

THE WESTIN BEAR MOUNTAIN ASSOCIATE NEWSLETTER

PERSONAL-INSTINCTIVE-RENEWAL

Employee of the Quarter



Ken O'Connor, the Employee of the Quarter walks the red carpet in style at the Associate Christmas Party on December 2. See more on page 13



Inside this issue

2. September EOM
3. October EOM
4. EOM Celebrations
5. Birthdays
6. Trip Advisor Comments
7. Upcoming Events
8. OHS
9. Thanksgiving
10. Halloween
11. Starwood Cares
12. Housekeeping Week
13. Awards Night
14. Awards Night
15. The Winners
16. Westin Featured Property
17. Photo Gallery
18. Gingerbread Arch
19. Did you know?
20. Westin Wisdom

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

Contact Jennifer Burgin,
HR Coordinator
Ext 7195

September Associate of the Month

Front of the House



Ken o'Connor—Golf

Ken has been recognized by his teammates as being the reason behind the success of the 2014 season.

He has even created a website for the players assistants as a means to communicate with each other. Its this kind of forward thinking and extra hard work that has rendered him not only the Employee of the Month for September but also Employee of the Quarter.

Congratulations Ken on this well deserved award.

Heart of the House

Jason Zheng—Housekeeping

Jason joined the housekeeping team in May of this year and since then has consistently shown a positive attitude. He is being recognized for going the extra mile to help out the department when they are short staffed or during a particularly busy time.

No matter how busy the resort is he always has a smile on his face and never complains. This makes for an enjoyable workplace for everyone.

He always goes above and beyond of what is expected for his co-workers and the whole resort. Keep up the great work Jason!



October Associate of the Month

Front of the House



Rose Loftus—IRD

Rose joined Westin Bear Mountain in July of 2013 in our housekeeping department and decided to take on a new challenge in IRD early this year.

Rose has been described as having a great attitude and always staying positive no matter what. She goes above and beyond for both guests, and our associates. Her upbeat personality rubs off on her fellow associates.

Her teammates look forward to working with her because of her great sense of humor and she is hard worker!

Heart of the House

Sukhjeet Sandhu—Housekeeping

Sukhjeet had been with us since 2007 and since then has been a valued associate. She has a positive attitude and is always willing to take on extra responsibilities in the housekeeping department.

She is being recognized for her hard work and dedication to not only her department but the resort as a whole.



employee of the month celebrations



Happy Birthday



December Birthdays

- 1 Mark Wadsworth
- 3 Jay McClelland
- 4 Jason Konarek
- 6 Nathan Sam
- 7 Diane Morgan
Ryan Mogensen
- 8 Claudia Denotter
- 9 Kerri Moore
Emily-Jane Murley
Sergii Maumov
- 17 Molly Dlugaj
- 18 Glenda Roseberg
- 24 Erica Brotherston
- 25 Jamey Entzminger
- 27 Nicole Froman
- 29 Mel Sabado
- 30 Andy Campbell

January Birthdays

- 5 Lance Watson
- 8 Sarah Burrows
- 16 Aaron Laursen
- 21 Sarah Ready
- 22 Bill Quinn
Tracey Webster
- 23 Hazel Magboo
Jade Hathaway
- 26 Cam Ralfs
- 27 Lori Hamstra
Carlos Madeira

February Birthdays

- 2 Demi Hendersen
- 5 Helena Roodbol
Tessa Dagenais
- 8 Loren Elgert
Mark Newton
- 10 Bob Flitton
- 11 Chantelle Cormier
Josey Duch
Daniel Tolsma
- 14 Shanon Kusz
- 19 David Lundie
- 17 Megan Evans
- 20 Danya Douglas-Hunt
- 28 Kristina Alexander
Kendall Auterhoff
- 29 Lukas Exelby

Tripadvisor Comments

“Beautiful Bear Mountain Westin”

December 2014

I stayed at this hotel on three occasions. During those visits, i stayed in both hotels buildings. They are well equipped, comfortable, convenient and in a peaceful setting. Highly recommend to those who wish to get away from the city, but only a short distance, into the mountains!



“Great location, golf & Views!!”

September 2014

We enjoyed really enjoyed the location and our accommodations were first class. We booked a standard room & they offered a free upgrade to a 1 bedroom suite with kitchen. But if you are a golfer you will love the course & most specifically the views!!

