

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



CHRYSTAL NEWTON - FOOD & BEVERAGE

Chrystal, (pictured on the right with Sara Edgington, F&B Supervisor) joined Bear Mountain in July 2004 as an On-Course Server in Food & Beverage. Since that time Chrystal returns every season with her ever infectious smile and caring way to provide Five Star service on the course, and at the take out window and Snack Shack. Chrystal was born and raised in Victoria and has always worked in the Hospitality Industry. She typically works super hard during the summer so she can travel in the winter. Her travels have taken her to Thailand, Mexico, Hawaii and the Dominican. Outside of work Chrystal plays Slo-Pitch baseball and loves fitting in some beach time with her friends. Chrystal is being recognized for consistently going out of her way to accommodate our members and their requests. Whether its ensuring to stock specific items that our mem-

bers prefer or putting aside a particular muffin flavour for a member so they are sure to have what they like best; it's this attention to detail that makes a difference for our guests and members and makes them feel special. When asked what she likes best about working at Bear Mountain she says she loves the staff and the members so much that it doesn't even feel like she is coming to work. She wanted to also acknowledge the on course services Team who contribute every day to the success of their department and have made it one of the best seasons she has had at Bear Mountain. We feel lucky to have her as a longstanding member of our Team. Congratulations Chrystal!

Associate of the Month—Heart of the House



RYAN REED - KITCHEN

Ryan Reed (pictured on the left with Thomas Yesdresyski, Sous Chef) joined our team in April of last year as a first cook and has recently been promoted to Chef de Partie. Ryan was born in Prince George and grew up in the Okanagan and Nanaimo. He attended Culinary School at Malsapina and during his practicum was offered a full time job out of school. This opportunity led to many others over the next five years where Ryan found himself involved in the opening of two different restaurants during that time. He also met his now fiancé Seana and they soon decided on an extended trip to nine different countries over the period of five months. It was during this amazing trip that Ryan proposed to Seana and they will be married at Bear Mountain on August 19th! Not too long after their travels they

found themselves moving to Victoria and to Ryan's position on the Culinary Team at Bear Mountain. Last year Ryan competed in the Vancouver Island Chef of the year competition and took home the top honour of "Chef of the year". He is being recognized for his outstanding work ethic and passion for the industry that is evident in all that he does within his department. When asked what he likes about working at Bear Mountain he said he loves living on the mountain so close to work and so close to nature. In closing he wanted to thank Executive Chef Iain Rennie and Executive Sous Chef Josh Houston for the knowledge they share with him daily as he has learned so much in his time here. Congratulations Ryan!



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

September Birthdays

Ryan Bartlett..	31
Erica Butler...	22
Shela Danielson..	20
Alexander Formosa..	10
Ryan Frost...	14
James Holland...	25
Sam Holland...	25
Alison Jantzen...	02
Courtney Laporte...	11
Sally Larrington-Brown	08
Ashley Lloyd...	19
Justen Lyle...	11
Rob Pahl...	03
Emily Ridout...	09
Sukhjeet Sandhu...	22
Steve Slater...	10
Kimberly Tinkey...	15

Welcome Paisley Rose!



Congratulations to Helena Roodbol (Conference Services Manager) and her husband Stefan on the birth of their beautiful daughter Paisley Rose Roodbol. Born on August 5th at 3:30pm Paisley weighed 7lbs, 6oz. She has already made her first visit to Bear Mountain and we look forward to the next! Mom, Dad and Paisley are all adjusting nicely to their new family life!

Summer Associate Party



This year our Summer Party will be in the form of a fun Golf Tournament on the Valley Course. The golf shop is preparing a user friendly 9 hole tournament to take place on **Monday August 27th**. The event will be followed by a BBQ on the Master's Terrace. The tournament will start at 4:00pm with dinner to follow. Whether you are an experienced golfer or new to the game, this tournament is sure to please everyone. Watch the staff bulletin board for more information and a sign up sheet. Last years event on the driving range drew an impressive crowd and we are hoping to have even more test their skills on the golf course this year!



STARVOICE at Westin Bear Mountain



StarVoice is Starwood’s global associate survey which will assess dimensions such as associate engagement, supervisor effectiveness, job satisfaction, teamwork and inclusion, growth and development, and resources and facilities...just to name a few.

StarVoice will provide a common metric for measuring these key dimensions.

StarVoice surveys will be conducted on property and associates participating will be scheduled by their department head with the survey being completed during normal working hours. This survey will take no longer than 20 minutes to complete and is done online. The surveys are completely anonymous and employees participating will be given their own password to access the survey.

StarVoice will take place in the Founder’s Lounge from 9:30-4:30 on the dates listed below:

August 23, 24, 28, 29, 30th

Light refreshments will be provided and all participants will have their name entered in a daily raffle draw.

If for some reason you can not attend during your regular shift please speak to your department Manager or see Kelly in the Human Resource Office for alternate arrangements.



Marco Gonzalez (Executive Housekeeper) recently attended Rooms University in Los Angeles to share in some valuable training from Starwood. There he is in the front row!

Empathy is our emotional radar. It is our ability to see things from other people’s perspective, to inquire about their perspective and not assume they see the world as we do. Empathy is about understanding other people, their needs, wants and emotions. By demonstrating empathy we can help unlock ways to genuinely care for and anticipate the needs of others.



Ronald McDonald recently made a visit to the course for the Ronald McDonald House BC Golf Tournament.

He took a moment to pose with Jessica from Sales and to chat with Chris Medford (left) and Jordan Ray (right) from Golf Operations...perhaps getting some tips on his golf swing?

The Small Things



Kristina is pictured above with some of the children from the orphanage who were obviously happy to see her return.

Kristina Alexander (Guest Services Associate) is heavily involved with an organization called “The Small Things” a non profit organization providing support, education and care for the incredible children, staff and volunteers of Nkoaranga Orphanage, Tanzania, through direct project support as well as investments in the infrastructure of the orphanage and its parent hospital. Kristina recently returned from a seven week trip to revisit the orphanage and spend time with all the children she grew so close with in 2010 on her last visit. For both visits, Kristina lived with a local family in a small village close to Nkoaranga and learned the culture and customs of their country. During her time there, they purchased a dryer for the orphanage to help with the never ending laundry and also ordered solar panels to ensure a power source when the power goes out. Although seven weeks seems like such a long time, Kristina easily settled into the relaxed pace of Tanzania and found it very difficult to return to Canada.

She wanted to take a moment to thank all her co-workers who made it possible for her to take the time off as well as those who donated to the cause in order to assist them in their efforts. She truly appreciates everyone's support and the difference it has made in the children's lives. If you are interested in learning more about “The Small Things” or would like to contribute please see www.thesmallsThings.org.

Congratulations Kristina, on all the wonderful things you do for this beautiful organization. We are very proud of the difference you make!



Left: Kristina and baby Vicky.



Right: Kristina feeding baby Neema with her sponsor child David.

Below: Some of the children modeling their new pants, generously made by a friend of Kristina's Mother.



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- Book a Block of 10 or more Rooms - *Earn 5%*
- Book an Event in a Meeting Room with F&B - *Earn 10%*

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*Applies to new bookings, booked through the Sales Dept only. Commissions paid when final bills are paid.





BEAR MOUNTAIN PHOTO GALLERY

