

# Icicle Village RESORT

## Employee Newsletter

Volume 4, Issue 5

May 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,*

*Spring is here or should I say was here and will be back soon I hope. All of you did a great job with the recent Ski Association group which is very large for our resort. Thank you very much to all of you for a job well done! May is here and some very nice Festivals are on the horizon. Let's be ready for our guests by exceeding their expectations at every opportunity. A happy heartfelt welcome with a big smile does not cost anything, yet it is so very powerful. Look for ways to make their day- whether it is our guests or your fellow employees makes no difference. Be happy and have fun at work and it will make the day go faster.*

*Great job also on the recent Best Western inspection with a score of 933 out of a possible 1,000 points.*

*Have a great day, always.*

*Karl©*

*"The way to get good ideas is to get lots of ideas, and throw the bad ones away."  
Linus Pauling, American Scientist*

*I'm a firm believer in the old adage that "two heads are better than one". I certainly don't know everything, and best I can tell, Karl doesn't know everything either (are you laughing out loud yet?). Seriously, we both know that our team members who are on the front lines of the battle every day have some great ideas on what we (the IVR team) can do better. We're always open to new ideas - no promises that we'll be able to implement all of them - but we can promise we will listen to your ideas with very open minds.*

*P.S. Congratulations to Eve and Janine for submitting the winning entries to last month's contest.*

*Paul M. Jinneman, Managing Member, Golden Hospitality Group*



***Best Western Icicle Inn***

***Audrey Saunders, Reservation Manager***

*Welcome back Audrey Smith to the front desk. It sure is nice to see familiar faces return as we start getting ready for the spring season. I Care example "To my customer I may not have the answer, but I'll find it. I may not have the time, but I'll make it." When we make our guests feel important they will continue to come back. Get out your I Care books for our next contest. Everyone who answers the question correctly will be entered to win a two night stay in Oak Harbor. Have all entries to me by May 14<sup>th</sup>. The winner will be drawn on May 15<sup>th</sup>. Questions: What is the Best Western Vision?*



***Best Western Icicle Inn***

***Lori Fuller, Executive Housekeeper***

*Thank you to Bonnie, Margarita, Olga, and all our housekeeping staff. I met with the Best Western inspector and housekeeping passed with flying colors and high scores. Congratulations to all!!!*



***Best Western Icicle Inn***

***Larry Butler, Director of Maintenance***

*Is it really spring? The weather has been making me question this but it still is April as I write this note ☺. Sure is great to see some nice sized meetings happening and hopefully more as the year progresses. The Best Western inspection right in the middle of the Ski Association meetings was good and bad- hopefully more good though! Again I want to thank the Maintenance Staff for doing all they can to make this place the very best! And thanks to all the other departments for your help in not breaking things much as of late and working together for the betterment of all concerned!*



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

*Hello from the Icicle Junction.*

*Hard to believe that summer is almost here. The Plaza is shaping up slowly but surely, thanks to the efforts of Maintenance. If you haven't noticed, Denise is back which means the flowers will be back soon.*

*You will start to see some familiar faces around again. Tera and Jordan will be returning to work for the summer. They will be in to refresh their memories on the operations of the Junction. Tiffany has been promoted to a supervisor. Be sure to congratulate her.*

*The movie line up at this time Star Trek should be starting tomorrow the 8<sup>th</sup> and show for the next 2 weeks. Then the new Walt Disney movie, Up, will start on the 22<sup>nd</sup>. This will run for 2 or 3 weeks.*



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

*Contest time! To enter, put your name and department on a sheet along with a short list of: What would entice me and/or my family to try JJ Hills Restaurant for dinner? Would an ad catch your eye? A discount coupon? Dinner specials? Happy hour? There are no wrong answers. I'm just interested to know what would motivate YOU! One entry will be drawn from all received and the winner gets Dinner for Two at JJ Hills, ON ME!!*



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

*Remember people's names when you meet them for the first time.*

*This takes an enormous amount of effort for most people including me! Try repeating the person's name when stating your name to that person will help you to remember it better. For example: "Hi Jack, I'm Wendy." Follow through with small talk and repeat the person's name. Repeat it once more when you say goodbye. It's not just about helping you remember that person. The more you say a person's name, the more that person will feel that you like them.*