“Great Getaway”

November 2014

We had a great weekend get-away. The Westin Bear Mtn is not far from our Victoria home, so we didn't waste any time travelling. Despite the short distance from home, we felt far from the daily grind. Bear Mtn resort had enough activities to keep us busy (hiking, swimming, golfing, dining), and was a quiet place to relax. Our dining experience was great, dinner and brunch. The room (1 bedroom suite) was very spacious, clean and well appointed. Two bathrooms, full kitchen, living room with fireplace, balcony overlooking the golf course. Thank you Bear Mtn, we hope to return soon!



“Great Getaway”

November 2014

We stayed at this hotel last night and I couldn't wait to write a review. This was a last minute plan so we found a great deal on Expedia and then decided to upgrade to a king suite. Our room was located in the fairways building and it was huge. A separate bedroom with large bathroom equipped with a shower...



upcoming holiday events at the mountain

Breakfast with Santa

The Jolly Ol' Elf will be returning to host breakfasts throughout December! Bring the entire family and enjoy a delicious breakfast buffet with all the classics - eggs, sausage & bacon, breakfast potatoes, pancakes and cookie decorating station, of course. And this year, have your picture taken with Santa! **SOLD OUT** for the holiday season.



Christmas Eve

Save the turkey for another day, we're hosting a deluxe seafood buffet on Christmas Eve! Bring the family and enjoy a special night in Bella. With choices like crab legs, oysters, Salt Spring Island mussels, BC halibut and more...you may not have any room left for turkey. **SOLD OUT.**



Christmas Day

Christmas Brunch After the gifts have been opened and the Baileys enjoyed, join us for a festive Christmas Day Brunch in Bella. We'll be serving a brunch buffet with all of your favourites, including a carving station and our legendary dessert buffet. **SOLD OUT.**

Christmas Dinner Christmas Day is busy enough, let us handle the cooking! Bring family & friends to Bella for a new holiday tradition. We'll be serving traditional favourites along with some of our chef's personal choices. 5-9pm **SOLD OUT.**

New Year's Eve Gala

This will be a New Year's Eve to remember. We're pulling out all the stops and throwing a New Year's Eve Gala for the ages! Celebrate the arrival of 2015 with an exquisite 5 course meal (menu coming soon!) at Bear Mountain. Our New Year's Eve Gala begins at 8:00pm. Tickets are \$109 per person, plus tax & gratuity.

New Year's Day Brunch

There's no better way to start the year than with our popular New Year's Day Brunch Buffet. Enjoy all your favourite breakfast items, including our famous Eggs Benny, or choose from a wide selection from our hot & cold stations. Brunch takes place January 1st, 2014 from 9:00am - 2:00pm. \$49 for adults, \$20 for kids under 16 and **FREE** for everyone under 6.



Occupational Health & Safety

Facts

You can find the past 3 months of OHS Committee Meeting Minutes on the OHS Bulletin Board beside the Staff Room.

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

The following safety guidelines for Personal Protective Equipment (PPE) should be adhered to, to maximize worker health and safety:

- Always inspect the PPE prior to use.
- Wear only the type of PPE your supervisor specifies as appropriate for the job. You can refer to SWP for appropriate PPE.
- Inappropriate and improperly worn PPE can result in injury, illness and damage to equipment resulting in high costs to both you and the company.
- Be certain your PPE fits properly, especially in the case of hearing or respiratory protection.
- Keep personal protective equipment clean and store in designated container or location when not in use.
- If you are uncertain as to how to wear or operate the personal protective equipment, or you believe it is not in good working condition, immediately ask your supervisor for assistance.

What Incidents Require Investigation?

