

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

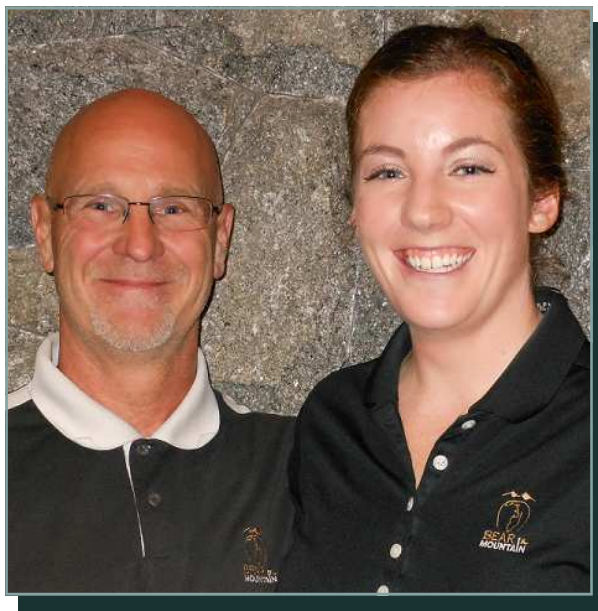
Associate of the Month—Front of the House



JORDAN ZAHARIA—GOLF OPERATIONS

Jordan (pictured left with Jordan Ray, Head Golf Professional) is a member of our Golf Services Team. He was born in Yorkton Saskatchewan and raised in Campbell River. He attended post secondary in Vancouver earning his Bachelor of Psychology. Many years working at Storey Creek and Northlands golf course peaked his interest in the industry and he attended Camosun for the Professional Golf Management program which he will complete in the new year. He would also eventually like to study for his MBA. This is Jordan's second season with the Bear Mountain Team and he has proven to be a strong and consistent member of the team. His passion for the industry is visible daily and he takes great pride in his work. Jordan is a reliable and organized team member who is always willing to stay to help out the team. Whether it means assisting with an event or picking the range in the dark so the morning shift is set up for success, Jordan is there to help out. In his free time he enjoys hiking and camping with his girlfriend Christa. He is also involved in curling with some of our Players assistants. When asked what he enjoys about working at Bear Mountain he said that after working in Greens for many years he enjoys being in front of the scenes. He also enjoys all the great people who work here and especially Golf Services who worked so well as a Team to make it through a very busy summer successfully. Congratulations Jordan!

Associate of the Month—Heart of the House



CHRISTA MACDONALD—GREENS MAINTENANCE

Christa (pictured with Darren Burns, Golf Course Superintendent) is one of our dedicated Greens keepers. She was born and raised in Vancouver and attended University of Victoria where she earned her degree in Geography. She worked at Northlands Golf Course in the greens department during the summers so already had lots of experience when she joined Bear Mountain in April of this year. She will be staying on for the winter season so is looking forward to seeing what winter is like at Bear Mountain. Christa is being recognized for her great attitude and her positive influence on the Team. She is extremely reliable and exceptional at performing all tasks related to her job. In her free time she loves to travel and is interested in soccer, skiing and snowboarding. She also enjoys hiking and camping with boyfriend Jordan. When asked what she enjoys about working at Bear Mountain she said she loves that her "office" is the outdoors and that she is surrounded by natural beauty rain or shine. She also enjoys the fact that she can physically see the difference she makes on a daily basis, that there are tangible results for all her work. And of course she enjoys all the people she works with on her team and at the resort. Congratulations Christa!



November Birthdays

Laureen Anciot...	08
Naoto Arimura...	06
Sara Edgington...	09
Megan Fraser...	03
Marco Gonzalez...	19
Max Gunton...	08
Melissa Hodson...	07
Rosalynne Nicols...	02
Clayton Novak...	28
Viktorija Patching...	07
Paul Patterson...	30
Ali Quinlan...	19
Stephanie Scott...	04



If anyone is wondering where Corey Hawkins got he inspiration for his pumpkin carving “Mac-o-Lantern” this picture will help.

Meet his dog Mac whose face was skillfully carved into Corey’s pumpkin. He sure looks like a well-behaved model!

And all his hard work paid off as you will see on Page 3.

EVERYTHING COMMUNICATES

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.

Just because a behavior may provide good service, doesn't mean that behavior aligns with the Westin Core Values. Westin Behaviors are not just good, but they are good in a way that reflects the unique personality of the Westin brand.

We offer an experience that is personal, instinctive and renewing.



Congratulations to CJ McLauchlin (First Cook in the kitchen) and girlfriend Katelyn who welcomed their 7 lb baby boy Jacob Kenneth McLauchlin into the world on October 12th at 5:50am!

This picture was taken on Halloween when he was dressed in his spooky pyjamas!

What a handsome baby boy!

Pumpkins and Costumes!

Halloween was lots of fun for associates at Bear Mountain with our annual pumpkin carving contest and many employees dressing in costume as part of the community fireworks event that took place that evening. Here are some photos...



BEST CARVED

"MAC-O-LANTERN"

By Corey Hawkins

Building Maintenance



CROWD FAVORITE

"BEARLY ALIVE"

By Claudia Denotter

In Room Dining



Pumpkin "PI"

Cheryl Bushby (Marketing)



"The Most Dramatic Pumpkin Ever"

Dawn Butler (F&B)



"Green Eyed Monster"

Justen Lyle (Building Maintenance)



"Screaming Death"

Thomas Yesdresyski

(Kitchen)



"HUNGRY?"

