

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

PERSONAL~INSTINCTIVE~RENEWAL

Westin Bear Mountain Cares

“No one has ever become poor by giving.”

— Anne Frank

JEANS DAY is Thursday, April 30.

Buy a button or lapel pin and you can wear your jeans to work. All proceeds go to support BC Children's Hospital Foundation.

BC Children's Hospital is the province's only full-service, pediatric acute care hospital and serves the one million children living in BC and the Yukon.



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PINK SHIRT DAY —See page 9



December Associate of the Month

Front of the House



Kimberly Rodger—Sales

Kimberly joined Bear Mountain in August 2013. She is always very involved with not only her own department but with all departments at Bear Mountain by helping with social events and the Health and Safety Committee.

Kimberly has risen to the challenge as our primary ISAC Champion. She has been very supportive to the sales & catering and banquet teams while we transitioned and continue to learn and train on our new CRM system.

Congratulations to Kimberly for Front of House Associate of the Month!

Richard Park—Kitchen

Richard began in April 2014 and has been continually improving since then and willing to take on new tasks to increase his knowledge in the kitchen.

Richard has been doing good in stewarding and learning new things like food prep.

Whenever the kitchen gets really busy, he puts a smile on his face and powers through it. Overall he has a great attitude.

Keep up the great work Richard!



January Associate of the Month

Front of the House



Nathan Sam—Banquets

Nathan joined the Banquets department at Westin Bear Mountain in April of last year and since then has proved to be an essential part of the team. He is always professional, hardworking and even goes to school full-time.

He started as a server and has shown initiative to be trained on the bar and even though he was trained on the job he still took it upon himself to invest in a bartending course. It's this kind of dedication that renders Nathan the Employee of the Month for Front of House.

Heart of the House

Hannah Christo—Horticulture

Hannah joined Westin Bear Mountain in February 2014 on the Horticulture team. Hannah has a great rapport with her team members. She is always willing to go the extra mile when it comes to staff events. With planning costumes and coming up with appropriate team names, making her department proud and excited to be a part of the action. Her enthusiasm is contagious; she keeps the spirit high in Horticulture regardless of the weather!

Hannah makes each new associate feel welcome. She taught herself a few words in Ukrainian to make Sergei's transition to the team smooth.



employee of the month celebrations



Happy Birthday



March Birthdays

- 3 Chris Ainey
- 4 Kathrynne Broekhuizen
- 6 Jaegan Patron
- 6 Ellen Phillipson
- 8 Simon Dejongh
- 13 Nora Hudson
- 14 Jennifer Burgin
- 14 Chris Woodburn
- 15 JR O'Donohue
- 22 Hailey Branion
- 22 Jennifer Yarish
- 22 Kyle Kemball
- 22 Kayla Turmell
- 22 Cheryl Bushby
- 23 Dean Phillips
- 23 Jamie Laliberte
- 24 Angelica Dandan

April Birthdays

- 1 Hannah Spurling
- 4 Vick Siu
- 10 Leizel Banquillay
- 12 Francis Parkinson
- 13 Andrew Bushby
- 13 Roxanne Neville
- 16 Haitao Liu
- 21 Chelsea Young
- 22 Jaimee Devlin
- 26 Sonja Gardner
- 27 Denise Palmer
- 28 April Crooks
- 28 Torsten Novak
- 29 Cailean Hourigan
- 30 Juan Villota

May Birthdays

- 3 Chance Adams
- 3 Paul Despins
- 3 Susan Reimer
- 4 Rod Young
- 5 Richard Park
- 6 Thom Constable
- 8 Ashley Spilsbury
- 12 Kaitlyn Wawryko
- 14 Doug Hastie
- 17 Sarah Erickson
- 20 Eric Gerlach
- 22 Dave Maddock
- 22 Rachel Pepler
- 22 Ruthanne Doyle
- 23 Sean Russell
- 25 Shay McCurdy
- 28 Michael Peterson
- 29 Andy Stewart
- 29 Ken O'Connor
- 30 Eriko Arimura
- 30 Cam Brady
- 30 Darrell Deane
- 30 Victoria Krupa

Welcome to the world



Adelaide

Kyley Layton from Greens and his girlfriend Sarah welcome their beautiful baby girl , Adelaide

Friday, February 13

"Sugar and Spice and all things nice. That's what little girls are made of".



