



Icicle Village

R E S O R T

Employee Newsletter

Volume 3, Issue 8

August 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,

Happy August, summer is here and it is hot. Stay hydrated and drink plenty of water. The next Best Western inspection is just around the corner so please check your department and make sure it is in top condition and that includes everybody in uniform with name tags on. I know I have said this before but the property looks really awesome. Amanda Gibbs the Mural Artist is done with her last mural on building E. To all of you thank you very much for your hard work and keep it up. Our guests love us for it and keep returning again and again.

Karl©

"A problem is a chance for you to do your best."

Duke Ellington, American jazz composer

Sometimes life seems like it is full of problems – a complaining guest, a broken this or that, a problem at home, etc., etc., etc. It is easy to get weighed down with problems, and to blame others for the problems you encounter. While the problem may really be someone else's fault, your attitude or approach to the problem is your decision. Problems can also be great opportunities for you to shine. Rather than get bogged down, fight through the problem, looking for the best solution. Remember how good it feels when you solve a problem, especially compared to that bogged down feeling. Your days will go a lot easier with this approach.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

There have been a couple changes at the front desk this month. We have a new night auditor, Jeremy Nelson. Sara Mitchell is no longer with us. And Molly Barton who currently works in the restaurant is transferring to the front desk team. This month's quote provided by Janine in sales. "The only right angle is the try angle."



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Well it's close to time to say good-bye to Linda Jinneman as her and Paul start their new adventure in Boise, Idaho. It's my understanding that we'll still see Paul often.

Thank you Linda for all your positive re-enforcement and support. You seem to always know what to say when things get tough. If I had a champagne glass, I'd toast it to you and Paul's new adventure. You will be missed.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

It is great to finally have a new Maintenance person working with me. Curt is working out very well so far! I think we are going to make a very good team! One of the biggest and best things we've taken care of is the pool heater at the Hotel – I think we have finally got it straightened out so both the pool and spa should be at a nice even temperatures. We are working on getting all the fences around the property repainted. And we are trying to get the list Lori prints out for us each Monday worked on at the same time. So thanks again to the Maintenance crew for all the hard work and the help of other departments to keep us informed of any problems so we can get things fixed in good time!



Icicle Junction Family Fun Center and Cinema

Ron Fuller, Operations Manager

August already!! Can you believe it, summer is almost over!?! Time really fly's when you're having fun. I hope everybody has had a good summer. In three weeks school will start and we will be going back to our fall schedule here at the Junction.

I hope everyone had a chance to see *"The Dark Knight"*. It was well worth watching. Opening tomorrow the 8th is *"Journey to the Center of the Earth."* We will be following with a new Star Wars movie, *"The Clone Wars."* This movie will be a little different than the past one as it is an animated movie. George Lucas, who produced all the Star Wars movies wanted to do an animated movie. I am a big Star Wars fan but not sure if I'm ready for an animated one or not. It should be different that's for sure!



J.J. Hills Restaurant and Wine Bar

Tim Wick, Executive Chef and Food & Beverage Manager

High season – challenging times here at the resort that couldn't be accomplished without our winning team. Thank you one and all for the extra effort in keeping our guests happy. We bid farewell to Sean Brown, our prep guy, this month – good luck with school and the new job! Welcome to Arnold Tobon – yes, that's right we now have three, count 'em, three Tobons working in the kitchen, at least for the summer – Alex on the dinner line, