



# Icicle Village RESORT

## Employee Newsletter

Volume 2, Issue 12

December 2007

### Our Core Values

All decisions we make are guided by our core values

- \* Do unto others as you would have them do unto you. This applies to our guests, fellow employees, owners, and the community in which we do business
- \* Being different, in a positive (fine) manner, is what allows us to offer a memorable guest experience and market ourselves in a distinctive way.
- \* Strong team members are what make us succeed.
- \* Always strive to make things better today than they were yesterday.

Hello Team,

Christmas is almost here and you all know what that means: "We will be very, very busy". Let's make sure that we are ready to provide all of our guests a memorable experience through superior service with a smile. Don't forget our always important and appropriate "It is my pleasure to .....".

Thank you very much for all your hard work and support!

Have a wonderful holiday season and a happy and healthy 2008!

Karl☺

### Important Notice

Paychecks are now to be picked up directly from Liz Adkins in the Vacation Rental Office during her normal working hours from 6:00 AM to 2:00 PM. Any checks not picked up from Liz can be picked up from Judy Ursic until 4:30 PM.

Todos los cheques recogeran directamente con Liz Adkins de las 6:00 AM a las 2:00 PM. Los cheques que no sean recogidos con Liz podran recoger con Judy Ursic solo hast alas 4:30 PM.



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

Everyone did a great job this month. The lobby decorations are beautiful. Thank you for the new furniture. Remember to get your rest; December is the busiest month that requires the most patience. *Smile* and be *Friendly*. Remember if you went out of town for the holiday you would expect everything to be perfect. So let's give our guests the holiday vacation of a lifetime.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Thanksgiving has come and gone. It seems there's not much attention or thought to the Thanksgiving holiday anymore. All the commercial advertising gets us thinking of Christmas even before the Thanksgiving holiday begins.

I didn't get caught up in all the pre-Christmas hype this year, and actually thanked God for my blessings of everything I have. It may not be much to some people, but it's still a lot more than what some people have.

Just for some fun information, I asked a co-worker how they celebrated the holidays in Mexico. In Mexico, the Christmas holiday is not commercial like our culture has allowed it to become. They commonly have a large family dinner on Christmas Eve and go to a midnight Mass. There is no Santa Claus, but the children receive gifts on January 6<sup>th</sup> from their parents. These gifts are from the three wise men that visited Jesus in His manger. Sometimes a Christmas tree is put up, but all presents stay under the tree until January 6<sup>th</sup>.

The Housekeeping Department is about as ready as it's going to get for the crazy month of December. We'll all be celebrating that it's over after the 1<sup>st</sup> of January.

From all the staff in the Housekeeping Department, have a safe and wonderful holiday.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

Thanksgiving is behind us – and I think we survived ok. (How much weight does everyone need to take off now, before the next Holiday?) Again, many thanks to my crew for all your hard work to try and keep up with everything going on! YES, I know everyone else has worked hard too!! Now that the snow is here we'll have some more and different fun!



## Icicle Junction Family Fun Center and Cinema

Ron Fuller, Operations Manager

December...Ready or not, the Holidays are here!!!

I hope everyone had a nice Thanksgiving. I had a wonderful one, made even more special by seeing my 2 year old grandson, who I had not seen in 8 months.

We are currently showing *Enchanted*, the new Walt Disney movie and are having great turn outs for it. The movie is a cute show. If you have children they will love this one. Our next movie in should be *National Treasure 2, Book of Secrets*. It comes out on December 21<sup>st</sup>. The previews look great. If you have never seen the first *National Treasure*, I highly recommend you rent it to watch. It was one of the best movies I've seen in a long time.

I hope everybody has a joyous Christmas and New Year.



## J.J. Hills Restaurant and Wine Bar

Tim Wick, Executive Chef and Food & Beverage Manager

Happy Holidays, Everyone!



## Icicle Village Resort

Kevin Unruh, Director of Sales & Marketing

Jeanne and I want to take a moment to thank all of the staff at the Icicle Village Resort for their efforts with both groups and independent visitors this past year. You've all done an incredible job serving the guests while working with the great changes that have taken place at the property. We look forward to working with you for the remainder of December and through 2008 as you continue to make the Icicle Village Resort one of the best places to vacation in Washington!

Thank you and Merry Christmas!

### December Events:

Highlights on the first 3 weekends of December:

Christmas Lighting - Saturdays and Sundays

Christmas Bazaar at the Grange

Santa Claus in the Icicle Inn lobby from 8 AM till 10 AM

December 25<sup>th</sup> Christmas

December 31<sup>st</sup> New Years Eve

### January Events:

January 19-20<sup>th</sup> Bavarian Ice Fest

## Welcome New Team Members November 2007

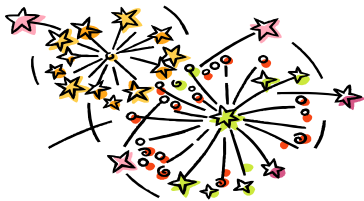


Welcome to the Icicle Village Resort Team



Shannon Nelson  
Housekeeping

## Guest Comments



"I wanted to thank the housekeeping staff. At the beginning of our meeting my pen broke staining my pants and sweater. Sue came to my rescue and was able to get the majority of the ink out. Thank you so much!"

"Lost my purse & Denise found it and found me. Thanks to her the rest of the trip went well."

"I worked for Best Western for many years! I've never seen such a well kept room! The cleanliness and the genuine friendliness of everyone!"

"Restaurant staff very friendly & great service."

"Clean, clean, clean. Called front desk with problem with TV and he was up in two minutes - great service."



## Happy Anniversary December 2007

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Alex Darlington	Junction	4 Years

## December Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Melissa Shirley	December 4 <sup>th</sup>
Audrey Saunders	December 10 <sup>th</sup>
Steve Pierce	December 11 <sup>th</sup>
Mindy Fread	December 12 <sup>th</sup>
Shannon Nelson	December 13 <sup>th</sup>
Tera Macon	December 20 <sup>th</sup>
Christina Horner	December 21 <sup>st</sup>
Natalya Schaefer	December 23 <sup>rd</sup>
Manuel Claros Gonzalez	December 24 <sup>th</sup>
Ursula Bennett	December 24 <sup>th</sup>

## Upcoming Groups

Please be sure to warmly welcome these extra special guests.

Carlson Wagonlit Travel	December 1 <sup>st</sup>
Trilogy Travel Club	December 1 <sup>st</sup>
Mandate Tours	December 3 <sup>rd</sup> & 4 <sup>th</sup>
Wilson Diamond Tours	December 3 <sup>rd</sup> - 5 <sup>th</sup>
Marlin Handbell Ringers Concert	December 3 <sup>rd</sup>
Pitmar Tours	December 4 <sup>th</sup>
Saddle Rose Tours Limited	December 5 <sup>th</sup>
Leavenworth Summer Theater	December 6 <sup>th</sup>
Marlin Handbell Ringers Concert	December 6 <sup>th</sup>
Muckleshoot Indian Tribe	December 7 <sup>th</sup> - 9 <sup>th</sup>
Reunions 2007	December 8 <sup>th</sup>
Mandate Tours	December 10 <sup>th</sup> & 11 <sup>th</sup>
Oregon West Excursions	December 11 <sup>th</sup> & 12 <sup>th</sup>
Bank of America	December 13 <sup>th</sup>
Turek Family	December 17 <sup>th</sup>
South Salem Senior Center	December 19 <sup>th</sup>
Leavenworth Chamber of Commerce	December 26 <sup>th</sup>