

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



TIM SIMPSON - MOUNTAINSIDE ATHLETIC CLUB

Tim (Pictured left with Robin Henderson MAC Manager) is a group fitness leader and personal trainer at the Mountainside Athletic Club who joined our team in January 2010. He was born and raised in Victoria and was always active while growing up playing hockey, fastball and many other sports. This strong interest in fitness led him to the Exercise and Wellness program at Camosun and then to the Sport & Fitness Leadership Degree which he finished last summer. But it wasn't until he had practical experience in his field at the MAC that he truly saw the difference he could make in peoples lives. And what a difference he makes...not only is Tim being recognized as such a strong team member, he is also being recognized

for his ability to connect with his clients and club members and truly make a difference in their lives. Outside of work Tim enjoys any and all sports including hockey, slow pitch, surfing, and hiking. He says that hard work and dedication is his philosophy in everything he does, and this philosophy has served him well over the years. When asked what he liked about working at Bear Mountain he said he likes the family atmosphere. Whether its needing a shift covered or someone to work out with, everyone looks out for each other like family. In closing he said that even with his education in fitness he has learned more from Robin, Thom and Jen at the Mac than he could have ever learned at school. It's the combination of his education and this practical experience that is the perfect equation for him and he is truly appreciative.

Congratulations Tim!

Associate of the Month—Heart of the House



BETH ROSS - CULINARY

Beth is a first Cook in our Culinary Department. She was born in Calgary but spent most of her childhood years in Abbotsford. Beth started her culinary career as an entry level prep cook in a retirement home. It wasn't long before she decided that this was the path for her and she went to school to put some education behind that passion. She joined Bear Mountain out of school in March 2008 and worked here for 2 and a half years before moving back to the mainland where she worked a number of jobs including some time at the Westin Wall Centre for Chef Hamid Salimian (a former Executive Sous Chef at Bear Mountain). In August of last year Beth returned to the Island and we were so happy to have her back on our team. She is being

recognized for how well she treats her fellow associates both in her day to day interaction as well as the care and attention she takes in making their staff meals. Her kindness makes a difference to so many people in so many departments. Outside of work Beth enjoys quilting and has become a regular at the Mountainside Athletic Club. She loves to travel and last winter she ventured to New Zealand and Australia. Future plans include a holiday in the sun and a trip to Israel and Ireland. When asked what she liked about working at Bear Mountain she said she likes the people, getting to know everyone in the kitchen and trying to be a positive influence on those she works with. In closing she would like to thank everyone for the recognition and all those who make coming to work at Bear Mountain so enjoyable. Congratulations Beth.



HAPPY BIRTHDAY!

May Birthdays

Eriko Arimura...	30
Cameron Brady...	30
Cody Carlson...	18
Thom Constable...	06
Darrell Deane...	30
Paul Despins...	03
Jaspreet Dhillon...	15
Ruthanne Doyle...	22
James Eger...	24
Meghan Filgate...	20
Eric Gerlach...	20
Hilary Harris...	08
Victoria Krupa...	30
Ken O'Connor...	29
Jacob Rafuse...	16
Katelyn Schoen...	09
Andy Stewart...	29
Rod Young...	04
Jordan Zaharia...	28

June Birthdays

Kuljit Atwal...	26
Neil Buckle...	01
Jessica Budynski...	15
Dawn Butler...	25
Gary Carlson...	15
David Clarke...	23
Gillian Cond...	17
Cheyenne Desorcy...	14
Laura Despins...	14
Douglas Dryburgh...	29
Bryan Eriksson...	17
Duncan Hind...	27
Jeff Hunter...	05
Ryan Kelly....	28
Don Kirlaw...	23
Brady Kuo...	08
Connor Larmour...	24
Kyley Layton...	16
Paul Leblanc...	24
Brian MacDonald...	17
Colin Mantell...	21
Christa McDonald...	11
Chris Medford...	17
Michelle Patton...	22
Randy Perron...	08
Tara Ramsbottom...	06
Heather Reece...	25
Tolen Reeve...	28
Tanya Scheck...	16
Kylie Sjolie...	26
Mike Tytula...	28

WESTIN'S BRAND POSITIONING

For a Better You

Westin's mission is to be a true partner in our guest's well-being before, during and after their stay.

We deliver on the promise of a better you through the six pillars of well-being which include our signature products and services.

