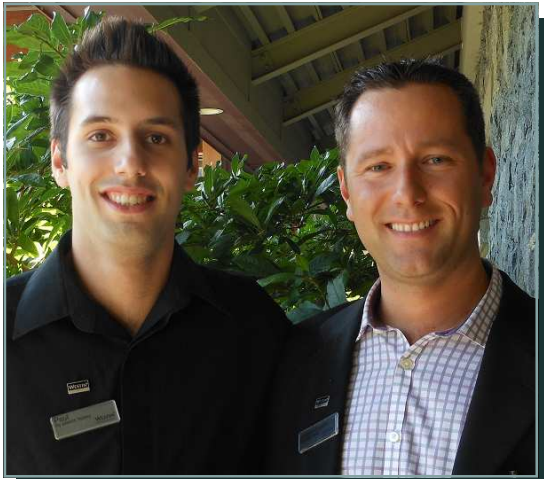


THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

Associate of the Month—Front of the House



PAUL DESPINA—BANQUETS

Paul (pictured left with our former F&B manager Jonathan Amirault) is a server on our Banquets team. He was born and raised in Victoria and moved to Mill bay in Grade 12. He joined Bear Mountain originally as a steward a few seasons ago and then returned last April in his current position. He attends Camosun and is nearing the end of a four year program in Marketing with a long term goal of perhaps combining Marketing with the Hospitality Industry making use of his experience and education! Paul is being recognized for his flexibility and team-first approach. Not only is he an outstanding associate on the Banquets Team but he is also willing to assist in other areas of the Resort. During a recent staff shortage in the kitchen, Paul stepped in to fulfill the role of steward and prep cook. Always versatile and willing to help out wherever he can, Paul's work

ethic is surpassed only by his great attitude and positive personality. Outside of work Paul is active in just about any sport he can find and is also planning a trip to Indonesia and Bali near the end of this month. When asked what he likes about working for Bear Mountain he said it's the Team he works with around the Resort and in his department as well as the opportunities that Bear Mountain offers its associates. He tries to guide his life by the following: "Don't take things too seriously, stay focused but don't get too serious". It seems this outlook would contribute to that great attitude we see everyday. In closing Paul would like to thank Jonathan and Bryan, who have recently moved on from Bear Mountain for all their assistance over the past year and the entire Banquet Team for a great summer so far! Congratulations Paul!

Associate of the Month—Heart of the House

JUAN VILLOTA - KITCHEN



Juan (pictured left with Mark Wadsworth, executive Chef) joined our team in June of 2011. Originally from Equador, Juan planned to open his own restaurant so set on his way to gain the education he needed to do that. He started at the Swiss hotel Management school where he studied for a year and then decided to learn more about cooking, which brought him to Vancouver Island University for their culinary program where he studied for 2 years. It was during a co-op placement here at Bear Mountain that Juan's true ability was showcased. He was soon offered a position outside of that placement job and he has been with us since then moving his way up to Second Cook this year. Juan is a strong and reliable member of the team who has given so much more than 100% to ensure the success of the department. Versatility and dedication is evident in all that he does and he has been a true asset to the Resort. Outside of work Juan does a lot of baking and cooking at

home, even making his own bread! He also enjoys staying active by running and doing Cross Fit classes. When asked what he likes about working at Bear Mountain he said it's the people he works with that make coming to work so much fun, especially the early morning team consisting of Simon, Juan and Haitao, a winning combination! A quote he lives by is "A goal without a plan is just a wish." He says he likes to plan for everything, and we can see how that would translate well into a kitchen environment. Congratulations Juan!



July Birthdays

Katie Alahavla...	11
Urban Allen...	31
Jason Bird...	06
Madie Boulter...	16
Alex Brown...	26
Darren Burns...	14
Amanda Cullen...	22
Emanoil Darie...	02
Ethan Douglass...	11
Patrick Finner....	03
Jordan Fletcher...	17
Kim Fraelic...	15
Corey Hawkins...	10
Olivia Heller...	24
JT Hill...	12
Kristina Karger...	11
Troy Maguire...	24
Marlo Mahoney...	30
Angela Massey...	01
CJ McLauchlin...	16
Connie Rose...	04
Bree Sharratt...	21
Emma Spurling...	17
Christine Thaler...	03
Thomas Yesdresyski..	29
Lehran Young...	15

August Birthdays

Francesca Byblow...	26
Duncan Cochrane...	28
Lucanne Gellner...	03
Alyssa Herkel...	10
Kelly Hillier...	16
Ray Horne...	31
Chris Immel...	25
Jason Karmazynski..	14
Jolene Malnarick...	22
Diane Mazzei...	31
Andy McIntosh...	29
Jeremy Olsen...	21
Wayne Prusky...	28
Jordan Ralfs...	02
Amanda Roberts...	13
Donna Rowen...	31
Tim Simpson...	11
Keir Smerdon...	26
Jim Stewart...	12
Tracy Twinn...	01
Robin White...	21

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.



