

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

PERSONAL~INSTINCTIVE~RENEWAL

Bear Mountain Wins at the 2014 Best in the City Awards



Best Golf Course #1
Best 18 Hole Golf Course #2



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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

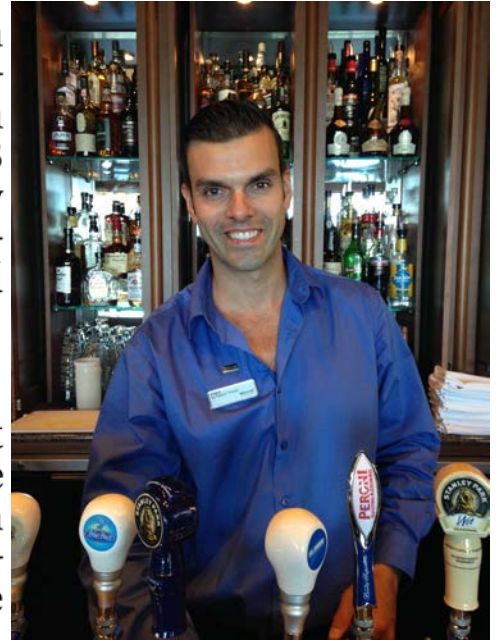
June Associate of the Month

Front of the House

Alex Shpeley - Bartender

Alex joined our team in September of 2009. In the past year Alex has stepped beyond the normal duties of a bartender and has taken on many additional projects to improve the F&B outlets. He created a service manual for the new and existing team members to create consistency of the guest experience. He has even created a new cocktail list in the Masters Lounge.

Alex is always the one who is called to assist when there is a shortage of staff and he is the first to jump in to help alleviate the stress in whatever way he can. Alex has truly taken ownership of his area and then some and we are happy to have him on our team.



Heart of the House

Melody Kam - Housekeeping

Melody joined our team in March of 2013. Since that time she has become a well known face of our housekeeping team. She is always friendly and gets to know people from other departments. She is being recognized for going the extra mile to help out the department when they are short staffed or during a particularly busy time.

Melody will do what has to be done for the success of the team, whether it means helping other associates, staying longer or coming in on her day off. It is this kind of work ethic that contributes to a memorable experience for our guests and makes Melody such a valued member of the team.



may employee of the month celebrations



Happy Birthday

July Birthdays

- 1 Angela Massey
- 3 Patrick Finner
Christine Thaler
- 4 Connie Rose
Trisha Twiss
- 6 Jason Bird
- 7 Karen Hughes
- 10 Corey Hawkins
- 11 Katie Alahaivla
Ethan Douglass
Kristina Karger
- 14 Darren Burns
- 15 Kim Fraelic
- 16 Carey McLauchlin
- 21 Bree Sharratt
- 22 Jordan Curd
Marlaine McCormick
Michael Naylor
- 23 Jay Stefanis
- 24 Donna Newman
- 25 Sierra Kosidowski
- 29 Summer Hughes
Thomas Yesdresyski
- 30 Marlo Mahoney
- 31 Urban Allen



“And in the end, it’s not the years in your life that count. It’s the life in your years.”

-Abraham Lincoln

August Birthdays

- 1 Jacob Lapinski
Tracy Twinn
- 2 Jordan Ralfs
- 3 Lucanne Gellner
Lidija Mezei
- 5 Brett Carpendale
- 9 Steve Ragsdale
- 11 Tim Simpson
- 12 Jim Stewart
- 13 Amanda Roberts
- 14 Jason Karmazynski
Dylan Hagreen
- 16 Genevieve Bussieres
Sam Higgs
Kelly Hillier
Renee Walrafen
- 19 Rachael Brown
- 22 Jolene Malnarick
- 24 Veronika Deleff
- 25 Christopher Immel
Owen Ma
- 28 Duncan Cochrane
Lee Sykes
- 29 Caileigh McDade
Meghan McDade
Andy McIntosh
- 31 Lisa Gulbrandsen
Raymond Horne
Donna Rowen

Front Desk and Bell Team Building Adventure at Wild Play



Lidia Mezei, Alexandra Manyakina, Raj Basi, Andrew Currey, Taylor Bridges, Amanda Roberts, Clayton Murphy



