

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

PERSONAL~INSTINCTIVE~RENEWAL

Employees of the Month



**Congratulations to our four EOM's:
Stacy Potter, Tessa Dagenais, Simon
Dejongh, and Tracy Twinn.**

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Do you have a great idea for the newsletter? We would love to hear from you!

Contact Jennifer Burgin,
HR Coordinator
Ext 7195

July Associate of the Month

Front of the House



Stacy Potter—F & B

Stacy joined our team in May this year as an on-course server. Since then she has proven to be a great asset to the team with her positive attitude and helpful manor. Her fellow associates describe her as a hard worker and always willing to stay late to help out when its busy.

We are happy its been such a great first season and look forward to more in the future. Congratulations Stacy!

Heart of the House

Tracy Twinn - Housekeeping

Tracy has been a room attendant on our superb Housekeeping Team since May 2007 and has consistently been a strong member of the team. In her free time she spends time with husband Todd and cares for her granddaughter Taylor.

Tracy is a reliable team member who is always there for her fellow associates. Tracy works mainly in the Fairways Building and keeps that area connected through training and maintaining high standards.

We are very lucky to have her at Westin Bear Mountain! Congratulations Tracy!



August Associate of the Month

Front of the House



Tessa Dagenais—F & B

Tessa joined the on course services team in May of this year. She has been described by her fellow associates as being genuine, happy, upbeat, always willing to go above and beyond for members, guests and coworkers alike. Its no surprise her passion is “Smiling.”

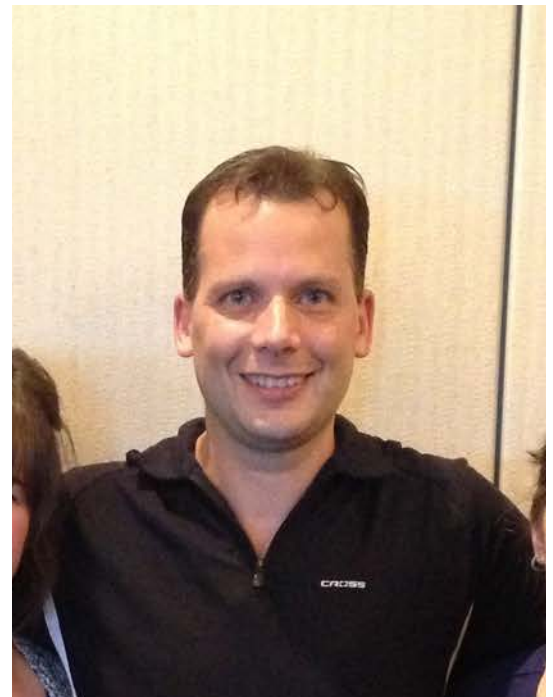
We appreciate all of her time and hard work that she puts into her position and are lucky to have her.

Heart of the House

Simon DeJongh- Kitchen

Simon is a first cook in the culinary department and can be considered one of the original crew members, having started with Bear Mountain in August of 2003! He consistently comes to work with a positive attitude which is reflected upon the whole team. His high standard of work sets the precedent for every new associate introduced to the Culinary Team.

Not only does he have an amazing work ethic but he has the kind of great personality that is contagious. We would like to thank Simon for being such a positive part of the Westin Bear Mountain Team for so many years and hope to have him for many more.



june employee of the month celebrations



Jay McClelland and Cheryl Bushby



Congrats again to Alex Shpeley and Melody Kam for winning June EOM and to Jay McClelland on winning EOQ.

farewells

Bon Voyage to Francis Parkinson while he takes an extended vacation and is set to return January 2014.



A farewell for Ryan Frost, our Purchasing Manager who left us to go back to school. Best of luck to Ryan

Happy Birthday



September Birthdays

- 1 Raj Basi
- Amy Todd
- 2 Alison Jantzen
- Shannon Drew
- 3 Ron Pahl
- 6 Andrew Curry
- 8 Sally Larrington-Brown
- 9 Emily Rideout
- 10 Matthew Milloy
- 11 Justen Lyle
- 14 Stephen Vincent
- 15 Kimberly Rodger
- 18 Lorena Magni
- 22 Sukhjeet Sandhu
- Niki Lockwood
- 24 Eli Flarrow
- 25 Melanie Palmer
- 26 Natalie Krupa
- 27 Sylvie Dowse
- 29 Richard Makepeace
- 30 Ryan Bartlett