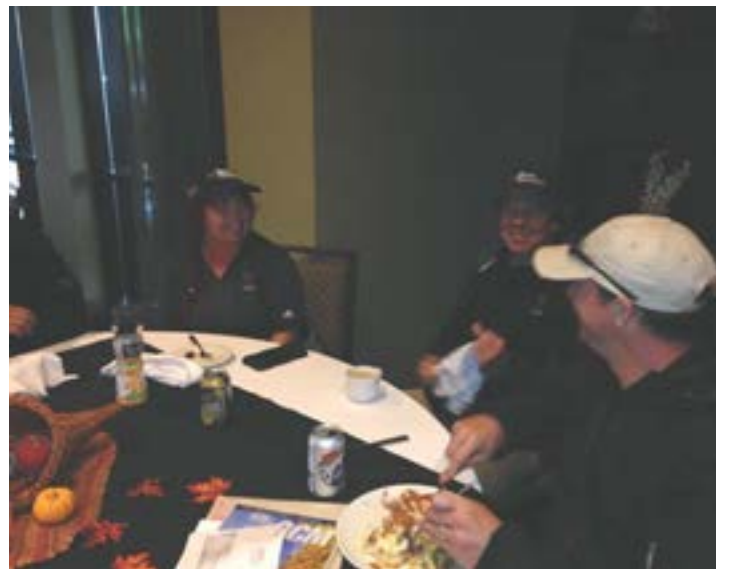
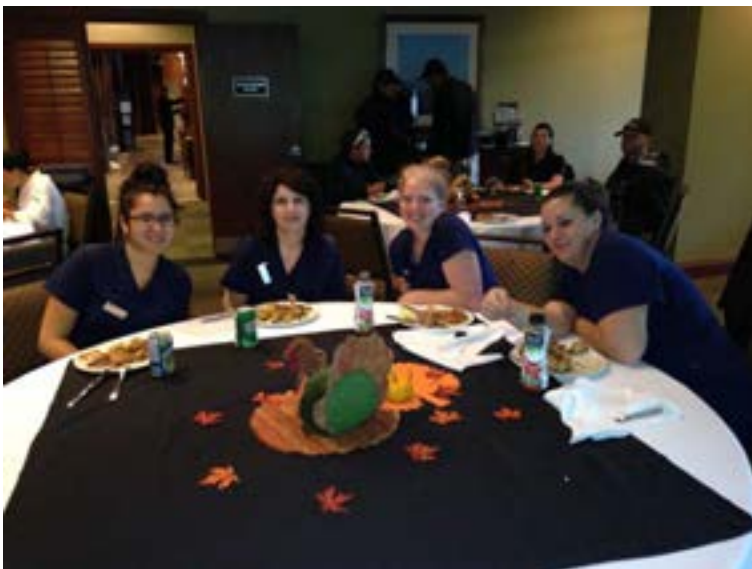
Employers are legally required to investigate the following:

- Serious incidents
- Those which resulted in injury requiring medical treatment or significant property/equipment damage
- Those that did not result in injury but which had the potential for causing serious injury or significant property damage
- Those involving any victims of assault or other acts of violence



thanksgiving associate lunch

The kitchen provided us with another delicious meal that was truly something to be thankful for.



HALLOWEEN at the Bear



Kimberly Rodger dressing up the bear for trick or treating.



Batman and Robin proved to be a dynamic duo as they hosted the Bear Mountain Spooktacular 2014.



Chris Currie, Kerri Moore and Kimberly Rodger dressed in their best for Halloween



Annual Pumpkin Carving Contest



Just a few of the spooky pumpkins submitted in the pumpkin carving contest this year.

STARWOOD CARES

2014 Together as One



The first annual Starwood Cares for the Community Together As One (TAO) at Westin Bear Mountain was a big success!!

Westshore Food Bank/ Westshore Christmas Hamper Society

TAO kicked off on November 7, with a group of associates helping sort through non perishable food donations at the Westshore Food Bank and were truly inspired by the all the time and effort that many volunteers in our community give.

Our staff raffle to raise funds in support of the Westshore Food Bank was a roaring success. Ticket sales came in at \$1730. With Dan Matthews matching that amount the Food Bank will receive close to \$3500 to help stock their shelves!

Thanks so much to everyone who bought raffle tickets.



Left to right: Sarah Burrows, Christine Thaler, Cheryl Bushby, Heather Reece, Kerri Moore, Jennifer Yarish and Jennifer Burgin

Our Place

On November 30, we helped serve a community meal to the needy at Our Place Society downtown. It was a humbling experience for all who went.



Lee Sykes & Victoria Krupa from the MAC were on coffee duty.



Behind the scenes serving the food were Demi Hendersen, Danya Douglas Hunt, Jag Gordaya, and Jordan Ray.

Jeneece Place

All year the Greens Maintenance team has collected and recycled bottles from the golf course and has donated all the funds to Jeneece Place totalling \$1,050.15 . Well done Greens Maintenance!!

