He has served on our Banquets team since June 2006 and says he is ready to take the next step within the department. Bryan also works part time with the Grand Pacific in their Banquets Department so he keeps himself very busy and also enjoys playing hockey when he gets a rare free moment of time.

Bryan is being recognized exactly one year after his last Employee of the Month win in August 2010 for his stellar service on the team. He has the ability to handle any service challenge with ease and confidence which easily translates to our guests. Most recently there was a date mix up with a

members function and it had to be set up very quickly, Bryan made it happen without showing any stress to the members or his fellow associates and the event was a success. It's this type of dedication to the job and obvious passion for the industry that crowns Bryan Employee of the Month Yet again! Congratulations Bryan!

Associate of the Month—Heart of the House



TANNYCE GOUDY—KITCHEN

Tannyce Goudy is in her second season with the Westin Bear Mountain. Last year she worked in Housekeeping as a Room Attendant and this year decided to try her hand as a Steward in the Culinary Department. It turned out to be a great match and Tannyce never lost her enthusiasm for the kitchen saying it is a very fun environment and everyone is really nice to work with. Applauded by her fellow associates for her tireless work ethic and good humour she will be missed. Tannyce has returned to school and a full time co-op position for the Ministry of Health with HealthLink BC. Tannyce will be bringing information on health resources to remote communities in BC until the end of the year. She is in the final stages of finishing her degree in Business with a major in Human Resources. In her spare time

Tannyce competes in show jumping and has had a passion for horses since she was five. She plans to be back next summer and will be knocking on Chef's door for a job. Her parting words are "Life is too short to have anything but delusional notions about yourself", translated to mean, "always think highly of yourself because if you think you will go nowhere you will go nowhere. Congratulations Tannyce!

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September Birthdays



Ryan Bartlett...	30
Trevor Brooks...	13
Diana Conner...	25
Thomas Cordner...	25
Rich Fetherstonhaugh...	13
Alex Formosa...	10
Alison Jantzen...	02
Courtney LaPorte	11
Alissa Laurin...	27
Courtney Lennox...	01
Ashley Lloyd...	19
Justen Lyle...	11
Branden Masse...	22
Ron Pahl...	03
Emily Ridout...	09
Sukhjeet Sandhu...	22
Steve Slater...	10

IT'S A BOY!



Congratulations to Bree Sharratt (MAC) and her husband Ryan Ruedebusch on the birth of their second child. Baby boy Finn Raymond Ruedebusch was born on August 9th at 4:57 pm. He weighed in at 10 lbs 4 ounces and 22.5 inches long. Mummy, Daddy and Big Sister Nyah (pictured above with Finn) have all settled nicely into their family of four! Finn also has another Bear Mountain Connection: Proud Grandfather Ray Henry from Golf Operations! What a lucky boy to have such a wonderful family to welcome him into the world!

UPCOMING EVENTS...

Watch for details on the following Associate Events over the next few weeks:

- ◇ EMPLOYEE OF THE MONTH CELEBRATION
- ◇ ALL ASSOCIATE MEETING
- ◇ LUNCH IS ON US...ASSOCIATE LUNCHEON

Westin Core Value:

Personal

Westin associates are passionate that every reservation is an opportunity to meet the unique needs of guests on a personal level. They are empathetic, empowered, professional and unobtrusive. They go out of their way to provide personal touches and personalized services to 'surprise and delight' every guest.

SUMMER PARTY

This year a more creative approach was taken to the summer associate party. On August 25th Bear Mountain took over the practice facility to create their own golf course. With each department creating their own signature golf hole specific to their day to day operations, associates were challenged to try their hand at the creative and sometimes hilarious options. Most popular of all the events was the dunk tank where we saw members of the Executive Team as well as other willing participants get continually dunked by quite skilled ball tossers many of whom stepped up to the plate multiple times in the attempt to sink their favorite Manager! Thanks to everyone who helped out on the day and also to the departments who came up with such fun options which allowed both skilled and recreational golfers to enjoy the afternoon! See pictures below...





From the very popular dunk tank to the huge blow up obstacle course; with dress-up on the putting green to crazy serving contests, there was lots of fun for everyone who attended. A special thank you to all our Dunk Tank Volunteers, Francis Parkinson, David Clarke, Cheryl Bushby, Robin Henderson, Darren Burns, Adam Walker, Kevin Phillips and Jordan Ray. We also had a few volunteers who took some of the heat from the scheduled attendees, thanks to Keir Smerdon (Bqts), Tom Falkiner (Bell) and Mitchell Lee (Golf). They were all great sports and put up with continual attempts to drop them into the drink. We will definitely have a return of the dunk tank in the future. What an amazingly fun afternoon!





WESTIN BEAR MOUNTAIN ASSOCIATE VISITS WEST AFRICA



Amanda hands out toothbrushes donated by Bear Mountain to children in a small village called Piela.