Alex Shpeley

(F&B)



"Jack's Good Bye"
Chris Medford (Golf)



"Bite Me"
Greens Department



"Jason's Hole"
Greens Department



Tim Simpson and Demi Henderson (MAC) were in character as retro aerobics instructors! Even Demi's dog Tilley got into the spirit!



Cheryl Bushby (Marketing) and Susan Sperrer (Banquets) ...YIKES a bit scary!



Snow White (aka Heather Reece) takes care of a few last minute Conference services issues before going to join in the fun.



Brady (Banquets) seemed ready to wow the kids as a purple Teletubby (aka Tinky Winky).



Denise Palmer and Darren Gourlay strike an impressive pose as Darren gets ready to welcome the Trick or Treaters!

WESTIN GLOBAL 5K COMES TO BEAR MOUNTAIN

Westin Bear Mountain held it's 5k Walk/Run on November 7th to celebrate the global launch of the Gear Lending Program. We had heavy hearts when we woke up to heavy rain but were determined to make it happen despite the weather. Not sure if it was luck or our positive thoughts or perhaps a bit of both, but half an hour before it was set to start, the clouds broke and the sun shone upon us for what proved to be an exciting and challenging endeavour for all. Our 5k route involved a walk/run halfway down the mountain and as you can probably guess..... we all had to make it back up the mountain. Approximately 50 people participated and we were able to collect many pairs of gently used shoes to donate to Soles 4 Souls, we also raised \$165 which we will use to purchase new shoes to donate! We all enjoyed a celebration of our success in the ballroom after the event with coffee, juice and superfood snacks. The walk/run was such a success that we are looking at holding similar events in the future.



Above left & right: Associates from many different departments meet in front of the hotel before heading out!

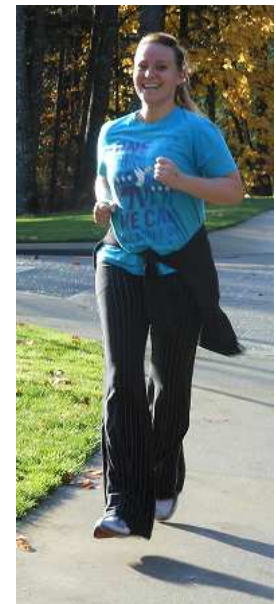
Below: And off we go...



Christa(left) and Kyle(right) both from Greens seem to be handling the incline quite well!



Wow! Marco (Hskp) has definitely been training, look at him in the top three...right behind our resident Runner Simon (kitchen) and a MAC member who joined in the fun. Way to go Marco!



Jennifer (Accounting) looks positively happy as she runs the mountain.



Francis (GM) shows off his Westin Tshirt but also manages to block wife Barbara's shot!
Thanks for joining us Barbara!



Jessica and Tracey (Sales) Seem quite happy to be out in the sunshine and fresh air!



Darren and Heather (Conference Services) get their workout done on work time!
What a treat!



Michelle (Accounting) and Connie (Horticulture) paired up to take on the 5k.



Colin (Hotel Mgr) and Robin (MAC Mgr) stop mid walk to pose for the camera!



Marco (hskp), Jordan (Golf), Carmen (F&B) and Carmen's dog Digby turn around to face the monster incline!



JUSTEN LYLE
BUILDING MAINTENANCE

Bear Mountain Award of Excellence

Unless you are in the business of saving lives it is very seldom that any of us would experience the situation that faced Justen Lyle on October 28th. It was late afternoon when Justen was called to assist with an emergency in the Resort parking lot. Little did he know that he was about to embark on something that would change many lives. A golfer had collapsed in the parking lot due to a heart attack. Justen grabbed our AED from the lobby and set to work using the training he had received for level one Occupational Health and Safety. Using the defibrillator and CPR compressions he was able to keep the man alive until paramedics arrived to take over. The severity of what had just happened only registered with Justen when it was all over but he said that the training he received all came back to him in the moment and he was happy to have been able to help. The last we heard the man was still in hospital. After speaking with the company who administers our AED program they informed us that without Justen’s assistance this story would have had quite a different ending. We are so proud of Justen’s heroic efforts and hope he realizes what a difference he has made for so many people. Be sure to attend the next Employee of the Month celebration for Justen’s special recognition. Congratulations!



Upcoming Events

Christmas will soon be upon us and we are busy planning the Christmas Party and Associate Family Pancake Breakfast as well as our Associate Gingerbread Contest.

Please watch the HR bulletin board and company email for news of dates and other fun details.



ON THE MOVE....

Did everyone notice that the large glass table that was in L1 was moved to the Main Lobby? Thanks to the strong man efforts of Jordan Ray, Torsten Novak, Corey Hawkins and Bryce Sophonow the glass top was successfully transported upstairs without any breakage! Great Job guys! The table looks perfect in its new location.



Costco is coming to Bear Mountain!

Costco representatives are hosting a reception with a special Membership offer for Bear Mountain Employees

Wednesday, December 5

11am to 2 pm

and

Thursday, December 6

4pm to 6pm

In the Clubhouse Staff Room

- Stop by and enjoy some Costco refreshments while receiving great information on all the benefits of a Costco Membership. If you have questions about Costco this is the information session for you!
- When you join as a NEW member onsite you will receive a \$10.00 Costco cash card by mail.