International Housekeeping Week

Westin Bear Mountain had the chance to recognize all the hard work the housekeeping associates put in every day to maintain a safe and clean environment for our guests and fellow associates.



Associate Awards Night

The Red Carpet



Associate Awards Night

The Party



Associate Awards Night

The Award Winners

Best Smile
Lucanne Gellner



Best Laugh
Thomas Yesdresyski



Best Hair
Eric Mak



Best Dressed Non-Uniform
Tracey Webster



Best Dressed Uniform
Alexandra Manyakina



Best Sense of Humour
Chris Currie



Most likely to help out
Chris Ainey



Most Positive
Jay McClelland



Rookie of the Year
Clayton Murphy



Associate of the Year
Jay McClelland



Always Late
Jordan Ray



Workaholic
Denise Palmer



Most Nametags Lost
Raj Basi



Caffeine Addict
Cheryl Bushby



Caffeine Addict
Corey Hawkins



Wikipedia
Don Kirlew



Westin's Featured Property

THE WESTIN GRAND, BERLIN

Replenish your spirit at The Westin Grand, Berlin - a place where you can be at your best. Upon arrival in our sweeping lobby, we welcome you with sights, sounds, and scents to stir your soul and elevate your senses.



Each of our 400 guest rooms and suites are beautifully appointed, combining contemporary function and historic décor. With all rooms featuring our signature Heavenly® Bed, guests are sure to have a restful sleep. The Linden Superior rooms overlook the historic boulevard. Deluxe and Superior rooms, some with a balcony, offer a relaxing ambience overlooking the idyllic hotel garden.



Exciting and alive, Berlin is a city of contrasts, and a mixture of vitality, culture, commerce, politics, attractions, and history. Our serene and elegant hotel is located right in the centre of all of this, where the historic boulevard Unter den Linden meets the Friedrichstrasse