We have succeeded when our guests leave feeling better than when they arrived.

Jeans Day 2012 was another success at Bear Mountain. See the pictures below of our Denim Clad Team! We were successful at raising over \$300 for the BC Children's Hospital Foundation. Thanks to everyone who participated!





For Sale...

Bear Mountain has a supply of new clock radios that cannot be used in our rooms. They will be sold to staff on a first come first served basis. The price is \$5 each. The clocks will be on sale starting Wednesday May 16th and there are about 100 clocks available. Please see Richard Funk (Assistant Housekeeping Supervisor) in the housekeeping department if you are interested in purchasing one.



STAFF PARKING REGULATIONS

There are still some associates parking in the public parking areas and it is imperative that we optimize the amount of parking easily accessible to our hotel guests, golf members and patrons. Staff parking is located underneath the Fairways Hotel Building on the P2 level with direct access to the elevator. This is accessed via the Fairway's parking entrance. Turn left and follow the areas to P2 which is on full level down and to your right. Additional parking is located on the gravel lot behind the former Real Estate Design Center (now the Corporate Head Office Building). Staff parking will continue to be monitored and we trust that all associates will co-operate with the parking regulations. If you have any questions or concerns please feel free to speak directly with the HR Department.

ABOVE AND BEYOND - ALEX SHPELEY

Congratulations to Alex Shpeley (Bartender, Master's Lounge) who is being recognized for going "Above and Beyond" for a Resort Guest who had been waiting for quite a while for a taxi. After inquiring, our guest was told that it would be another half an hour due to an accident on the highway. They were headed to a restaurant in Langford. Alex who was off shift and about to leave, overheard the conversation with our desk associate and offered to drive the guest to the Restaurant. The guest responded in a Guest Experience Survey to Starwood with the following comment:



"Work out facility was much better than expected. Golf courses were spectacular. But, most importantly, the staff went out of their way to make me feel special. For example, a taxi to Langford was delayed due to an accident. A staff member going off shift offered to give me a ride into Langford in his personal vehicle AND would not take any compensation for it."

In our Service Culture Training we talk about our Core Values (Personal, Instinctive and Renewal) and how these should be in the forefront of our mind during the service cycle. It is clear that Alex was addressing these Core Values and created a memorable experience for our guest that will in turn create loyalty to our property and our Brand. Alex please stop by the HR office to accept a token of Appreciation for going Above and Beyond! Congratulations!

WELCOME

This is the time of year when we see many new and returning faces around the resort. For those who are joining Bear Mountain for the first time, Welcome! We know your first few weeks will be an exciting and memorable time as you learn your new job and get to know the resort. To our returning employees, Welcome Back! It's so great to see so many associates return to us every year and we look forward to connecting with everyone as our peak season gets into full swing!

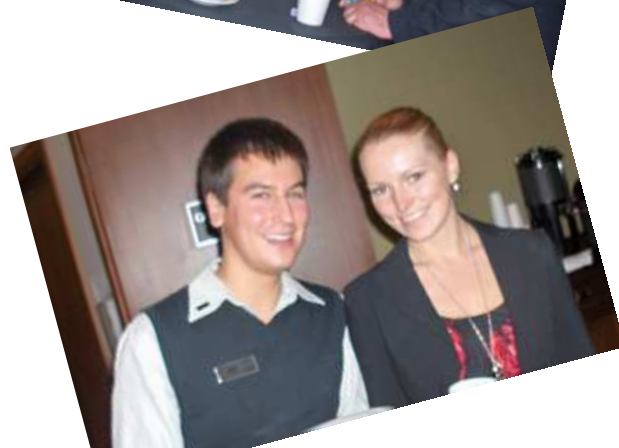
We are confident that your fellow associates will go above and beyond to make you feel comfortable in your new role and welcome you to our Team.

Should you have any questions as you become more familiar with the resort please do not hesitate to ask, if we don't have the answer, we will find it for you. We look forward to a great and memorable season here at Westin Bear Mountain Resort!

Sincerely,

Denise Palmer and Kelly Hillier

(Your HR Team)



BEAR MOUNTAIN PHOTO GALLERY

STAFF MEET & GREET

Monday May 28th

Master's Terrace

4pm-6pm

Join us for a casual BBQ...prize draws and lots of fun!
A great chance to meet new associates and catch up with returning ones before our summer season gets underway.
We hope to see you all there!