October Birthdays

- 1 Brittany Greene
- Alannah Kennedy
- 2 David Flynn
- 7 Kirsten Cuckovich
- 10 Al Novak
- 13 Hannah Christo
- 14 Grant White
- 18 Angie Ferrill
- Stacy Potter
- 20 Rose Loftus
- Jordan Ray
- 21 Clarisa Green
- 24 Bryce Sophonov
- 25 Clayton Murphy
- 26 Karen Russell
- 27 John Henry
- Alexandra Manyakina
- 28 Paula Bittancourt

November Birthdays

- 2 Ashley Douglass
- 4 Stephanie Scott
- 5 Jason Zheng
- Evan Dickinson
- 7 Melissa Hodson
- 11 Jordan Needham
- 13 Chris Currie
- 14 Sonja Bidese
- 19 Marco Gonzalez
- 20 Victoria Penney
- 21 Eric Mak
- 22 Leah Fletcher
- 24 Lauri Humeniuk
- 26 Jessica McNeil
- 28 Jennifer Callioux
- Robert Newman
- 30 Paul Patterson

Tripadvisor Comments

“Love this place”

August 2014

I have been to Bear Mountain several times and am never disappointed! The service and accommodations are top notch! The staff is excellent, well beyond excellent. They always have a smile on their face and are ready to serve you at a moments notice. The pool and gym facilities are excellent. I would love if they had a little grocery store below where the lofts are being put in but that has nothing to do with the resort itself. That is only my suggestion and would and will continue to stay at this beautiful resort every time I'm in Victoria!

“Huge and Comfy Room”

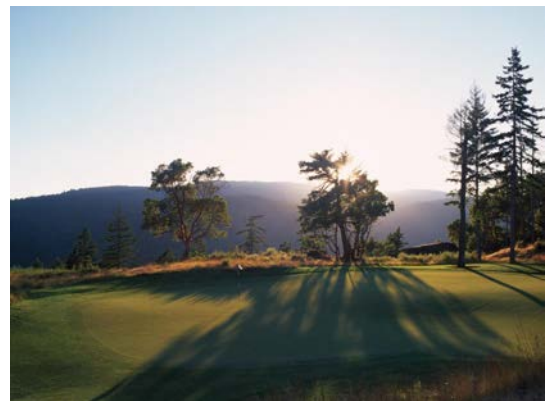
August 2014

We stayed here for 3 nites while in Victoria. We had a traditional room in the main building and was just directly above the clubhouse restaurant. The room is huge for a hotel room standard and we like the hugh balcony where we can sit and relax after our day's golf or outing. This place might be a bit far for those who are not golfing here and unless you wish to eat at the estate here, you will have to travelled out at least 20 mins to have your meals. But for golfers like us, this place is just perfect to be based for our golf and outings to Butchart gardens, etc. This accommodation would be perfect for us except that they don't have a insuite washer/dryer for our laundry needs. All in all, a very pleasant stay. Thank you.

“Beautiful and Relaxation Location”

August 2014

We stayed for 3 night for our anniversary (July 29-Aug 1) and we enjoyed the resort very much. Many thanks to Lydia offered us a wonderful service. Our king suite includes: small family room, breakfast nook, half bath, master bath with bathtubs and standing shower. The full kitchen equipped with all the dishes, glasses, appliances. The hotel is about 40 min from the Swartz ferry and 20 min to downtown and tourist trap area. Stay here if you are looking for relaxation getaway, romantic atmosphere, and rejuvenate yourself. The hotel surrounding by upper middle



class neighborhood, private estate, contemporary lofts. So that means you are not in the wart-mart or dollar general/tree stores neighborhoods.

There is a Costco nearby the resort and it's very convenience to pick up ready meals, snacks and juices. There will be a \$18 plus tax resort fee for each day. This fee allows you to access wifi, parking, fitness center, and many more. If you are a complainers or whiners about the resort fee then move on and down grade yourself for a cheaper hotel in-town. I strongly recommended this hotel/resort to family and friends.

Occupational Health & Safety

Facts

Statistics of injuries are collected through Human Resources and analyzed. If there is a trend then the management team looks at ways to correct deficiencies where possible.

Associates have the right to refuse work if they think that it is not safe for them to do. They need to tell their supervisor or manager that they do not feel it is safe.



In all cases the resort provides return to work programs for associates who are off due to injury or illness. If they need to work part days and gradually go to full time, the resort will accommodate. If they need to limit what they can do in their job (no heavy lifting, bending etc..) the resort will accommodate that as well. In some cases the associate may return to work in another department if they are not able to do their own job.