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



photo gallery



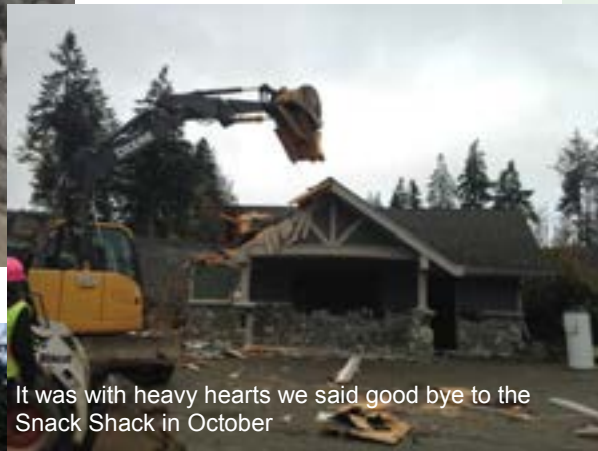
First Snow fall of the season



Submitted by Dean Phillips



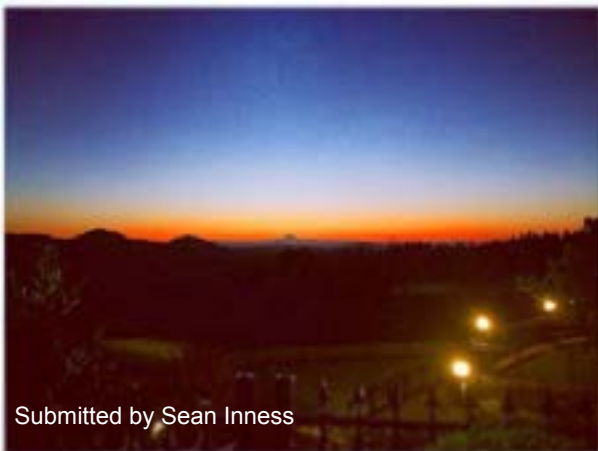
Jordan Ray with Roger Sloan



It was with heavy hearts we said good bye to the Snack Shack in October



New Tee Pin

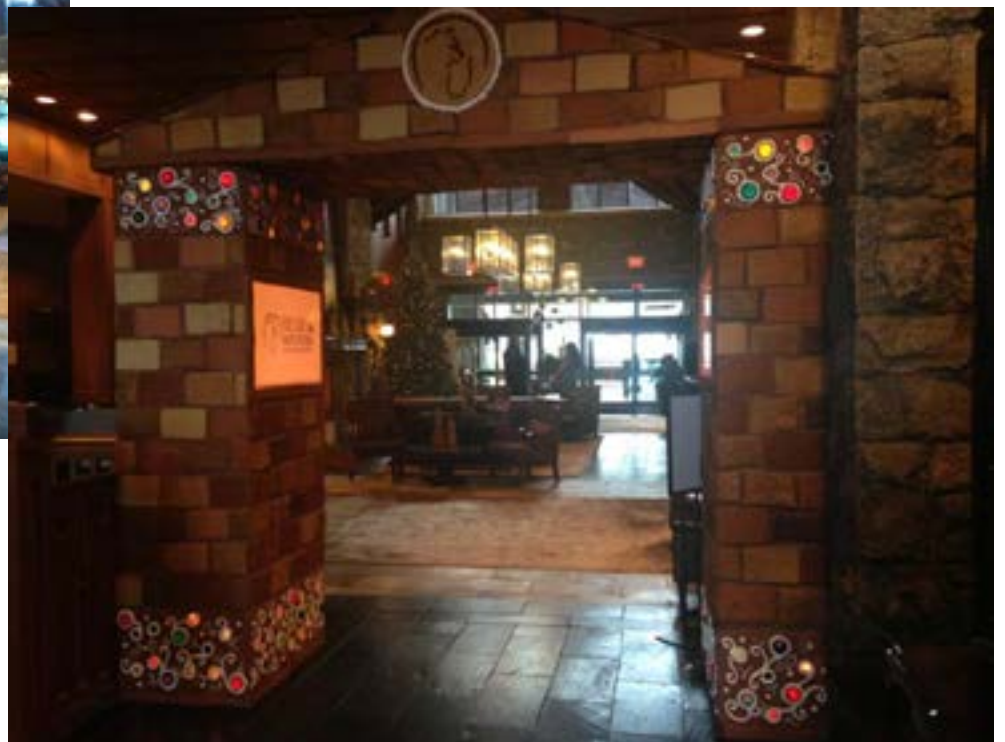


Submitted by Sean Inness



1000's of juvenile Coho salmon released into the Osborne Pond.

photo gallery



did you know?

Our very own Carmen Parry won a Sommelier Sponsorship earlier this year from the BC Hospitality Foundation (BCHF) in the amount of \$1000 to help offset the cost of advancing her wine education.

Carmen also recently competed in the "Best Sommelier in BC Competition" on November 3, 2014. This competition consisted of a series of wine theory examinations followed by the top 3 scoring candidates competing in Wine Service Challenges, Food and Wine pairing and oral Blind Tasting on stage.

She was quoted in an article in Eat Magazine titled *The Best Sommelier in BC: From Wine Waiter to Rock Star*:

"I asked Bear Mountain's Carmen Parry what her takeaway from the inaugural BC competition was: "I did the competition to test my skills and to see what and who I'm up against for entering next year. I also wanted to network with some of the



other sommeliers around the province and to support our industry. I would absolutely do it again, pretty much going to start studying now... I think the written exam was a little on the tough side, but it definitely needed to be to really determine the top three. If the exam was easy and everyone did well it wouldn't be a good example of our talents either. The service portion was great. I think that was the real fun part for everyone (especially those of us in the audience!)"