Chloe

Jordan Ralfs from Greens and his wife Shannon together with their son Carter and daughter Mackenzie welcome

Chloe to the family on October 30, 2014

8lbs 10oz

"Snips and Snails and puppy dog tails. That's what little boys are made of".

Haitao Liu from the kitchen and his wife Lynn welcome baby Ryder

Born Saturday, January 17

8lbs 6oz



Ryder

Tripadvisor Comments

“A fabulous Stay

February 2015

Stayed on Valentine's day....what a fantastic place. Although we live locally (peninsula) we had never been to the Westin at Bear mountain. Enjoyed an apply and drink in the Masters lounge and room service for dinner and breakfast were both great. The suite was fantastic...loved the soaker tub and rain shower as well as the bed and pillows (indeed heavenly)
Thank you for a great stay.

“Wonderful resort getaway!”

February 2015

We thoroughly enjoyed our stay with our pet woodle.

Great and cheerful service. Our next stay will be longer to enjoy everything at the resort.

The hiking and the driving range were a big hit with us and we intend to have our son who goes to UVIC come and stay for a night or two.

“Superb staff make the difference!”

February 2015

We just enjoyed a wonderful overnight retreat with another couple -- our time included golf, spa, drinks and dinner at the resort. We've been before but had a particularly great time because of the staff throughout the hotel! Very professional but also very genuine and friendly. The dining room has a new menu and the food was outstanding! And, it seemed to us that it was very good value! Again, our server was first class! It just seemed to us that the whole place had a renewed energy!

“A Relaxing Getaway”

January 2015

Stayed here for 1 night as a relaxing getaway trip. We rented a 1 bedroom suite in the fairways building which was fully equipped and like a condo. The suite had 1.5 bathrooms, a big king bedroom, full kitchen, little dining area, living room with a fireplace and a big patio. The room was clean and the bed was comfortable. The parking in the fairways building was underground and complimentary. The staff was friendly and helpful and informed us of the events that were going on. About a 25 minute drive from downtown Victoria but a perfect location if you plan on playing a game of golf on the golf course. We would definitely stay here again!!

“Unreal Westin in the mountains”

February 2015

Unbelievable place. Not convenient to downtown but if you want seclusion, then this is it. The golf course looks amazing! Very reasonable rate. Platinum Starwood guests get an unbelievable condo style room with a balcony, kitchen, living room, fireplace.

Occupational Health & Safety



Did you know?

The new OHS Bulletin board is located in the Lunchroom. On it you will find:

- ◇ Most recent 3 months OHS committee minutes
- ◇ OHS Program
- ◇ Orientation Checklists
- ◇ Safe Work Practices (SWPs)
- ◇ Employee handbook

Have you completed the Safety Orientation Checklist?

All Associates must complete a Safety Orientation Checklist and all corresponding Safe Work Procedures (SWPs)

What is COR?

The Certificate of Recognition program (COR) is a nationally recognized audit, certification and incentive program, rewarding employers that go beyond the legal requirements of the Workers Compensation Act and Occupational Health and Safety (OHS) Regulation by taking the "best practice" approach to implementing their injury prevention and injury management programs. go2HR is the certifying partner that is responsible for coordinating the program and supporting participating employers in the BC tourism and hospitality industry. Participation in the COR program is voluntary and offers many benefits for employers.



Every issue of WorkSafe Magazine includes a photo that has been staged to show a number of hazards or dangerous work habits.

How many can you spot in this photo?

Pink Shirt Day

Many around the resort participated in Pink Shirt Day to take a stand against bullying. Bullying is a major problem in our schools, workplaces, homes, and over the Internet. Each year, on Pink T-Shirt Day, I encourage all of you to wear something pink to symbolize that we as a society will not tolerate bullying anywhere. Take the message and remember it all year long.



Over the Holidays



Santa aka Dave Maddock went for a swing on Christmas Day



Chef Mark visited Northridge Elementary for some Gingerbread decorating with the students.



