

Icicle Village RESORT

Employee Newsletter

Volume3, Issue 7

July 2008

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,

It is July and the 4th of July holiday is already over, wow where does the time go? Summer is finally here and we are hoping for a busy one. Our resort looks great and is really something all of us can be very proud to be a part of. Have a great summer and keep up the great work you are doing. It is very much appreciated and it shows. Good by Natasha and the very best of luck to you in your new job.

Karl©

"Rule No. 1: Use your own good judgement in all situations. There will be no additional rules."

Bruce, Jim and John Nordstrom, co presidents of Nordstrom Department Stores, in their employee handbook.

I'd like to think our first core value – "Do unto others as you would have them do unto you" - follows along the same line of thinking. Myself, Karl and all the other managers of the resort shouldn't need and don't want to put a bunch of rules in place on how you should do your job. We trust that we've hired great team members, and that if you use your own good judgement – doing unto others as you would have them do unto you, be it guests, fellow employees, or your boss – that you'll do a great job! Simply put yourself in the other person's shoes, decide how you would want to be treated and GO FOR IT! And have a fun time doing it!

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

The summer has kicked off to a good start and we all are very busy. We are changing around some schedules at the front desk and Lynne will now be working during the day. Here is a quote to remember when we are busy and tired.

"Happiness is achieved one smile at a time." Have a great summer.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Last week for the very first time, I actually walked the whole property and looked at it all as if I were a guest. I found that it was a good reality check for me. What I found was clean grounds and gorgeous flowers throughout. Had I been a guest, things would have been pleasing to the eye and I would have been glad to be staying there. When I walked through the pool areas, guests were having a great time and were happy. Out in the grassy fountain area, guests were playing Frisbee and throwing a softball around. Although I've only been working at the resort a bit over 5 years, the change has been dramatic. At times, I'm so busy getting frustrated over the interworking of the property (including Housekeeping Dept.) that it was good for me to take a step back. Probably should have done it a long time ago.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

Another month gone – so ½ a year! – and a busy one too! Ron Blum is down in Oregon learning his new job and we sure wish him and his family well in the undertaking. But we do miss him too! We have been painting trim outside on the Junction buildings and we will likely be repainting fences around the property soon, as we find time to do so. I understand Maintenance has a new employee starting soon so I do look forward to that! Thanks again to all the Maintenance Department for all your hard work in keeping things going fairly well.



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

Happy 4th of July!!!

I hope everyone had a safe and sane one. It was nice to have the 4th fall on a Friday, unlike last year when it fell on Wednesday. 3 day weekends are much better for business. As I'm sure you are aware we are currently showing the new Disney movie *Wall•E*. as always with Disney, it is a great family movie. We will be showing the new Batman movie *Dark Knight* starting on the 18th. We have added a new member to the Junction staff. Please come by and welcome Melissa Dickenson to the IVR family. On a much sadder note, Natasha has decided to leave us and pursue other endeavors. She has been a great IVR team member. I am very sorry to see her leave. We wish her all the best. Till next month.



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

Great job this month everyone! Following are just a few recent guest comments:

"Everything went PERFECT!!! You guys were awesome and it went off without any problems whatsoever"

"A consistent Top-of-the-Line stay"

"You have saved my bacon!!!"

"The staff was very friendly and accommodating no matter how busy it got...place is great!"



Icicle Village Resort
Kevin Unruh, Director of Sales & Marketing

CONGRATULATIONS! To Audrey who won the Subway gift card drawing for \$20.00! Look forward to more contests in upcoming newsletters! Next time it could be YOU!

Important Dates:

July 4	Kinderfest and Independence Day Celebrations
July 11	Winemakers Salmon Bake with Eagle Creek Winery at the Icicle Village Resort
July 20 th	Leavenworth Fiesta

Welcome New Team Members

June 2008



Welcome to the Icicle Village Resort Team



Jordan Swider
Junction



Camillia Dodson
Housekeeping



Ana Tello
Breakfast



Melissa Dickinson
Junction



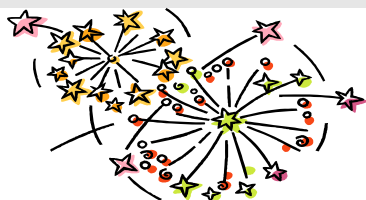
Maria Lopez Orozco
Breakfast



Maria Pineda
Housekeeping

Eva Garnica DeCacho – Housekeeping
Nathaniel Ganas – Restaurant
Pictures Next Month

Guest Comments



"Thank you for allowing us to stay late at your facility. All the students had a great time" Willapa Valley HS

"Loved all the pillows. Very nice and comfy and very friendly"

Happy Anniversary

July 2008

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Marie Hinderer	Front Desk	8 Years
Audrey Saunders	Front Desk	7 Years
Eve Lewis	Restaurant	2 Years

July Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Jeanne Wilson	July 2 nd
Lynne Shiflett	July 9 th
Karl Ruether	July 12 th
Miguel Gonzalez	July 12 th

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

Cascade HS Class of 1998	July 5 th
IVR Salmon Bake	July 11 th
Campbell, Dille, Barnett, Smith & Wiley	July 11 th
McGregor Company	July 12 th
Adult Ed Advisory Council	July 13 th
Premier Lease & Loan Services	July 14 th
Mandate Tours	July 16 th
Northwest Family Church	July 16 th
University of WA Rowing Team 1958	July 17 th
Quintus/Gomer Reunion	July 18 th
IA AI / NWF I	July 20 th
Leavenworth chamber	July 23 rd
Mandate tours	July 23 rd
Wyndham / Trendwest Resort	July 23 rd
Juice Plus	July 25 th
Leavenworth Summer Theater	July 24 th
WA ST Dept of Ag	July 28 th