Amanda Roberts (Front Desk) spent the month of August in West Africa, visiting different villages in the country of Burkina Faso. We are very proud of Amanda and all she was able to accomplish while she was there. No doubt it was a life changing experience and it will take some time to adjust back to Canadian life but from these pictures we can see that she was able to make a true difference during her trip.

Welcome back Amanda!



Amanda assists Andre in interviewing a woman in a village called Bilanga with regards to her little boy and what nutrients he receives.



Above: Amanda hands out more toothbrushes to children who go to "Street Kids" a not for profit organization that works with troubled youth.



Left: Amanda and her friend Danika with the Major of Bilanga and the surrounding villages after presenting him with a report on what improvements need to be made to help better his community.



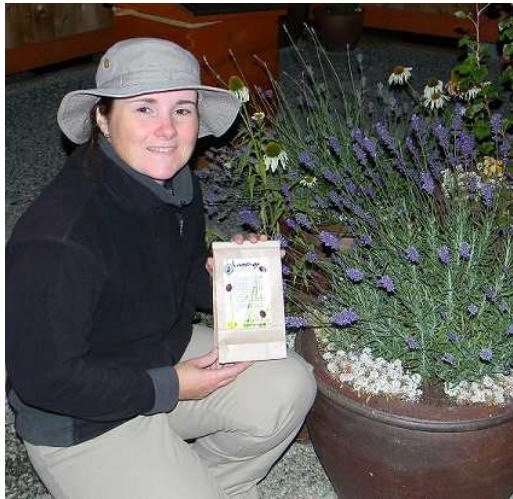
CONGRATULATIONS JONATHAN & CARLY!

Bear Mountain Best Wishes go out to Jonathan Amirault (Banquets Manager) and Carly Robb (Former F&B Outlets Manager) who were married here at the Westin Bear Mountain on July 17th .

Jonathan and Carly wanted to send out a huge thank you to all those who helped make their day so memorable, with a special thanks to Darren Burns for allowing the use of the putting green for their unique location as well as the Banquets and Kitchen team who delivered exceptional service and food, and truly made them feel special.

Having been witness to so many Bear Mountain Weddings in his role, Jonathan really wanted something that felt different and special and this was definitely achieved!

Mr. & Mrs. Amirault will honeymoon in Mid October in Hawaii.



LADY BUGS



As part of Bear Mountain's green initiatives the Horticulture team recently released 500 ladybugs at the Bee Hive Terrace. These beauties named Hippodamia Convergens are commonly known as the Convergent Ladybeetle and are native to Canada and the most common form of Lady Bug. Their diet consists mainly of Aphids and they are used for the biological control of these pests. After discovering black Aphids on the plant material near the Bee Hives, the Horticulture team rallied their troops of Ladybugs at dawn on an August Morning. Since most cultures believe that a Ladybug is lucky, we should all have a wonderful fall season ahead of us! Thanks to Connie (above left) Jane (above right) and Ilsa (away that day) who make up our outstanding horticulture crew!



Instead of counting tips, make tips count.

Help your colleagues.
Help yourself.
Make a difference.



Each year, dozens of people—friends, family, colleagues—who work within the hospitality industry find themselves hit with a financial crisis because of critical injury or illness. What if you could help?

Register yourself or a team right now and help raise funds to fill the world's largest tip jar. By joining your colleagues, you'll be able to help those in our industry who need it. Together, we can make a difference.

Visit www.TipOutToHelp.com



BC Hospitality Foundation (BCHF) - Tip Out To Help

BCHF delivers hope, opportunity and inspiration when it supports a person whose livelihood in BC's hospitality industry is threatened by a serious health related condition or issue. As you may remember we held a fundraiser golf tournament for our dear friend Kevin Ng back in March and after an application process, BCHF agreed to match what we raised up to \$5000 to help Kevin with his treatments and travel. Sadly, Kevin lost his battle in May but the contribution by the Foundation gave him exactly as stated above hope, opportunity and inspiration during his fight. BCHF raises funds through various events and is now embarking on a new undertaking called "Tip Out to Help". In an effort to raise in excess of \$100,000 annually, this campaign will be an ongoing initiative with an annual focussed campaign during the month of October.

With such a close connection to the Foundation during their support of Kevin it seems appropriate that Westin Bear Mountain recognize this as the ideal opportunity to give back to others in need within this industry. Bear Mountain would like to participate in this initiative through an annual donation raised through contributions from our associates but we need everyone's feedback on the best way to facilitate this voluntary donation. Several ideas have been tossed around which involve regular deductions from paycheques (perhaps a loonie twice a year? Or a loonie each pay period) to lump sum donations by teams raised through various fundraisers.

This topic will be discussed in our next All Associate Meeting but we wanted to hear your feedback before that as well. If you have some ideas or either agree or disagree please leave a note on the back of one of the handouts left by the suggestion box outside the HR office. Your feedback can be passed to Human Resources, your department manager or left in the suggestion box. We look forward to hearing everyone's thoughts.