Good-bye to Duncan and Sarah from Accounting

Westin's Featured Property

THE WESTIN DAWN BEACH RESORT & SPA ST. MAARTEN

Nestled into a lush hillside and fronted by beautiful Dawn Beach famed for its glorious sunrises, this gem seduces guests with a serene Caribbean atmosphere that yields countless things to do in St. Maarten, both at sea and on land. The St. Maarten resort is the first in the Caribbean to utilize solar panels to increase sustainability and replace energy consumption throughout the resort.



Relax at the fitness center with whirlpool, sauna, pool, solarium, and beauty rooms or surround yourself with lush green gardens



At the intersection of the Caribbean Sea and the Atlantic Ocean lies charming, welcoming St. Maarten. This island paradise is renowned for its aquatic activities, from the Heineken Regatta to deep-sea fishing to watching planes fly just overhead at Sunset Beach. Shopping is also a major attraction, thanks to no sales tax and low prices on clothing, jewelry, cosmetics, electronics, and other luxury items.



photo gallery

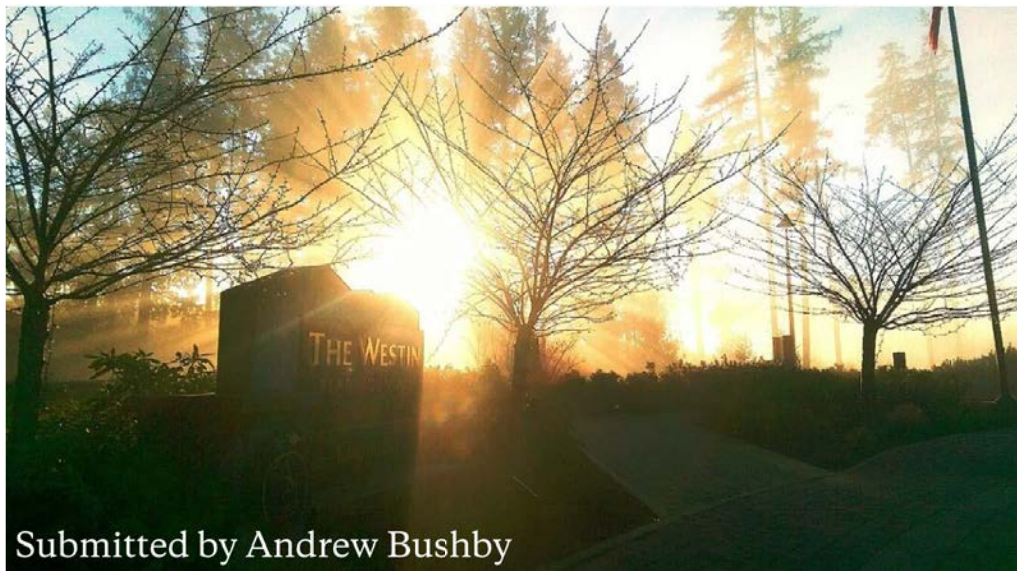
Please email your photos from around the resort to jenniferburgin@westinbearmountain.com



Submitted by a Guest



Submitted by a Guest



Submitted by Andrew Bushby



Submitted by Cheryl Bushby

What's up at the Bear

BEAR MOUNTAIN RESORT ST. PADDY'S 5K

The Inaugural Bear Mountain St. Paddy's 5k will be held on Sunday, March 15th at 5 pm!



QUARTERLY ALL ASSOCIATE EASTER LUNCHEON SAVE THE DATE

Thursday, April 2
Location: TBA



Family Day at the Mountain Monday, February 9



Bear Mountain and Cycling Canada

In late January 2015, Cycling Canada proudly announced its partnership with Ecoasis and the designation of Bear Mountain as the Official High Performance Training Centre of the Canadian National Mountain Bike Team.

