



Icicle Village RESORT

Employee Newsletter

Volume 4, Issue 1

January 2009

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,

Wow 2009 is already here and I really wish I had a magic Crystal Ball so that I could see what lays ahead! We are optimistic and hope that we will succeed in these uncertain times. Thank you very much for all of your hard work this past year and especially this last month with all the snow and cold weather.

I wish all of you a Happy, Healthy and very prosperous New Year.

Here is to a great 2009!

Karl©

"Why is it that hotels value their hangers more than they do their employees? The captains of the hotel industry have been smarter at securing their clothes hangers to the closet poles than they have been at holding onto their employees."

Chip Conley, founder and CEO of Joie de Vivre Hospitality

I chuckled to myself when I read this quote in a book I just finished reading called PEAK - How Great Companies Get Their Mojo from Maslow. Too often in the hotel industry I believe Mr. Conley's observation is very valid. I'd like to think things are different here at the Icicle Village Resort. Our intentions, as owners and managers, are for you to know you are a very valuable part of our team and family here. If that is not the case, I sincerely hope you will take myself or Karl aside and let us know what we can do to make things better.

I'd also like to thank everyone for all you did to make 2008 our most successful year ever. While things look tough for 2009, I'm confident our team will pull together to get us through to better days again.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn
Audrey Saunders, Reservation Manager

I would like to thank everyone for the awesome job they have done during the festival season. Here are just some examples of a job well done. Jeremy at the front desk scaled the balcony (against better judgment) to open the door for a guest who was locked out. Frank has continued to pick up or drop off guests at the bus stop or airport all season long. Molly has charmed our bus tours so well that they took her on a sleigh ride and dinner. Audrey Smith has received glowing compliments for customer service. A big thank you to everyone for all your hard work.



Best Western Icicle Inn
Lori Fuller, Executive Housekeeper

The department this year was ready for our morning sparkling cider to celebrate another year gone by. We usually toast to getting through a tough last two weeks in December. Sadly, it was a toast to getting through only one tough week in December. It's a bit hard to fight Mother Nature. I wish we had a crystal ball that could tell us what the economy has in store for us. Since we don't, I'll keep a positive thought instead.

I want to thank everyone in the department for all their hard work. Olga Sanchez runs the laundry department with good organizational skill and it's never run better. At the last deep clean that we did, there was so much laundry piled up that you couldn't see her head. Somehow she gets through those scenarios and has the linen ready to go. She also works as a Supervisor out on the floor when needed. So thank you Olga. You are a great team player



Best Western Icicle Inn
Larry Butler, Director of Maintenance

2008

It is hard to put into words how fast it came and went, and how crazy it was! But a new year is upon us and it will be interesting to see what it brings?! But this much I will say, our own attitude will have a lot to do with how much happiness we have individually no matter what takes place, and we can be a big help to others if our attitude is up beat! Maintenance is holding their own ok through the COLD and hope to get on room touch ups now after the holiday season winds down. Curt has been and continues to be a great addition to the team, but all of the maintenance crew is great. I am just glad to be part of this operation. Hope the year ahead will be a great one for all!!!



***Icicle Junction Family Fun Center and Cinema
Ron Fuller, Operations Manager***

Happy New Year!!

2009, where does the time go?!?! Seems just like yesterday it was 1971, the year I turned 21.

If you have not noticed, the movie times for Monday through Thursday have changed. The new times are 4PM and 7PM. The times will remain the same on Fridays, 3PM, 6PM and 9PM. Saturdays are 12 noon, 6PM, and 9PM. Sundays are 12 noon, 3PM, and 6PM. We should be closing Bedtime Stories and we will be opening Marley and Me. Remember there's only about 10 weeks of snow left!!!



***J.J. Hills Restaurant and Wine Bar
Tim Wick, Executive Chef and Food & Beverage Manager***

You may recall, in the last issue I proposed a challenge to "Make someone's Day" this holiday. I hope everyone had a great time looking for opportunities to do just that!

Our winner of the dinner for 2 at JJ Hills is Janine Weaver from the sales office. Janine, a good listener, found a serious problem one of our guests was unaware of – her planned and carefully timed route to Leavenworth depended on the Biggs Junction Bridge, which is closed for the season! Idle chat and an alert Janine kept this trip (and entire holiday) from becoming a disaster for Ms. Taylor. Following up, our I Care-trained Janine helped the guest find an alternate route that still fit in with the travel plans and MADE HER DAY! Congratulations, Janine!



***Icicle Village Resort
Kevin Unruh, Director of Sales & Marketing***

Wow, it's hard to believe that it's already a new year. We in the sales office have high hopes that the resort will do well in the coming months, and are doing our best to find new business. If all goes well, the ski season will do well even after a late start. This month is Icefest and Martin Luther King weekend, and we hope that many of our guests that were unable to come in December will be able to visit us in the new year. Thank you to all the staff who really show our guests hospitality. I want to thank Logan at the Junction for shoveling paths in the snow to movie goers' cars! Thank you also to Jeanne and Janine for booking so much business at the last minute for last quarter!

**Welcome New Team
Members
December 2008**

Welcome to the Icicle Village Resort
Team

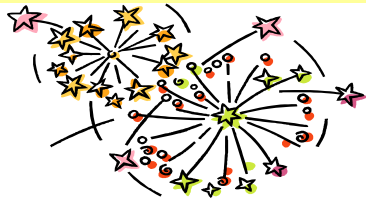


McKenzie Kinnear
Restaurant



Teresa Shirley
Housekeeping

Guest Comments



"Thank you for your hospitality this week. Everyone went above and beyond. Without the special care and attention each one of you showed us, our stay here would have been a "vacation." Instead you have helped us create memories that will last a lifetime because of your kindness. "

"From stepping through the front door till the time I left I felt "Welcome" from everyone. Congratulations!"

"Personnel were exceptional especially Frank, meeting and waiting 2 hours for us at the bus stop. Resort was generous with coffee and best complimentary breakfast ever."

"Front desk staff, Molly was very friendly and helpful!"

**Happy Anniversary
January 2009**

Employees providing memorable
customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Karl Ruether	Manager	17 Years
Tim Wick	Restaurant	8 Years
Jade Horner	Restaurant	4 Years
Janine Weaver	Sales	2 Years

January Birthdays



Please be sure to wish a Happy
Birthday to:

<u>Employee</u>	<u>Birthday</u>
Logan Murphy	January 3 rd
Molly Barton	January 8 th
Aaron Tobon	January 10 th
Liliana Avila Marquez	January 17 th
Maria Hinderer	January 20 th
Mariela Oyos	January 27 th

Upcoming Groups

Please be sure to warmly welcome
these extra special guests.

Grace Lutheran Church	January 9 th -10 th
Linda Rude's 60 th Birthday	January 17 th -18 th
Freedom From Ourselves	January 30 th
Ahtanum Valley Assembly	January 30 th -31 st