THE WESTIN BEAR MOUNTAIN WELL BEING MOVEMENT

Westin 5km Run

To celebrate National Running Day on Wednesday, June 4th a group of associates participated in a 5km run/walk around Thetis Lake. Those who participated were Demi Hendersen, Cheryl Bushby, Victoria Krupa, Mark Wadsworth, Meghan McDade, Helena Roodbol, Caileigh McDade, Christine Thaler and her son Alexandra, and Jennifer Burgin and her daughters, Olivia and Sadie.



welcome to the world

*Congratulations to Aaron
Laurson together with his wife,
Nazima and their older daughter
Suraiya on the birth of*

Maya Aliyah

*7:12 AM on June 25
just over 6 pounds*



Tripadvisor Comments

“In A Word - SPECTACULAR”

July 2014

The Spa, Views, Sleep Comfort, Restaurants, Staff, Location and overall experience are nothing short of spectacular. The front desk staff are always proactive and helpful and as a SPG Ambassador Platinum member they take spectacular to new levels. The Spa is staffed with real pros and the views from the whirlpool are breathtaking as you gazed over Mt. Baker in the distance. A vast selection in the restaurants for tastes and healthy options with the best pizza I have ever had. Amazing golf courses, but don't let that trick you into thinking that is all the resort has to offer. Very good value, perhaps the best in the SPG network. I love this property and look forward to returning. PS. Great fitness center and pool!

“The Best Place to Stay in Victoria!!!”

June 2014

Just had another fantastic stay at the Westin Bear Mountain. Great Rooms, Great service. Great Views, Great Golf, Great Spa, Great pool, great gym and all around a great place. It's a 15 minute drive to town but it feels like your miles away. Had dinner at Jacks on the patio. Very good Pub style food. Amanda at the front desk is a doll and her smile was contagious. If you want a first class get-away close to town stay here. Both Golf courses are tough but stunningly beautiful. We will be back very soon. It's very busy in the summer but lots of room for all. Way to go Westin!!

Occupational Health & Safety



Fire Extinguisher Training in June

Its time to remind everyone to slow down when driving the golf carts around. Just remember to always abide by the rules of the road.

OHS FAQ

Return to Work Program

Bear Mountain Resort will implement a “return to work program” designed to promote return to work following injury, and to minimize the physical, financial and social impact encountered by injured workers. If you have been injured and received clearance from your doctor to return to modified duty, your supervisor or manager will ensure you are offered a suitable position.

Health and Safety Committee

Once a month the Health and Safety Committee meets to discuss and make recommendations of WCB and Bear Mountain Health and Safety Policies and Procedures. Any staff member that is interested in participating should contact their supervisor or manager.

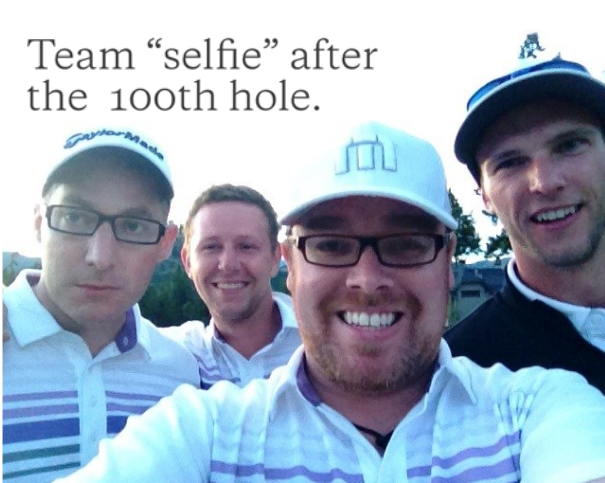
Departmental Inspections

One of the most important accident prevention tools in any health and safety program is completing department inspections. Each quarter volunteers from the OHS Committee do inspections in each department looking for potential hazards. An effective safety inspection program will improve worker communication and company morale.

fundraising



Team "selfie" after the 100th hole.



FUNDRAISER FOR THE ALS SOCIETY OF BC

Our very own golf pros Jordan Ray, Jaegan Patron, Chris Currie and Dave Maddock teed off in the dark at 4:30am on June 24th and golfed to 9:45pm to raise money for the ALS Society of BC. Our owner, Dan Matthews, joined them for the first 9 holes at 4:30 am. They completed a total of 408 holes with 39 birdies and 1 eagle.

They surpassed their goal of \$2500 and raised over \$4000.

THANK YOU TO EVERYONE WHO DONATED FOR THIS CAUSE!

Also a thanks to the grounds crew for letting them interrupt their regular mowing schedule.

upcomings.....

