

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Heart of the House



TANNYCE GOUDY—CULINARY

Tannyce (pictured left with Thomas Yesdresyski, Senior Sous Chef) started her employment with Bear Mountain in April 2010 in our housekeeping department. The next season she returned as a Steward on the Culinary Team and has remained in that position since then. Before joining our team she had also worked for the family business-Serious Coffee. Tannyce is being recognized for her amazing work ethic and positive attitude in the kitchen. She takes on any task she receives with a smile and ensures it is done in a prompt and efficient manner. During a very busy time for the kitchen over the past month and the transition into new leadership, Tannyce has been a reliable and respected team player and a strong contributor to the success of the Culinary Team. In her time away from work she is one semester away from completing her degree in Human Resources at Camosun. Tannyce has a passion for horses and is a show jumper competing in the Jumper Speed Class. She has been riding since she was six years old at Westside Stables and her horse's name is Biscuit. When asked for a quote she lives by hers was: "My alphabet starts with this letter called yuzz. It's the letter I use to spell yuzz a ma tuzz. You'll be sort of

surprised what there is to be found once you go beyond Z and start poking around." (Dr. Seuss).

Congratulations Tannyce!

Associate of the Month—Front of the House



STEPHANIE MCGRATH— FOOD & BEVERAGE

Stephanie (pictured left with Jonathan Amirault, F&B Manager) is an In Room Dining Server in our F&B Department. She joined Bear Mountain in September 2008 and has been a strong asset to the team since that time. Stephanie is always going above and beyond to exceed expectations for our guests and is always there to assist fellow associates in other departments. She is a team member who consistently makes a difference. IRD can sometimes have slower periods and Stephanie is always finding things to do and is a massive help to other areas during their busy times. Whether its assisting in the restaurant when they are short staffed or helping Banquets with a set up, Stephanie has been a saving grace in helping to provide flawless service to our guests. Outside of work Stephanie is working towards her degree in Child and Youth Care at UVIC. She completes the degree in August and hopes to go on to work as a Youth Probation Officer. She also enjoys travelling

and taking small trips around the Island and Mainland. When asked what she likes about working at Bear Mountain she said she enjoys the stability of the hours in IRD as well as all the people she works with at the Resort. Congratulations Stephanie!



HAPPY BIRTHDAY!

April Birthdays

Liezel Banquilay...	10
Taylor Bridges...	05
Gina Carden...	26
Kim Lejeune...	03
Haitao Liu...	16
Raquel Loglisci...	07
Haley Lonsdale...	28
Chrystal Newton...	16
Torsten Novak...	28
Michelle Paleczny...	06
Alexa Palmer...	28
Denise Palmer...	27
Francis Parkinson...	12
Carmen Parry...	05
Vick Siu...	04
Kristy Stone...	25
Juan Villota...	30
Frank Williams...	01

May Birthdays

Eriko Arimura...	30
Cam Brady...	30
Thom Constable...	06
Darrell Deane...	30
Paul Despina...	03
Jaspreet Dhillon...	15
Ruthanne Doyle...	22
Meghan Filgate...	20
Eric Gerlach...	20
Tannyce Goudy...	18
Victoria Krupa...	30
Ken O'Connor...	29
Rachel Pepler...	22
Michael Peterson...	28
Scott Roberts...	16
Andy Stewart...	29
Rod Young...	04
Jordan Zaharia...	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.



With summer just around the corner (yes it's true) the Mountainside Athletic Club is offering a great deal for employees with children who would like to attend our Bear Cub Camps throughout the summer. The reduced rate for children of employees is \$120 per week plus GST. Registration needs to be completed before May 30th.

What a great way for the kids to spend some of their summer by golfing, hiking, swimming, playing tennis and more...

For further details please see the Bear Mountain Website or contact the MAC directly.



JEANS DAY APRIL 25, 2013

Bear Mountain will participate in Jeans Day 2013 in support of BC Children's Hospital on Thursday April 25th. This is our fifth year participating and we have always been quite successful in raising an impressive donation for the cause.

All Associates are invited to wear jeans to work on April 25th for a small donation of \$5.

Buttons are available from Kelly in the HR office.

You must have the button to wear the jeans!

(Please remember: no torn jeans, cutoffs or jean skirts. All other components of your uniform must also be worn, including name tag and Westin Pin.)

IT'S A BOY!

Congratulations to Andy Stewart (IT) on the birth of his first child on April 10th at 10:34 pm. Tuffer Douglas Cooper Stewart weighed in at 6 lbs, 11 ounces and as you can see from this picture, he looks like he is ready to take on the world. Mom Joanna, Dad, and big sister Kiriell are all adjusting well to the handsome new addition to the family.

We send all our best wishes to Andy and his family at this very special time.



WE WANT TO SEE YOUR TRAVEL PICS!

Planning a trip somewhere fun? We love to see photos of associates enjoying their holidays. We all work very hard and it's great to see our fellow associates enjoying their much deserved time off while also providing everyone with a snapshot of some great ideas for travel in the future. Left is a photo of Michael Peterson (F&B) on a recent trip to South Africa where he stayed at the Westin Cape Town.

Share your experiences in the Associate Newsletter. Photos can be sent to kelly.hillier@westinbearmountain.com

WESTIN WEEKENDS

Westin Hotels & Resorts is tackling the Monday blues head on with the introduction of a new, dedicated weekend program that gives guests more flexibility and time to make the most out of their weekend getaway. “Westin Weekends is designed to help our guests get the most out of their weekend with late check-out and special, instinctive programming that makes it easy to plan the perfect, personalized getaway.” (Brian Povinelli, Global Brand leader for Westin Hotels & Resorts).

To set the stage for the new program all Westin hotels will signal the weekend has arrived through a variety of subtle sensory cues including changes in lighting, music and décor. Each guestroom will feature the brand’s signature Heavenly Bed bathrobe placed on the bed accompanied by a list of favorite local attractions to officially welcome guests to their weekend. Hotel associates are also part of the transformation, leaving behind weekday ties and customary uniforms for a more relaxed and casual weekend look. Guests are encouraged to linger in bed longer with a late, 3pm Sunday check-out and extended breakfast hours on Saturday and Sunday. Westin Weekends are designed to inspire well-being, from a good night’s sleep on the Heavenly Bed and SuperFoodsRX dining options to convenient exercise through the RunWESTIN and New Balance gear-lending programs.

Watch our next newsletter for a trivia question about Westin Weekends. All those who answer correctly will have their name entered for a chance to win a great gift certificate.

So you might want to read this article one more time!

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)