-Sharon McLean

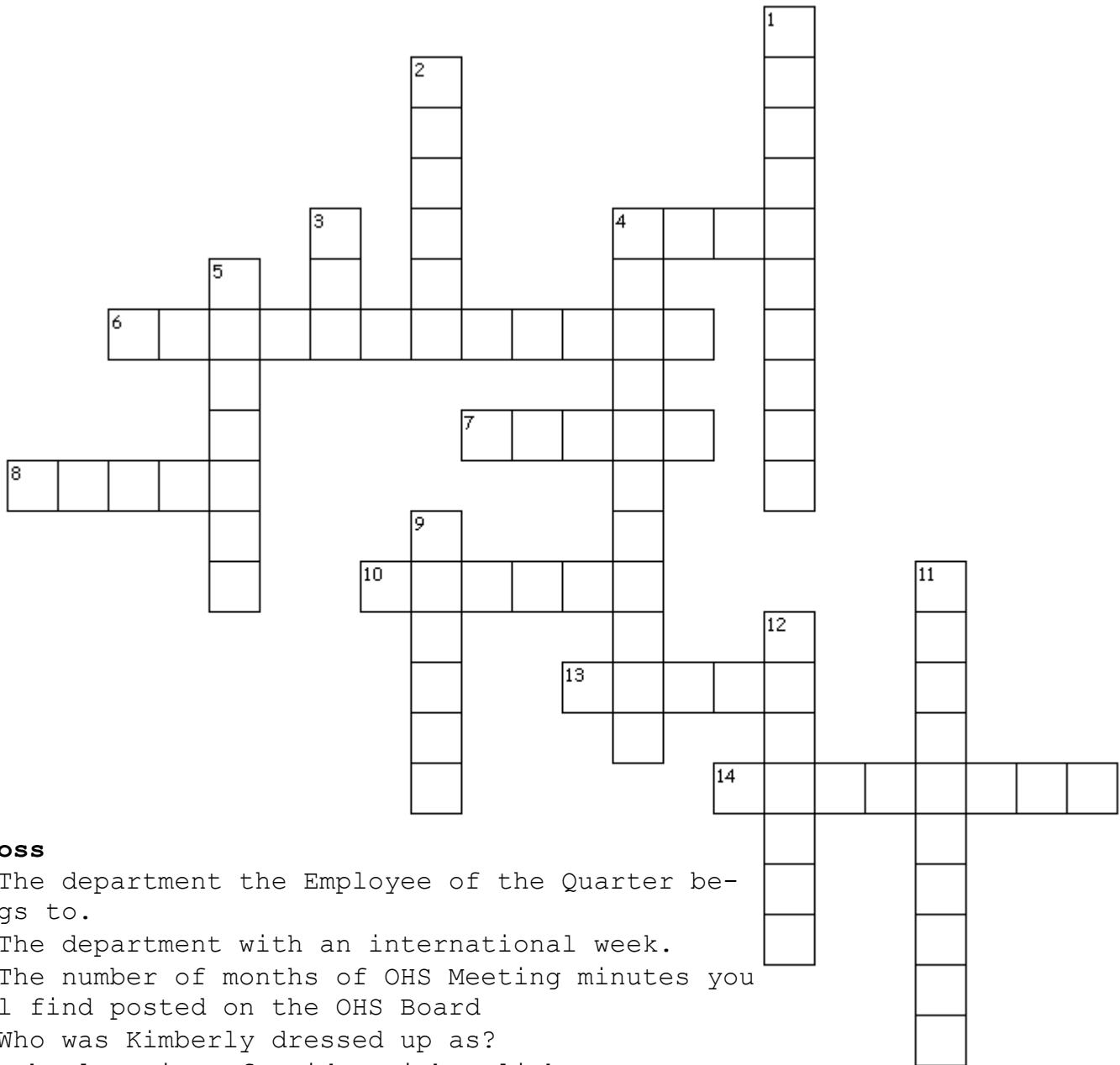
Friday Night Flights in the Cellar

Educate your palate with savoury wines from around the world. Overwhelm your senses each week with different selections and themes that will leave you wanting more. Friday evenings from 6:00pm - 7:00pm. Flights of 4 wines. Priced from \$25.00 per person (tax & gratuity included).

- December 12th - Holiday Favourites
- December 19th - Holiday Sparklers
- December 26th - Cellar Selections
- January 2nd - BC
- January 9th - Australia/NZ
- January 16th - California
- January 23rd - Spain/Portugal
- January 30th - Cellar Selections

WESTIN WISDOM 4.0

Name: _____



Across

- 4. The department the Employee of the Quarter belongs to.
- 6. The department with an international week.
- 7. The number of months of OHS Meeting minutes you will find posted on the OHS Board
- 8. Who was Kimberly dressed up as?
- 10. The location of Friday Night Flights
- 13. Who is on the top right of page 7
- 14. what we carve on Halloween

Down

- 1. Friday Night Flights selection for Jan 16th.
- 2. What was pinned on Marco
- 3. To stay safe always wear your _ _ _.
- 4. Pieces of our Christmas arch.
- 5. She has the best smile (first name)
- 9. The Westin featured property
- 11. We said good-bye to this building
- 12. The month in which Cam Ralfs was born.

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

Good Luck!