



Icicle Village RESORT

Employee Newsletter

Volume 4, Issue 4

April 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,

Easter is almost here. Last year at this time it was already behind us. Strange how this calendar works, don't you think? Spring Cleaning is underway and mini golf is already open. Yes, Spring fun here we come!! The snow is melting and rafting season will be here before we know it. The Best Western inspection is just around the corner and hopefully we will all be ready when it happens. Let's go for a very high score. How about 1000 this time? What do you say? We can do it; I have confidence in all of you. Have a great April and Happy Easter to all.

Have a great day, always.

Karl☺

"Each person has an ideal, a hope, a dream of some sort which represents his soul. In the long light of eternity this seed of the future is all that matters! We must find this seed no matter how small it is; we must give to it the warmth of love, the light of understanding, and the water of encouragement. We must study the moral values which shape our thinking, arouse our emotions, and guide our conduct. We must get acquainted with our inner stream and find out what's going on in our heads and hearts. We must put an end to blind, instinctive, sensory thought and feeling."

Colby Door Dam

So I was looking for an inspirational quote for this month and came across the above quote. There's a whole lot packed into that quote, but I also think it can be easily summarized in a sentence or two. So here's a challenge – if you want a chance to win \$20, put a note in my box saying what this saying means to you in a sentence or two. Top two entries will earn \$20 each! Deadline is April 15!

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

Congratulations Camilla!! For being the winner of last month's I Care challenge question. Everyone who entered the contest had the correct answer so the winner was drawn from a hat. Make sure to check May's newsletter for the next challenge question. I would also like to congratulate Molly on the glowing e-mail we received; her excellent customer service is very much appreciated.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

I'd like to take the time to thank Margarita Avila for all her hard work that she accomplishes everyday she is working. She is a good influence on the whole department. Her work ethic is always what a manager looks for. I wish she could be cloned. As she is asked to take on more responsibility, her willingness helps her learn quickly.

Our department remains running with a skeleton crew but we seem to be holding our own. Maybe we will expand in May.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

CAN YOU FEEL IT: Spring is here. What a great time of year around here! Well the maintenance staff has put the snow shovels and the snow blowers away for another season. I would like to thank Miguel and Jose for doing a great job on cleaning the golf course. I also would like to recognize MOLLY for great customer service. The other day there was a very fidgety/cranky little boy in the lobby with his stressed out mother. Molly went out of her way to get one of our rubber ducks that we use in our rooms and gave it to the little boy. With that little extra effort, that made the little boy settle down and gave this mom a little break. Those are the kind of actions that set us apart from the rest. GOOD JOB MOLLY!!



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

What's the old saying? April showers bring May flowers? Lets hope that there are not too many showers; it's bad for the golf business!! We were able to achieve our goal of having the golf course open by the 14th of March, thanks to the effort of maintenance. They did a lot of shoveling and blowing to have it ready. It was not their fault that it snowed 4 inches on Sunday the 15th! But we were back open on Tuesday the 17th. Thank you Curt, Miguel, and Jose - your hard work was and is appreciated.

*The movie line up for the month, as of right now, is **Monsters vs. Aliens** through the 9th. Then we hope to bring in **Race to Witch Mountain** for one week. Then on the 17th we will have **17 Again**. This will take us to May 7th, and then on May 8th, the new **Star Trek** movie. Remember that the movies are not cast in stone. They are subject to a number of different criteria on whether we can get them or not. Have a wonderful month.*



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

Time to gear up! Now that we've successfully taken care of the first expanded Life Trac group as well as the Paramedics, here come the Ski Association and Juice Plus! Oh yeah, don't forget the hordes of Spring Break packages in house for the next few weeks! Here's hoping for a busy and fulfilling summer season for all of us!



Icicle Village Resort
Kevin Unruh, Director of Sales & Marketing

Be interested in people.

If you meet a new guest, coworker, or acquaintance, find out a little about their interests. Ask about their particular interests in life. These two topics will ensure much better small talk than just talking about the economy or work. Most people don't like to think about those things unless they have to. If you are networking, you should understand the worth of taking a break from talking shop. Don't talk just about yourself but be purely interested and impressed by the person with whom you are speaking.

Please remember to think of the Icicle Village Resort as our home that we've invited guests to. We want them to have the best possible time that they can while they visit us so that they think fondly of returning and letting others know of how much they enjoyed their visit!

Important Dates:

April 12	Easter
March Last Week	Spring Break
April First Two Weeks	Spring Break
April 18	Ale Fest

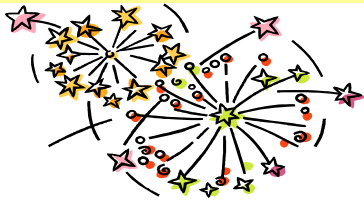
**Welcome New Team
Members
March 2009**

Welcome to the Icicle Village Resort
Team



No new team members in March

Guest Comments



"I would just like to say that we were a "high maintenance" group with the changing needs of our facilitator and my boss - the Icicle Inn took our last minute changes and needs during our meetings in stride and strived to meet our every need. With each request, we received prompt attention and the most that could be done was done. Your staff is simply amazing and deserves a HUGE THANK YOU and pat on the back for a job above and beyond."

"Overall Excellent. Lynne was superb help!!"

"I want to take a moment and recognize one of your employees by the name of **Molly**. Every year my husband and I love to come stay in Leavenworth, especially at "The Best Western Icicle Inn". We are always impressed with how well we are treated from the time we first walk in for check in to the housekeeping service we receive during our stay. Today we called in to make our usual reservations and spoke with **Molly**. She was so kind and professional. I appreciated her suggestions on the rooms to stay in and how **Molly** worked with us on deciding on a weekend to stay, as well as the room rates. She quickly followed up with emailing our confirmation and making sure we were taken care of. I work in the Customer Service Industry (Banking) and just want to make sure **Molly** receives some sort of recognition to let her know how well she is doing. Kudos **Molly**!!

**Happy Anniversary
April 2009**

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Larry Butler	Maintenance	11 Years
Aaron Tobon	Restaurant	7 Years
Denise Lancaster	Maintenance	6 Years
Hilda Rivera	Breakfast	2 years
Ashley Mann	Restaurant	1 Year
Ana Chavez	Housekeeping	1 Year
Lupe Penilla	Housekeeping	1 Year
Rose Ferrer	Housekeeping	1 Year

April Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Ron Fuller	April 11 th
Arnold Tobon	April 18 th

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

New Destiny Church	April 4 th
WA St Comm Action Ptns	April 9 th -10 th
Vanessa's Birthday	April 11 th
Winter Wellness Retreat	April 13 th - 17 th
Hagen Wedding Reception	April 15 th
NAIFA-NCW	April 16 th - 17 th
WAMOA	April 17 th
ADA Workshop	April 19 th - 21 st
Leavenworth Chamber	April 22 nd
Leavenworth Summer Theater	April 23 ^d
Party Light	April 24 th - 26 th
FBI National Academy	April 26 th - 27 th
National Ski Area Assoc	April 27 th - 30 th
2008 PNSAA	April 28 th - 30 ^t