



# Icicle Village RESORT Employee Newsletter

Volume2, Issue1

January 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 members, I wish all of you a Happy, Healthy, and very Prosperous New Year.

Let's make our theme for this year "Work smarter not harder" what do you say? Lots of great changes are coming this year starting with a new computer system that will connect all of our departments and catapult us into the 21<sup>st</sup> century whether we want to or not, Hurray I say, upwards and onwards into the future!

Let's consider these very wise words by Sam Walton (Wal-Mart founder) as we go about our business in 2007.

"There is only one boss, the customer. He/She can fire everybody in the company from the chairman on down, simply by spending his or her money somewhere else."

Have a great year all the best, Karl aka the principal.





Best Western Icicle Inn

Audrey Saunders, Reservation Manager

I'm very proud of the job the front desk team did this December. Everything went off without a hitch and all guests enjoyed their holiday. It was nice to have snow early. This is always a big help in keeping spirits up. We are looking forward to the New Year.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Due to an exceptionally busy time for housekeeping, Lori was unable to provide something for the newsletter this month. We look forward to hearing from housekeeping next month.



Icicle Junction Family Fun Center and Cinema

Cory Carlisle, Operations Manager

At the Junction, we are trying to compete with all the snow from last month. We are also getting geared up for our annual Ice Cube Scramble.

At the movies this month... After a three-week run of *Charlotte's Web*, we hope to bring in some of the other big movies that debuted last month including *The Pursuit of Happiness* and *Night at the Museum*.

I hope everyone had a wonderful holiday.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

Happy New Year, 2006 has come and gone! How it does that so fast I don't understand. We've had a number of changes through the past year and more to come this year. And we will adjust with the changes as they come and hopefully continue to improve and grow as a result. So let's continue to work together for the betterment of all!



## J.J. Hills Restaurant and Wine Bar

### Tim Wick, Executive Chef and Food & Beverage Manager

What a crazy month, but it IS December in Leavenworth. This was definitely NOT without challenges but overall the smoothest holiday season here I've seen yet. I offer a hearty Congratulations and Thank You to every staff member of the Icicle Village Resort on a job well done! Also, join me in wishing Mariya a fond farewell (again) as she continues her college career in Seattle.



## Icicle Village Resort

### Kevin Unruh, Director of Sales & Marketing

First of all, a big "thank you" to everyone from the sales office for all your hard work in December and throughout 2006! Everyone at the resort plays an important roll in serving our guests.

In 2007 we'll continue to grow as a resort, and so will the jobs of your sales staff. We'll be going to more trade shows, working on more advertising, and planning more group business than ever before, while implementing new systems to help service our guests better and faster.

Remember to empathize with guests when their having a bad day! Empathy is essentially understanding how the person feels by putting yourself in their shoes. It's important to listen closely to both the content and context that the guest is expressing. In other words, what he/she is saying, as well as how they are saying it. Once you have a clear understanding of how the guest feels, you need to express to them that you understand and you empathize with their situation. You can empathize with a guest even if you don't agree with them. The first person to reach Jeanne with this note wins \$10. Empathy examples next month.

#### Important Dates:

- January 7 Icicle Village Resort all employee party!
- January 12-14 Bavarian Icefest
- January 15 Martin Luther King Day – Festival of Lights ends for Leavenworth
- February 14 Valentines Day
- February 16-18 Presidents Day Weekend
- February 19-24 Winter Break

## Happy Anniversary – December 2006

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Jade Horner	Restaurant	2 years
Crystal Fritz	Restaurant	4 years
Tim Wick	Restaurant	6 years
Lee Moore	Breakfast	7 years
Karl Ruether	IVR Manager	15 years

## Happy Birthday



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Logan Murphy	January 3 <sup>rd</sup>
Griselda Tinoco	January 7 <sup>th</sup>
Aaron Toban	January 10 <sup>th</sup>
Jodi Gage	January 14 <sup>th</sup>
Samuel Armstrong	January 16 <sup>th</sup>
Maria Hinderer	January 20 <sup>th</sup>

## Welcome New Team Members – December 2006



Welcome to the Icicle Village Resort Team

## Upcoming Groups

Please be sure to warmly welcome these extra special guests.

<b>WA St DOT Avalanche Training</b>	<b>January 3<sup>rd</sup> &amp; 4<sup>th</sup></b>
<b>Walashek/Page Wedding</b>	<b>January 5<sup>th</sup> &amp; 6<sup>th</sup></b>
<b>Bethel Church Youth Group</b>	<b>January 12<sup>th</sup> &amp; 13<sup>th</sup></b>
<b>Discovery Tours Luncheon</b>	<b>January 13<sup>th</sup></b>
<b>Creative Memories</b>	<b>January 19<sup>th</sup> &amp; 20<sup>th</sup></b>
<b>Freedom from Ourselves</b>	<b>January 20<sup>th</sup></b>
<b>Redapt Systems</b>	<b>January 20<sup>th</sup></b>
<b>Chaple Hill Christian Singles</b>	<b>January 20<sup>th</sup></b>
<b>Wesmar Products</b>	<b>January 26<sup>th</sup> &amp; 27<sup>th</sup></b>
<b>Baily/Toohey Wedding</b>	<b>January 26<sup>th</sup> &amp; 27<sup>th</sup></b>