Congratulations from all of us at Bear Mountain to Keegan Kanzig (Greens Maintenance) on his recent draft to the NHL.

Keegan plays for the Victoria Royals and was drafted # 67 overall in the NHL draft earlier this month.

Way to go Keegan!

Turnberry- A Luxury Collection Resort

Ken O'Connor (players assistant in Golf Operations) recently visited the renowned Turnberry Resort in Scotland, home to world renowned Golf courses and a stunning hotel that was built in 1906. Ken and his wife Lal spent three nights there and although the weather did not allow them to play golf, they were still able to soak in the beauty and history of this unique property. Ken has sent us these great photos to enjoy!



This impressive hotel is 107 years old!



A well known ritual at Turnberry is the bagpiper who marches in front of the hotel every evening, rain or shine!



Ken braves the cold winds to stand by the monument to the four Open Championships held at Turnberry.



Looks like they have the same broom problem we have on our course!



The library bar with stunning views.

For those of you wondering, Turnberry is a member of Starwood's Luxury Collection® portfolio.

Photo Gallery...



Taylor Bridges (Front Desk) and Chris Currie (Golf Sales) look like they are taking on an extra job promoting the cash machine on L1. They even color coordinated their outfits. Or is this just Bear Mountains version of "talking around the water cooler"?



Above: JT and Richard from Bell Services take care of a luggage drop at the Fairways Hotel.



Right: Clayton Novak (Golf) fills coolers with ice for Ladies Day!



Above: Jordan Ray (Golf) has a captive audience with Emma Spurling's daughter Lillan at a recent staff gathering.



Left: We would like to introduce you to our newest "bartender". She is only working on-call when needed. But she looks to be settling in quite nicely! We really hope it works out!



Above and left:

Let's play "What's the common presence in all three of these pictures?" Your hint is... he is usually wearing much more vibrant colors than white!

If you guessed Chris Currie that would be correct! It looks like he might be practicing his photobombing technique!

EOM celebration

It might seem a bit quick but its almost time for our next Employee of the Month celebration.

Please join us on

Thursday July 18th at 3pm in the Goldstream Room to celebrate our next Superstars!



Tuesday Morning Hikes

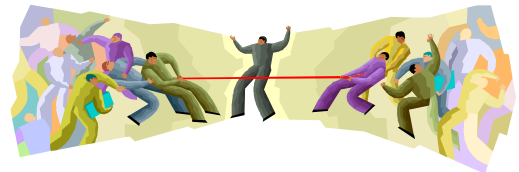
To promote health and wellness the Westin Bear Mountain is now offering a free hike through the trails around the Resort and into Goldstream Park. This hike is available to our guests, members and associates. Join fitness instructor Demi Henderson as she guides this moderate hike on Tuesday mornings starting at 9:30am. Those interested can

meet at the Mountainside Athletic Club on Tuesdays. For more information please see Robin or Demi at the MAC or the Human Resources Department.

SUMMER STAFF EVENT

Its hard to believe that the time has come to send out details for our Summer Staff Event.

Thanks to Darren Burns (Greens Maintenance) and Tim Simpson (MAC) we will be hosting Bear Mountain's first ever "TURF MUDDER" competition. As you might have guessed this event is loosely based on the popular Tough Mudder competition but not to worry...its meant to be more user-friendly! Start planning your teams of 4 people to take part in a fun 30 minutes of obstacles etc. For those who do not want to participate we will need time keepers at each station and of course some spectators to cheer on the teams! The competition will take place August 19th on our driving range and will be followed by a delicious BBQ to cap off another wonderful Summer Season at Bear Mountain. Please watch bulletin boards for more information. It is sure to be a day like no other...we promise!



IT'S A BOY!

Congratulations to Hazel Magboo (housekeeping) and Andrew McKeen on the birth of their baby boy! Kayden Matthew McKeen decided to surprise everyone about a month early and was born on June 4th. He weighed 6 lbs, 3 oz and after a short stay in the hospital returned home with mom and dad. All three are settling in nicely to their new family life. Hazel lives on Bear Mountain so you can often see her out walking her dogs and now Kayden joins them in his stroller! We look forward to many visits over the coming months.

WESTIN BEAR MOUNTAIN'S ANNUAL MEET & GREET...

Last month we held our annual BBQ to welcome new staff and allow our existing staff a chance to socialize before the busy season was upon us. Usually held outside, we had to bring it inside this year due to mother nature but excellent food, fun and prizes prevailed and a great time was had by all those who attended. Here are some snapshots of the event! Thanks to everyone for attending, and especially to the Kitchen team for the food and Banquets for the set up, service and tidy up!

Great job everyone!