Workplace Hazardous Material Information System

WHMIS

What is the purpose of WHMIS?

It is an information system in the form of special labels, symbols, and Material Safety Data Sheets (MSDS) for potentially dangerous chemicals used on the job

What information would you find on a WHMIS label?

Name of the chemical, the WHMIS hazard symbols, risks and precautions, first aid instructions, supplier's name and address, a reference to the matching MSDS

What is an MSDS, and what kind of information would be found on it?

An MSDS is a sheet that gives more detailed technical information about the product: product information, which hazardous ingredients are in the product, physical data, fire and explosive hazards, reactivity data, toxicological properties, preventive measures, first aid measures, when it was made and who to contact

Poison Flammable Explosive Corrosive

Danger				
Warning				
Caution				

Are all the bottles in your department labelled properly?

upcoming events



On Oct 3-5, the Jumpship Contest comes to Bear Mountain. This event will showcase the world's best freeride mountain bike riders competing in front of a crowd of thousands.

Jumpship will bring mind-blowing skill and fearless competitiveness to a new level as riders will battle for cash and personal pride on a set of technical dirt and wooden features in Canada's most beautiful city.



Special offers for Westin Bear Mountain Guests

Vacation Bonus: Free Night & Resort Credit

This vacation, give yourself a bonus. Book now for stays through December 31, 2014, and enjoy the following:

- Complimentary 3rd night
- Resort dining credit of \$50 per stay
- Suite upgrade (based upon availability at check-in)

Save 40% on Your 2nd Night

For every night you pay regular rate, you can save 40% on the next. Arrive Thursday - Saturday

Pay Rates Equal to Your Birth Year

Get your second night at rates equal to your birth year. Happy birth year to you.

First night: from \$199

Second night: rate equals your birth year (Born in 1948? Pay \$48.)

Rates will be confirmed at check-in upon presentation of valid ID

Breakfast with a side of Savings

Special perks for Starwood Preferred Guest® members:

35%* off stays all days of the week

Daily continental breakfast for two in the hotel restaurant



STARWOOD CARES



Starwood Cares for the Community program supports and encourages Starwood associates in strategic volunteer work that drives sustainable and meaningful impact in the community, meets the interests of volunteers, and enhances Starwood's community outreach focus areas.

2014 Together as One

November 1st marks the launch of the first annual Starwood Cares for the Community Together As One (TAO)!

From November 1st - November 14th, associates around the world are encouraged to give back to their community by participating in a local volunteer activity.

Here are some suggested volunteering activities:

- Goldstream Foodbank
- Habitat for Humanity
- Our Place
- Parkway Clean-up

If you have any other local suggestions for volunteering please contact Jennifer Burgin in HR.

There will be sign up sheets to volunteer as we get closer to the date.

THE AMAZING RACE BEAR MOUNTAIN

The Competitors



The Under 30's



Tie at 2nd place

Rod Stewart & the Bush Mats



1st place

The Bearded Ladies



Tie at 2nd place

The Other Guys



Best Dressed Team



The Water Babies



Spice Girls



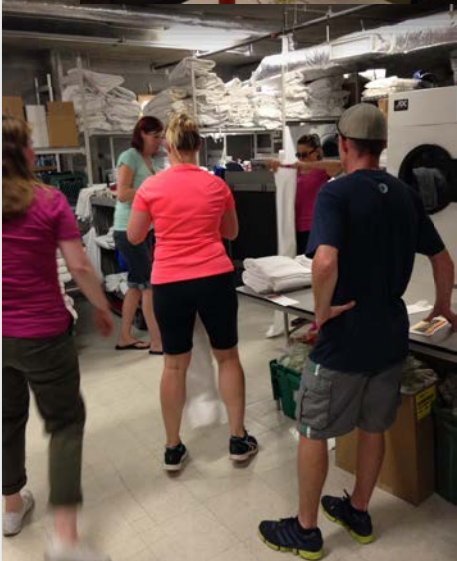
Black & Blue

THE AMAZING R A C E BEAR MOUNTAIN

A BIG thank-you to all our volunteers:

- Sarah Burrows
- Kimberley Rodger
- Chris Woodburn
- Ashley Spilsbury
- Lee Sykes
- Ellen Phillipson
- Bob Flitton

And to everyone who participated





The 16th Annual Golf for Kids Classic was a huge success by raising over \$550,000.



