



Icicle Village RESORT

Employee Newsletter

Volume 4, Issue 2

February 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,

By the time you read this the first month of the New Year 2009 is already gone. We have a brand new administration in Washington DC and everybody in the country and around the world has very high expectations. Why do I tell you this you ask? Well our customers have very high expectations too and we are here to exceed their expectations and try to wow them at every opportunity that is presented to us.

Now more than ever "Customer Service" needs to be at a 110% level so that we may succeed in these uncertain times with declining revenues and job losses all around us. So please ask yourself how can I make the guest right here in front of me enjoy their stay more and how could I possibly provide a "Wow" experience to that guest and every guest I come in contact with. Help us be successful and you will be successful - it is always a 2-way street! Have fun providing excellent service to our guests and your fellow employees!

Karl☺

*"The most successful people are those who are good at Plan B."
James Yorke, mathematics and physics professor.*

These are indeed very interesting times we are going through right now. Yesterday (from when I wrote this article), layoffs of 75,000 people were announced by large companies. Housing and stock market prices are falling, and consumer sentiment is very negative. All of these things have a definite impact on the hotel business. Our Plan A has always been to keep expanding and improving the Icicle Village Resort. Until the economy improves, we're going to have to go with Plan B - watching our expenses as carefully as possible without negatively impacting our guest experience and great people on our team. Our intent is to be just as good at Plan B as we were at Plan A (I think we'd all agree we've made some dramatic improvements the last few years with our Plan A). As we all work together as a team to get through these difficult times, please remember the difficult times never last forever. I've been through a number of these difficult cycles over the years. The good times do lie ahead - we just need to keep persevering until they get here!

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

Now that the long holiday season is over its time to look back and reflect on all the good things that happened in 2008. From the beginning we had one of the best first quarters ever due to the fantastic ski season; followed by record sales of spring break packages. Overall, 2008 was a great year all made possible by our great staff. Every member of our resort family should be very proud of themselves for jobs well done. Your customer service skills are the best in town, leaving lasting impressions on every guest who steps through our doors. As we come into 2009 and the weather and economy has slowed us down, keep in mind that the excellent service we continue to provide will keep our guests coming back.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Meet Maria Fronseca

Q. When did you come to the US?

A. 1995

Q. What did you think when you arrived in East Wenatchee?

A. I liked the people. They were all different, like in Mexico. People are much more friendly here. In Florida, if you said "good morning" they will not even answer you.

Q. Family?

A. Husband's name is Ramero.

Q. Do you have any hobbies?

A. I like to walk and listen to Salsa and Merengue music.

Q. What do you like about working at Icicle Inn?

A. I have a lot of experience in the housekeeping field, and it's mostly the friendly people that I am around.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

*Wow! We can't believe that January has passed by so quickly. The lack of snow removal last month definitely gave us the time and opportunity to jump on some other projects; the staff has been doing room repairs and touch-up painting in the Hotel and the C building. The crew have also dismantled all of the holiday decorations and put things back to normal (whatever that is?). So if you're tired the gray and cold weather remember **Spring** is just around the corner.*



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

Where's the snow???

Is this really February? Don't get me wrong, I don't miss blowing the snow every morning to get out of my driveway. But when you look around it sure is UGLY with all the dirty snow. We sure could use some fresh snow to help draw some tourists into town. We are currently showing "He's Just Not That Into You". It will run through the 19th. At this time we have not made a decision on what will be on next. On a sadder note, Tera has left us to go to work for her Aunt. She will be back on occasion to help out when needed. We wish her well.

Remember, THINK SNOW!!!!



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

Hang in there, spring is coming! Let's take advantage of the slow times to make things gleam. Take something that is "not your job" or just doesn't look as good as it should and make it better - then report what you have done to your supervisor! Most impressive "not my job" resort appearance improvement project wins this month's Dinner for 2 at JJ Hills! Make your department proud!



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

As we go forward this year and remember last year the sales department wants to thank all other team members at the resort for making us look good and doing a great job to keep the promises we make to the clients we serve. Remember everyone that "Every job is a self portrait of the person that did it - Autograph your work with Excellence."

**Welcome New Team
Members
December 2008**

Welcome to the Icicle Village Resort
Team



No new team member in January

Guest Comments



We had a wonderful wedding experience. Frank was the man when it came to set up and decorating! Thanks so much Frank. Janine did a fabulous job planning and working with us and Lynne was an amazing bartender, easy going and very friendly. Thanks to all so much.

**Happy Anniversary
January 2009**

Employees providing memorable
customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Margarita Avila	Housekeeping	6 Years

February Birthdays



Please be sure to wish a Happy
Birthday to:

<u>Employee</u>	<u>Birthday</u>
Lee Moore	February 2 nd
Ashley Mann	February 3 rd
Lupe Penilla	February 9 th
Olga Lopez Cervantes	February 15 th
McKenzie K innear	February 16 th
Schonn Ambrose	February 19 th

Upcoming Groups

Please be sure to warmly welcome
these extra special guests.

Stevens Pass	February 2 nd
Leavenworth Rotary	February 2 nd
Ferndale AAU B-Ball	February 6 th -7 th
Dr. Tomlison, DDS	February 6 th -7 th
Walla Walla AAU B-Ball	February 6 th -7 th
PNW Ski Assoc.	February 9 th -10 th
McBride/Becker Wedding	February 13 th -14 th
WDEC St. Conference	February 17 th -19 th
Edmonds Comm. College	February 22 nd
Game Stop	February 23 rd -24 th
Upper Valley Mend	February 24 th
Moses Lake Comm Health	February 27 th -28 th