**Next
New Employee
Orientation
Session**

**Monday, August 25
1-5pm
Langford Room**

**SIX PILLARS OF WELL-BEING
EAT WELL**

Maintain a healthy lifestyle on the road with our nutrient-rich and delicious SuperFoodsRx™ dishes.

Fuel your body with delicious SuperFoodsRx™ dishes packed with nutrients and energy. Antioxidant rich and naturally low in calories, our tempting selections - from whole-wheat blueberry pancakes to all-natural roasted turkey wraps and black bean hummus - make healthy meals impossible to resist.

Created together with doctors and nutritionists, our SuperFoodsRx™ menu cultivates “food synergy,” the pairing of certain foods to increase their nutritional value, to give you the focused energy you need to meet the challenges of your day.



2014 Summer Associate Party

Teams of 4 will be competing in....

**THE AMAZING
RACE
BEAR MOUNTAIN**

Thursday, August 21

RACE 4-6pm BBQ 6-8pm

Celebration Circle

More details to follow

What's New with Westin?

We are proud to announce three new additions to the Westin portfolio opening July:

The Westin Zhujiajian Resort, Zhoushan, situated in the East China Sea in Zhejiang Province, will open this July. Zhoushan is China's largest archipelago and the only prefecture-level city consisting solely of islands. The resort overlooks the beach in the Putuo District on Zhujiajian.



The Westin Blue Bay Resort, located just off the southern coast of China on Hainan Island, will open this July. Situated in the eastern coastal area of Lingshui Autonomous County and overlooking the beach, the resort forms part of the integrated beach and golf resort community known as Qingshui Bay Beach Resort District.



The Westin Bahrain City Centre and Le Méridien Bahrain City Centre, located in the heart of Manama, will open this July. These hotels are situated in close proximity to the Manama Souq, King Faisal Corniche, and Diplomatic Area.

Westin's Featured Property



THE WESTIN RESORT NUSA DUA, BALI

Overlooking the inviting waters of the Indian Ocean, The Westin Resort Nusa Dua, Bali has your well-being in mind with an exclusive array of signature services and amenities to help you unwind and recharge amid tropical surroundings. Choose from our freshwater

and saltwater swimming pools, with a 12-meter slide, a waterfall, and a designated children's area for safe play.

Take delight in our stretch of white-sand beach—the setting for restful days and romantic nights. Indulge in a traditionally-inspired body or beauty ritual at the Heavenly Spa by Westin™ for some well-deserved pampering. Drop off your children for a fun day of supervised activities at the Westin® Kids Club while you explore the rest of the island at your own pace.

The resort is set to provide travellers with modern luxury comfort which blends in the soft touches of Balinese hospitality. From the moment you step into the air-conditioned lobby, with its lofty timber ceiling and modern Balinese artwork, you'll know that you have arrived at a truly special place.

RESORT REVIEW

“The facilities are excellent. The hotel and rooms are very clean and spacious. I have never met a more friendly staff who all seem to enjoy and excel in what they do.”

-Resort Guest



House keeping

Celebrating Josie's 50th Birthday



Pizza Party



the westin timeline

In 2005, Westin Hotels & Resorts® celebrated its 75th birthday, proving that intuitive service and luxurious comfort are never out of style. The Westin name graces more than 180 hotels in 37 countries and continues to drive new ideas and innovative services across the hospitality industry.

See how Westin has made history with a series of industry firsts throughout the years.