Molly Dlugaj from Banquets



The Greens crew getting the course ready



Dan Matthews

It was all hands on deck at the loading bay.



Francis Parkinson and Michelle Patton



Tannyce Goudy



Greens Team



Marc Lagimodiere

Westin's Featured Property

THE WESTIN PLAYA BONITA PANAMA

The Westin Playa Bonita Panama boasts four breathtaking beachfront pools providing a sun-baked escape overlooking the Pacific Ocean and a private white sand beach. Every day the resort hosts activities ranging from salsa lessons to kayaking to beach volleyball. Or, venture further into the area with a tour of the rainforests or Miraflores Locks, courtesy of Gamboa Tours.

Personal touches and thoughtful services go a long way in ensuring you have a relaxing, fun, and memorable stay.

LOCAL AREA

The Westin Playa Bonita Panama is a beachfront oasis, with golden sands and the blue waters of the Pacific Ocean just steps away.

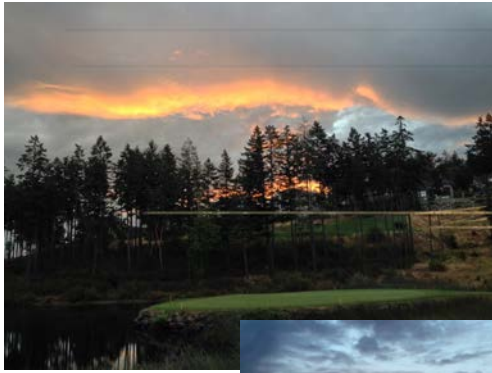
The natural splendor of the area is not to be missed. Take a drive, cycle, or jog down the scenic Amador Causeway, a one-lane road that connects three islands. Outdoor enthusiasts can explore Punta Bruja Nature Reserve, fish off the islands of Las Perlas, or watch whales out in the Pacific.

Guests can visit famous sites like the Panama Canal's Miraflores Locks. There they can visit the museum, dine out at the restaurant, take in a movie, or step out onto a large terrace to watch ships cross the canal.

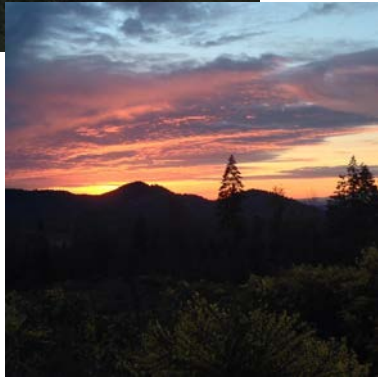


The sights, sounds, and flavors of Panama City are just a 20-minute drive from the resort. Discover the country's rich heritage in Casco Antiguo, a UNESCO World Heritage Site, where you'll find historic cathedrals, plazas, the Palacio de las Garzas, National Theater of Culture, and much more. The city center offers countless options for shopping dining, and entertainment, including casinos with live shows.

photo gallery



Submitted by
Darren Burns



Submitted by Francis Parkinson



Gerry St. Cyr and Heather Reece, our Catering Sales Manager, at SportAssist



Chris Currie with his BFF, Ronald McDonald



Marco showing off his dance moves at the morning Zumba in Housekeeping.



did you know?

Weekends last longer at Westin.

Westin offers 3pm checkouts on Sunday (depending on availability) This gives our guests time to enjoy our resort a little longer like another round of golf or an invigorating day lounging by the pool. They will leave feeling energized.

Pet Policy

A limited number of pet-friendly guest rooms and suites are available in our Fairways building. Guests who book one are welcome to bring one dog weighing up to 40 pounds. No other pets are permitted. We are happy to provide a Heavenly® Dog Bed, a pet welcome kit, food bowls, and a mat.



White Tea

Clean and refreshing, our white tea fragrance is combined with mood-lifting botanicals for a revitalizing scent that's both sweet and crisp.

