

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



RICHARD FUNK - HOTEL FRONT DESK

Richard, pictured left with Amy Hamilton, Front Office Manager is a Guest Services Associate in our Front Office. Born and raised in the Queen Charlotte Islands, Richard moved to Shawnigan Lake in 2002 to attend private school. After graduation Richard continued his studies at Vancouver Island University in Nanaimo taking the Hospitality Management Diploma. After completing his first Co-op work term he knew for sure that this was the career path for him, and when his diploma was complete in 2009 Richard carried on in the degree program for Hospitality. He completed his final leg of school on the Island of Oahu at the University of Hawaii Manoa in May 2011 and graduated with Bachelors Degree in Hospitality Management. Richard joined our team in April of 2010 and has been an asset to the front office department since that time. His long term plans are to gain international experience in the Hospitality

industry and to ultimately become a General Manager or work in the corporate side of the industry. In his free time, Richard enjoys rowing, running, fishing and spending time with his family in Duncan. Richard is being recognized for his outstanding service style which is consistently recognized by our guests, members and associates. He truly lives the Westin Brand and enriches experiences for everyone he meets throughout his day. He says he enjoys working at Bear Mountain because of the people, both his colleagues and the loyal guests who return time and time again. When asked for a quote he lives by his was "There's no next time, its now or never." Congratulations Richard!

Associate of the Month—Heart of the House



MIKE TYTULA - BUILDING MAINTENANCE

Mike, pictured with Colin Mantell, Hotel Manager was born in Outlook Saskatchewan and raised in Hudson's Hope BC. Mike originally started with Bear Mountain in the building maintenance department in 2005 and worked here for a year before moving to Barriere BC. He then spent six months in Tumbler Ridge working in the mines, however the lure of Victoria called him back and he found himself back at the Mountain in September 2010. Mike's background has always been in the trades with an emphasis on mechanical repairs and all of his skills are put to good use in our Maintenance Department. Mike is being recognized for his amazing personality at work. Whatever the day might bring, he is able to find something positive to concentrate on and has an unsurpassed way of making people feel welcome and at ease. In his free time

he enjoys fishing and hunting and of course spending time with his wife Angela, their two sons and their granddaughter Abigail. When asked why he likes working at Bear Mountain he said "it's because of the people, it's a really great atmosphere to work in. It's important to work *where people know your name...Cheers!*" We say Cheers to you Mike...and Congratulations!

February Birthdays



Kristina Alexander...	28
Jonathan Amirault...	25
Loren Elgert...	08
Megan Giannone...	17
Avery Graham...	14
Demi Henderson...	02
Robin Henderson...	20
Randy Rai...	25
Katherine Rogers...	28
Helena Roodbol...	05
Scott Salzl...	01
Jessica Stevenson...	12



Ellen Phillipson’s “puppy” Atlas is growing by the minute. He seems to have quite the personality!



Bear Mountain Job Fair 2012

Plans are underway for our SIXTH annual Bear Mountain Job Fair. This years date has yet to be confirmed but will be in late March.

All departments hiring for the upcoming season will be present and ready to conduct short on-the-spot interviews. If you know anyone who is interested in working at Bear Mountain this summer please let them know to watch our website for more details in the coming weeks.

The Westin Guest expects personal and instinctive experiences. Making a difference means that each and every one of us works closely together, making each interaction authentic and reassuring. By anticipating what each unique guest wants, we can create a series of renewing personalized experiences they will always remember.



Victoria Hospitality Award
Dan Shea - Golf Operations

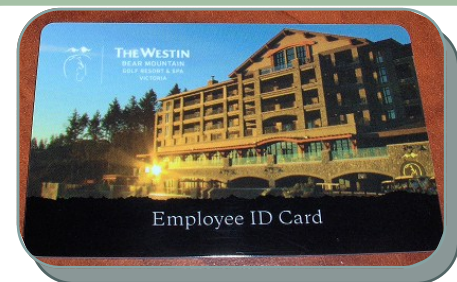
The Victoria Hospitality Award rewards “outstanding hospitality” best described as a random act of kindness that goes above & beyond the expected to meet the needs of an individual. That’s exactly what Dan Shea did for a couple visiting the Westin Bear Mountain last summer for their honeymoon. Disappointed that they could not play our signature 19th hole, Dan took the time to surprise and delight them the next day with lounge chairs overlooking the city on the 19th, two small bottles of champagne and chocolate covered strawberries. The Victoria Hospitality Award Program is all about creating memorable moments and this was one that our guests will never forget! Dan was honoured by the committee on February 3rd in the Masters Lounge and received many gifts which included The City of Victoria Award, a special lapel pin bearing the city’s coat of arms and engraved with his name. We are so proud of Dan for seeing the opportunity to create a memory and making it happen. Congratulations from the whole Team at Bear Mountain!



Manager Recognition
Kyle Kemball - Greens Maintenance

The Social Committee recently recognized Assistant Golf Course Superintendent Kyle Kemball for his strong Leadership qualities. Kyle has received many nominations from his team as well as other colleagues around the resort. He joined Bear Mountain in September 2002 and has been heavily involved in the construction and maintenance of both of our beautiful Golf Courses. He is being recognized for his strong work ethic and his ability to inspire and motivate his team, bringing out the best in people on both a personal and professional level.

Congratulations Kyle!



COMING SOON...

New Employee ID Cards!

Westin Bear Mountain associates will soon be sporting new Employee ID cards.

The purpose of issuing these cards is to allow associates easier access to their discounts at all times as well as providing the F&B service team with the proper information required by the system to apply the discount.

The number on this card is specific to staff discounts and does not replace your employee number used at the hand scanner for signing in.



The monthly meetings of the Occupational Health & Safety Committee and the Social Committee will be held:

Tuesday February 7th

OH&S - 1:00

Social - 1:30

Location: Goldstream Room

CANDY GRAMS ARE BACK

February 10-14th

A SWEET TREAT TO BRIGHTEN A CO-WORKERS DAY
FOR ONLY 50¢ ea.

Candy Grams will be delivered daily from February 10th-14th and may be purchased from:

- ♥ Kelly (HR)
- ♥ Jessica (Sales)
- ♥ Evenings & Weekends at the Front Desk (when not assisting guests)

Surprise and delight a fellow associate this Valentine's Day!