- 1930 As luck would have it, two hotel competitors found themselves having breakfast at the same diner in Yakima, Washington. They struck up a conversation, formed an alliance and Western Hotels was born.
- 1946 The first guest credit card is issued by Western Hotels.
- 1947 The "Hoteltype" reservations system is introduced, allowing Western to instantaneously confirm guest reservations.
- 1954 With the addition of a property in Canada, Western Hotels evolves into Western International.
- 1969 Western Hotels is the first hotel to offer 24-hour room service.
- 1978 The first in-house hotel training program for Executive Chefs is developed by Western Hotels.
- 1980 The company commemorates its 50th birthday by changing its name to Westin Hotels & Resorts.
- 1983 Westin is the first major hotel to implement a comprehensive credit card reservation and check-out system.
- 1991 Westin guests are offered personal voicemail service - a first in the hotel industry.
- 1994 "Westin Kids Club®," the first children's program serving infants, debuts, features a broad range of services and facilities for all children under the age of 13.
"Service Express®," the first program of its kind, is introduced, allowing guests to request all hotel services with just one call.
- 1999 Westin proudly introduces The Heavenly® Bed and changes the industry paradigm of a superior sleep experience.
- 2001 The heavenly family of innovations grows with the Heavenly® Bath featuring dual showerheads and more elbow room. In addition, Westin's Heavenly Bath includes spa towels, custom bath amenities, Heavenly Shower Curtains and Egyptian cotton-velour robes. The Heavenly® Crib is created to surround babies in comfort and encourage a full night's sleep.
- 2003 WestinWORKOUT® fitness centers are introduced as the ideal solution for those dedicated to fitness, even when away from home.
- 2005 Westin Hotels & Resorts celebrates its 75th anniversary, providing guests with exceptional service and memorable experiences around the world.
- 2006 Westin adds sensory elements to its arrival experience including a signature scent, music, lighting and botanicals.
- 2007 Westin elevates the hotel spa experience with the introduction of Heavenly Spa by Westin(SM) as well as in-room spa services. Westin debuts Unwind...A Westin Evening Ritual(SM), inviting guests to participate in relaxing evening rituals that highlight the culture of each destination.
- 2008 Westin adds SuperFoodsRx® items to its breakfast menu to help guests be their best on the road. Westin partners with United Airlines to bring Heavenly bedding to select flights and opens Renewal Lounges in select United Red Carpet Club® locations.

new associate pricing

ASSOCIATE GUEST GOLF RATES Summer 2014

After 4 PM
\$49 with Associate
\$59 without Associate

Prior to 4 PM
\$75 with Associate
\$85 without Associate

New Associate Discount Pricing for Golf Shop Merchandise

Cost +15% for Apparel, Sunglasses, Sundries,
Shoes, Gloves, Golf Balls, Equipment



out and about around the resort



Bell Buddies, Richard Makepeace and Andrew Curry



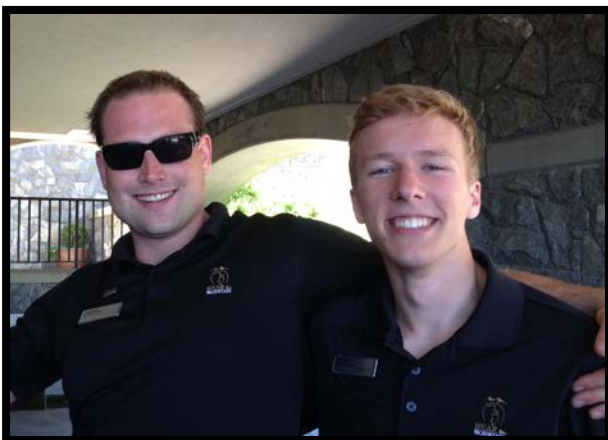
Tessa Denison, loading up the cart before heading out onto the course.



Our Shiny New Maintenance Carts



David Clarke, CFO, in his mobile office.

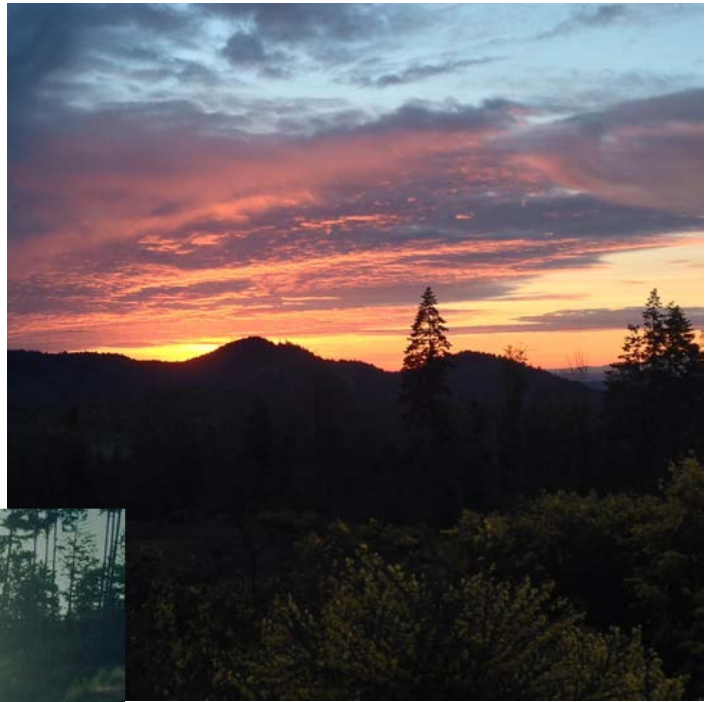


Big Andrew & Little Andrew



Left to Right: Rosie Beale, Torsten Novak, Andrew Curry, Jordan Curd, Raj Basi, Andrew Bushby, Cody Carlson

*the perks of the morning
shift*



Submitted by Darren Burns



Submitted by Duncan Cochrane



Submitted by Andrew Bushby

did you know?