"We're excited to host the first National Team Camp at Bear Mountain Resort. We've already built a World Class daily training environment here. We're looking forward to bringing in more National Team riders from across the country - helping them acquire work ethic, skills and fitness needed to compete for the top of the podium." - National Coach Dan Proulx



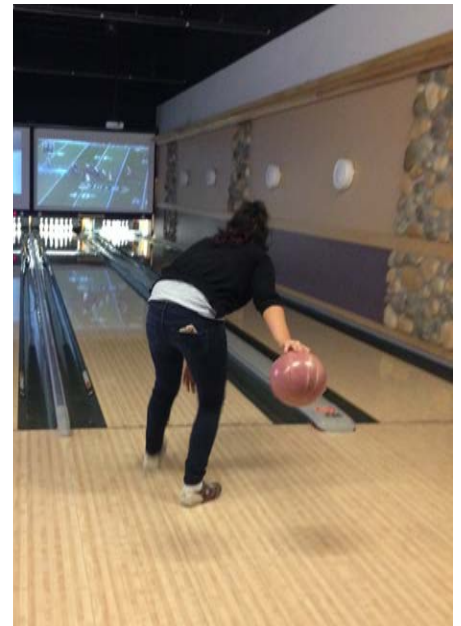
photo gallery



Housekeeping Bowling Team



Claudia Denotter from House-keeping in Dubai



Hannah Christo from Horti-culture visits the Westin in Dublin



Good-bye Duncan and Sarah from Accounting

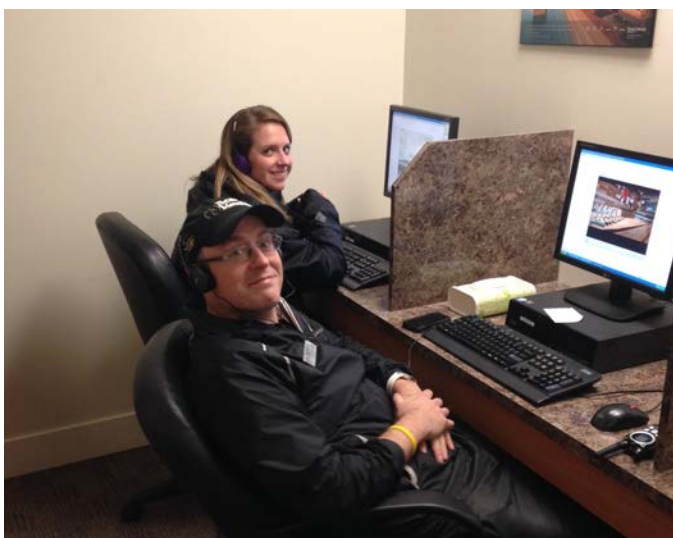
did you know?

ASSOCIATE TRAINING AT WESTIN

Starwood is committed to building a workforce that is the envy of our industry, a trusted resource to our guests and a driver of exceptional business results.

They do this through our Next Generation Service Culture training that gives all associates the framework to deliver on the brand promise, providing an experience that turns first-time guests into loyal customers.

This comprehensive training for associates provides a clear understanding of the behaviors and skills necessary to deliver the brand promise, while manager training focuses on leading and building a branded guest service culture. This training consists of a blended combination of eLearning and Instructor Lead Training.



HAVE YOU STARTED ON YOUR LEARNING PATHWAY

Ask your supervisor to sign you up for the eLearning and Instructor Lead training.

The eLearning Lab is now more conveniently located in the Clubhouse Building.

CHANGES TO STAFF MEALS

The staff meal menu will no longer be offered effective April 1st. Staff are encouraged to bring their lunch from home and keep it in the staff room fridge in a personal lunch bag or container or in a bag marked with their name.

Current staff room offerings will be replenished consistently on a daily basis. Items stocked regularly in the staff room will be as follows: Coffee, Tea, Cream, Milk, Cereal, Bread, Butter, Jam, Peanut Butter, Daily soup