*Thank you all for taking good care of the Pacific Northwest Ski Association while they were here. They were quite a big group and a lot of work but you all did a great job of serving their needs.*

***Important Dates:***

*May Weekends - Village Art in the Park*

*May 8 - 10 - Maifest*

*May 14 - 17 - Leavenworth Spring Bird Festival*

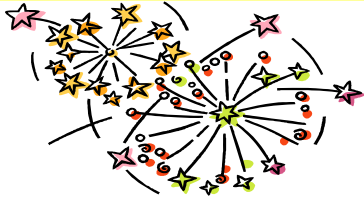
## Welcome New Team Members April 2009

Welcome to the Icicle Village Resort  
Team



No new Team Members in April

## Guest Comments



*"Beautiful, warm, friendly. Your front desk personnel were exceptional. This is a great place!"*

*"We were so pleasantly surprised! Traveled with pets so has a small extra charge for the first night but the room rate overall was so very reasonable- it was unreal. We are used to "dog rooms" reserved for people with pets so expected a little odor, maybe some torn carpet, chewed trim, etc. - not in this place. Our room was PERFECT - clean, clean, clean!!! It was bigger than expected, nicely and quite modernly furnished, nice little reading chair, comfy beds with nice linens - it was so nice that I felt a little guilty about having dogs in the room. And, I think this was the first time I can honestly say I never heard neighbor noise from other rooms - I sure hope they didn't hear us - even hallway traffic was very quiet. The kids loved the pool covered up by the bubble. Front desk staff was super sweet and courteous and the in-house restaurant wasn't too shabby either - only ate there our first night - but it was convenient, efficient and the food was better than some of the restaurants in town that we later visited. The arcade next door was a nice treat for the kids (and it gave mom a brief break too) I honestly doubt that we will visit Leavenworth again but if we did, this would be the only place that I would want to stay and if I know of anyone planning a trip, I will not hesitate to recommend the Icicle Inn. Kudos to every person on staff for taking obvious pride in your work!"*

*Thank you everyone for an excellent job!!  
Karl ☺*

## Happy Anniversary May 2009

Employees providing memorable  
customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Frank Deidrich	Maintenance	7 Years
Bonnie Church	Housekeeping	4 Years
Sheila Sanchez	Junction	1 Year

## May Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Bonnie Church	May 4 <sup>th</sup>
Tiffany Novikoff	May 9 <sup>th</sup>
Sheila Sanchez	May 10 <sup>th</sup>
Lori Fuller	May 11 <sup>th</sup>
Ella Cromwell	May 12 <sup>th</sup>
Heather Cromwell	May 13 <sup>th</sup>
Eve Lewis	May 14 <sup>th</sup>
Alex Darlington	May 20 <sup>th</sup>
Carol Wyant	May 25 <sup>th</sup>
Kristal Kurran	May 27 <sup>th</sup>

## Upcoming Groups

Please be sure to warmly welcome these  
extra special guests.

Bratton/Smith Wedding	May 1st
WA Assoc Language Teaching Navigators	May 1st - 3rd
Seattle Police Drill Team	May 2 <sup>nd</sup>
Farmers Insurance	May 6 <sup>th</sup> - 8 <sup>th</sup>
WA Assoc of Senior Nutrition	May 7 <sup>th</sup> - 8 <sup>th</sup>
Chandler/Horsley Wedding	May 9 <sup>th</sup>
Northwest Fire Investigators	May 10 <sup>th</sup> - 15 <sup>th</sup>
Mickel/Abplanalp Reception	May 16 <sup>th</sup>
Council 2 Staff Association	May 16 <sup>th</sup>
Employers Supp of the Guard	May 20 <sup>th</sup> - 21 <sup>st</sup>
ESGR Conference	May 20 <sup>th</sup>
Leavenworth Chamber	May 27 <sup>th</sup>
Leavenworth Summer Theater	May 28 <sup>th</sup>
Fort Lewis	May 29 <sup>th</sup> - 31 <sup>st</sup>
EWU Board Meeting	May 30 <sup>th</sup>