Our Starwood Preferred Guests (SPG) program offers “Instant Rewards.”

Here are some of the instant rewards offered here:

spg*
Starwood
Preferred
Guest

PACK LIGHT, STAY FIT

Enjoy the comfort of New Balance athletic wear including shoes and socks. 375

MOVE WELL

Take part in one of the fitness classes offered onsite. Includes bottled water. 750

AWAKEN YOUR SENSES

Start your day with continental breakfast including coffee at Bella Montagna. 1,500

NURTURE

Per day per child dining package for our littlest friends. Restrictions apply. 1,875

SAVOUR

Enjoy a sampling of wines with our Sommelier Friday evening in our Cellar. 1,875

UPLIFTING DOWNTIME

Enjoy an In-room Movie and delicious snacks with your loved ones. 2,625

INDULGE

Join us for Sunday Brunch or Sunday Buffet at Bella Montagna. There is something for everyone. 2,250

HEAVENLY

Bring Westin home with you. Our Chamois Shawl Collar Bath Robe also makes a nice gift.

INSPIRE

Redeem your points for a \$100 Bear Mountain Gift Card. 7,500

IMPROVE YOUR SWING

60 Min. golf lesson with John Randle for one or two guests. 8,250/1 guest or 9,750 /2 guests

ESCAPE

One Round of Golf on either one of our Nicklaus design Golf Courses 9,000 (Mon-Thurs) 11,250 (Fri-Sun)

UNWIND

Elements Mountain Massage—one of Sante Spa's signature treatments 13,125

SOOTHE

Quartz Crystal Facial Experience utilizes healing quartz crystals, while a soothing detoxifying back and foot massage melts away stress 17,625

STAY WELL

Upgrade to our Luxury Penthouse Suite 30,000

Winemakers Dinner Series

Join us every month to take in a spectacular view, mouth-watering cuisine and meet master Winemakers from BC and around the world.

Price is \$85 per person and includes:

- ◆ Cocktails in The Cellar
- ◆ 5 Course Dinner
- ◆ 4 Wine Pairings

Friday, July 11th - Sea Cove

Saturday, August 16th - Wagner Family Wine, California



Portuguese Wine Dinner - July 11th

This is a very special edition of Friday Night Flights! This 5 course dinner includes a Champagne reception, a hand-crafted sherry cocktail with an amuse bouche and four courses paired with an exciting selection of Portuguese wines for the price of \$85.00 plus tax and service charge.

Mr. Paul Watkin of the Seacove Group will host the evening. Paul is a Chevalier de la Confrérie du Champagne de Venoge, a Certified Sherry Educator, a member of the Society of Wine Educators and a Portuguese wine lover. The evening will commence with Paul and our very own Sommelier Carmen Parry sabering champagne for the reception in the picturesque wedding circle before being seated for dinner in the Baker room.

ASSOCIATE MEET & GREET

A COUNTRY FAIR WITH WESTIN FLAIR



Ring Toss ~ LADDER GOLF ~ Doggie Bowl Bag Toss
Golf Ball Grab ~ Balloon Darts ~ delicious BURGER BUFFET



Denise Palmer, Director of Operations welcomes Associates as they arrive



Helena Roodbol, Senior Catering Sales Manager, helping out with the games.



Francis Parkinson, trying his hand at Ladder Golf while Jordan Ray, Golf Director, cheers him on



Diane Morgan and Alexandra Manyakina, our Guest Service Agents winning lots of tickets



ASSOCIATE MEET & GREET

It was a perfect day for a patio BBQ



Melody Kam from Housekeeping accepting her prize



Chris Immel from IRD



Tavis Phillips from the Masters Lounge gets to enjoy a night away.