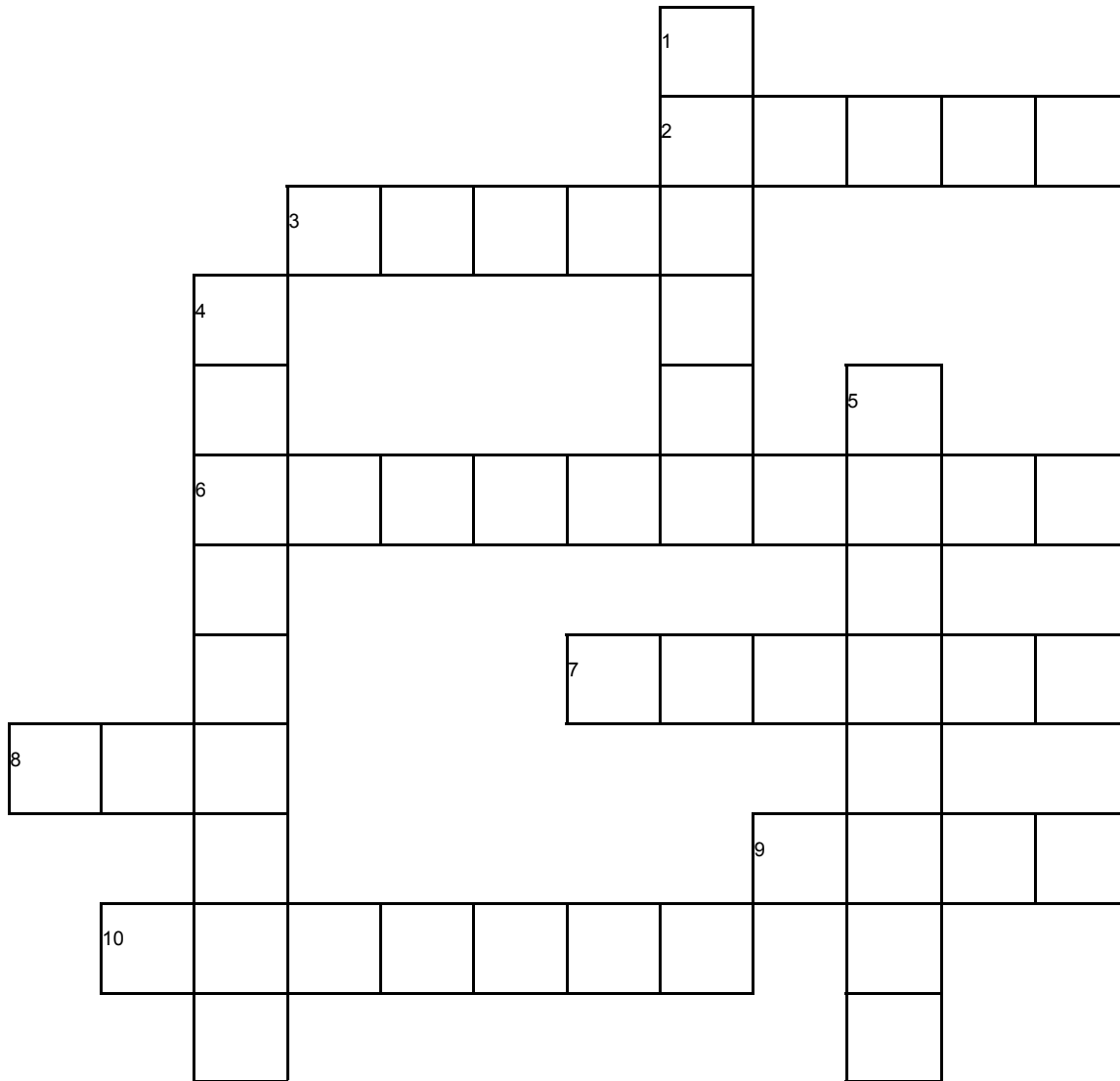
The good news is that staff will still have the option to purchase a sandwich or hot dog at the take out window with a bag of chips and a bottle of pop for \$5 at their own convenience.

We apologize for any inconvenience that this may cause and hope that the next month will allow everyone enough time to adjust to this change.



Name: _____

Westin Wisdom



Across

- 2. Juan Villota's Birthday is in _____.
- 3. This is what we wear for the kids in April
- 6. The elementary school where Chef visited.
- 7. Where did Hannah Christo travel to?
- 8. Certificate of Recognition acronym
- 9. The colour we wear for anti-bullying
- 10. What activity did housekeeping participate in?

Down

- 1. Theme for the All Associate Quarterly Luncheon.
- 4. Where is the new OHS Bulletin Board located?
- 5. A baby girl born in February.

Submit your completed cross word to HR for your chance to win a \$25 G/C at Bear Mountain.
Deadline: March 31