You can now purchase
associate meal tickets in
the Golf Shop

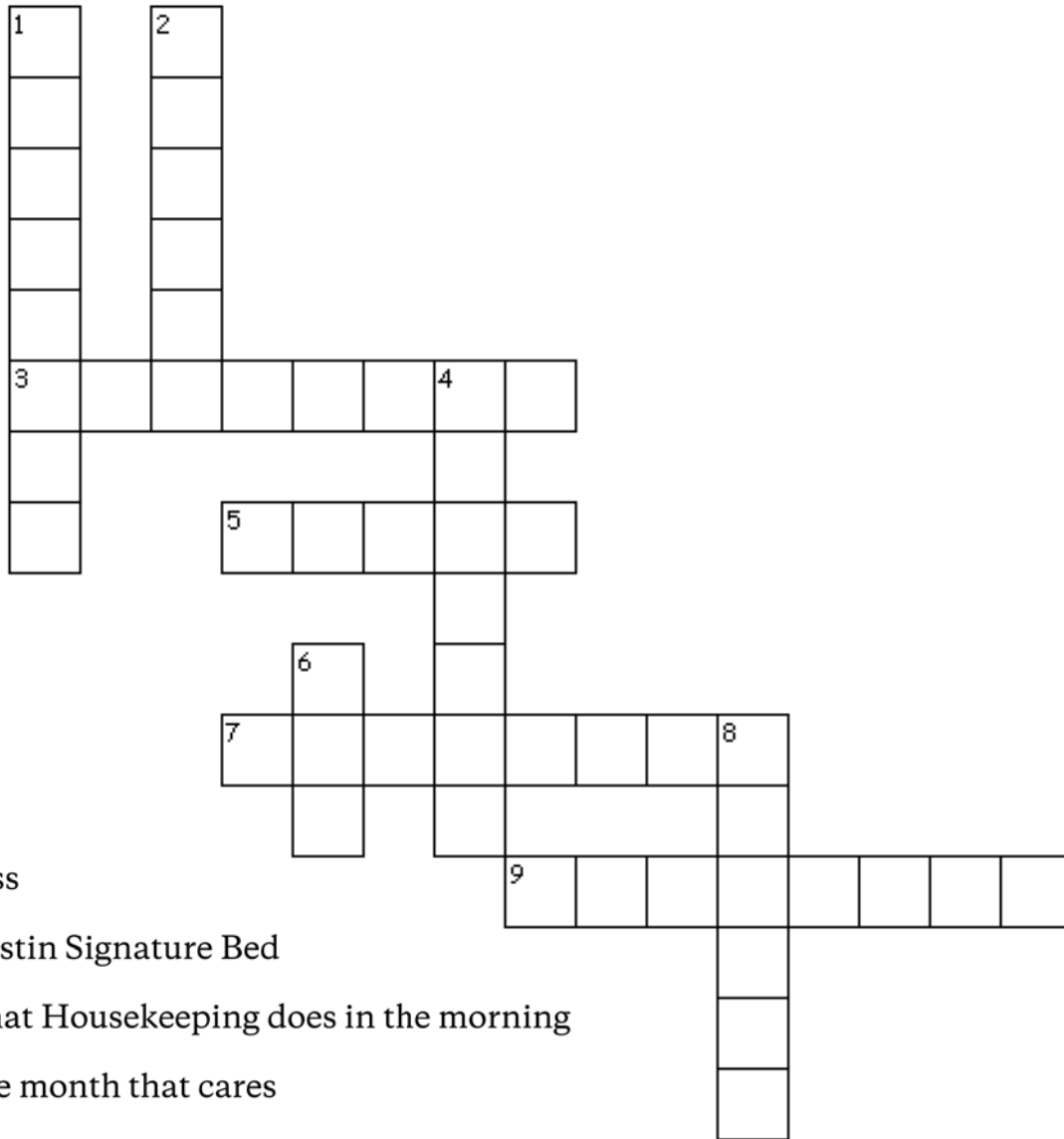


Helping to Make a Difference

The Westin Bear Mountain Resort is actively involved in the community by making donations to charitable/not-for-profit organizations focused on helping children in Victoria and on Vancouver Island. In 2010 we made a significant commitment to support Jenece Place as it relates to the TELUS World Skins Game, the MS Society, C-FAX Community Awards and the Juvenile Diabetes Research Foundation.

For The Westin Bear Mountain Resort to make an effective contribution to the community and to allow us to focus our efforts, we will continue to primarily support organizations and charities related to children.

Test Your Westin Wisdom



Across

- 3. Westin Signature Bed
- 5. What Housekeeping does in the morning
- 7. The month that cares
- 9. A course with a view

Down

- 1. An upcoming event at Bear Mountain
- 2. The featured Westin Property
- 4. Monday night special in Bella
- 6. The only pet we allow in our guest rooms
- 8. Chris Currie's BFF

Submit your completed cross word to HR for your chance to win a \$25 G/C at Bear Mountain. Deadline: October 1