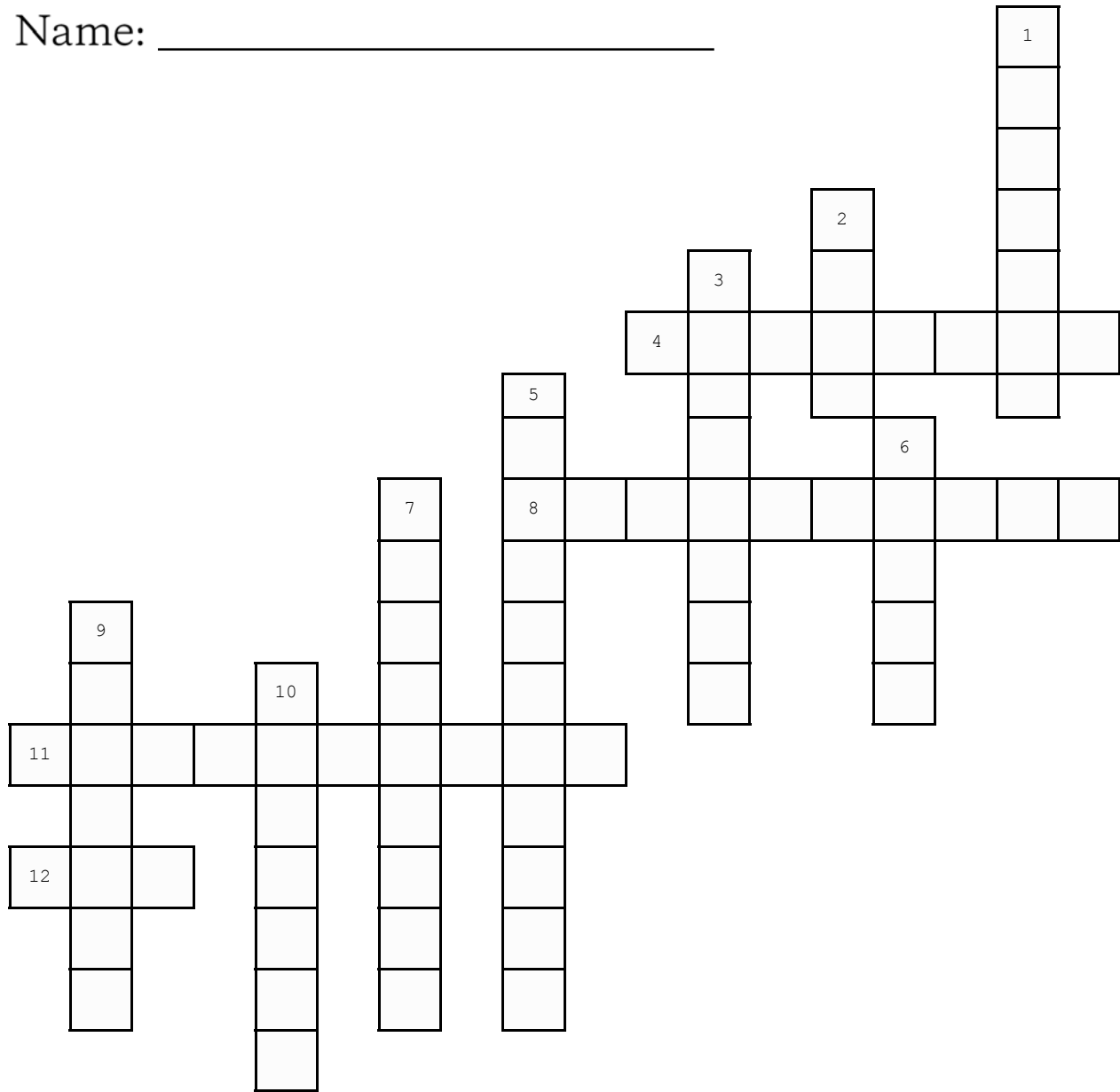


Housekeeping enjoying the sunshine



Test Your Westin Wisdom

Name: _____



Down

- 1. The third core value
- 2. I am inspired to be my _____.
- 3. Name of our signature bed
- 5. The second core value
- 6. The grass that borders the fairway, usually taller and coarser than the fairway
- 7. A close place to hike
- 9. Heart of the house position
- 10. The second pillar of well being

Across

- 4. The first core value
- 8. What we offer our guests to be healthy
- 11. Gear lending brand
- 12. Where Bear Mountain guest go to feel energized

Submit your completed crossword to HR for your chance to win a \$25 G/C at Bear Mountain.