

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



URBAN ALLEN - GOLF OPERATIONS

Urban (Pictured with Jordan Ray, Head Golf Professional) has been a Players Assistant at Bear Mountain since 2004. He was born and raised in Victoria and retired from his position as firefighter for the city of Victoria after 33 and a half years on the job. Outside of work Urban enjoys tending to his small farm and spending time with his wife Sheila, four children and nine grandchildren. Of course he can often be seen on the driving range attempting to perfect his game and with a single digit handicap he must be doing something right. Urban is being recognized not only for the friendly and professional way he executes his job but also for the pride and respect he has for

Bear Mountain. He believes in the operation and does everything he can to assist in helping it succeed. This pride translates into the little things that Urban does during his shifts to present a better product to our golfers and guests. When asked what he likes about working here, Urban said there is a great membership at Bear Mountain as well as a strong team of associates. He says its the quality of employees that contributes to a better work environment and that we definitely have that advantage. In closing he would like to give kudos to Darren Burns and his team for the Greens side of the operation as the golf course is in great shape! Congratulations Urban!

Associate of the Month—Heart of the House



RANDY PERRON - GREENS MAINTENANCE

Randy Perron, is an irrigation Technician on the Greens Maintenance Team. Better known as RP, He has been with Bear Mountain since February 2003 and has continued to grow and learn within the team over the years. With experience in a variety of different jobs, Randy was introduced to the golf world when he worked at Olympic View. From there he made his way to Bear Mountain and the rest is history! Outside of work RP is a true family man with his wife Louise and 14 year old daughter Carmen. His passion is in Martial arts and he proudly experienced a pivotal moment last month when his daughter Carmen received her black belt in Kung-Fu an achievement that he is also training

to achieve. Randy is being recognized for being a strong team member who takes the time to teach new associates what they need to know. He has become a wealth of knowledge within the department and is also one of our level 2 certified occupational first aid attendants for the resort. When asked what he enjoyed most about working at Bear Mountain, he said that the people he works with are great. Also he is constantly amazed by the beauty and serenity of our location. He says some mornings the sunrise is so spectacular it takes your breath away and after all this time at Bear Mountain, he still looks forward to enjoying that every day. Congratulations RP!



July Birthdays

Urban Allen...	31
Jason Bird...	06
Christopher Buchan..	02
Darren Burns...	14
Kristy Carlson...	27
Ethan Douglass..	11
Patrick Finner...	03
Jordan Flether...	17
Kim Fraelic...	15
Amy Hamilton...	03
Corey Hawkins...	10
Olivia Heller...	24
Shayla Hinshaw..	24
Kristina Karger...	11
Ryan Leblanc...	01
Troy Maguire...	24
Marlo Mahoney...	30
Angela Massey...	01
CJ McLauchlin..	16
Matt Pearson...	17
Connie Rose...	04
Jen Sawyer...	31
Bree Sharratt..	21
Emma Spurling..	17
Christine Thaler..	03
Thomas Yesdresyski.	29

August Birthdays

Richard Funk...	11
Lucanne Gellner...	03
Garry Heinekey...	29
Kelly Hillier...	16
Ray Horne...	31
Chris Immel...	25
Jason Karmazynski..	14
Elissa Kember...	24
Aaron Larmour...	24
Jolene Malnarick...	22
Andy McIntosh...	29
Wayne Prusky...	28
Steven Ragsdale...	09
Amanda Roberts...	13
Donna Rowen...	31
Tim Simpson...	11
Keir Smerdon...	26
Jim Stewart...	12
Tracy Twinn...	01
Marisol Vessey...	30
Robin White...	21

“And in the end, it’s not the years in your life that count. It’s the life in your years.”



BC PREMIER VISITS BEAR MOUNTAIN

Premier Christy Clark visited Bear Mountain on June 22nd as part of the BC Ferries Golf Tournament.

She was welcomed to the Mountain by our CEO Gary Cowan.

Are you listening generously?

Listening generously goes beyond simply telling people that you hear them. It shows them that you understand what they’re saying.

As a result, people feel better about you. Stressful situations can become less difficult and positive interactions can feel even better.

When you listen Generously to others, you demonstrate that you care enough to understand their point of view. It also helps you build relationships which on the job, leads to better service for guests and a better place to work.

In addition we are in a wonderful position to learn what’s important to our guests. By listening and passing guest comments and concerns to our team, we are helping improve service levels.



Above: Haley competes in the 2010 Skills Canada Nationals in a wine identification competition.

Haley Lonsdale (Conference Services Intern) is headed to China in August to participate in the APEC Skills Youth Camp. The event aims to improve the attractiveness of vocational training to APEC youth and promote APEC youth skills development. Skills Canada is an organization that promotes skilled trades and technologies to youth and Haley competed at Skills Alberta Provincials in 2010 where she won Gold in the Restaurant Services Category. She continued with Team Alberta to the Skills Canada National Competition in Waterloo Ontario where she placed 5th! Since then she has been involved as an Alumni of Team Alberta and was also a member of the National Youth Forum (NYF) at the Skills Canada National Competition in Edmonton this year. After the NYF she learned about the Youth skills camp in China and was selected as a delegate to attend. We are very proud of Haley and look forward to hearing about her many adventures in China!



StarHOT and StarFRIEND Forms

For all those who use the starhot or starfriend privilege for hotel stays there has been a slight change in the type of authorization form that HR will complete for your stay.

Due to some properties not accepting the hand signed version we have used in the past we are now generating the forms on the Starwood One website. Please continue to use the forms you have used in the past to provide us with the proper information to input. Everything else about the process will remain the same.

If you have a hand signed version of a starHot or starFRIEND authorization form for an upcoming stay please see Kelly in Human Resources to receive the proper letter before you travel.



CONGRATULATIONS to Carmen Parry (Restaurant Supervisor) and new hubby Derek Middleton who were married on June 9th. The newlyweds enjoyed a wonderful wedding day and spent a few days relaxing in the Okanagan and enjoying some wine touring after the wedding. They are hoping to plan a honeymoon in the fall to either Europe or South America.

Nice to see that the Greens Team can still find some laughter in their very early mornings. RP and Darren Burns re-enact the Employee of the Month presentation with some props.



Wayne Prusky (Golf) tests out one of the new shirts in the golf shop. Without actually having to try it on! Looks great Wayne!



ALS GOLFATHON

On June 19th Bear Mountain participated with three other Golf courses in Victoria in the PGA of BC Golfathon for ALS. Golf pros were challenged to golf as many holes as possible on the day to raise awareness and funds for ALS. Three of our pros, Jordan Ray, Wayne Prusky and Chris Medford started their day at dawn and managed to play 102 holes during the day. They raised close to \$1200 for the cause. Well done to all three for taking the challenge and recognizing such a worthy cause.



Above left to right: Wayne Prusky, Jordan Ray and Chris Medford.



A recent session of "VOICE" saw many of our associates learning how to lead the service dance by becoming comfortable with the Box Step. Very impressive moves by all those in attendance!

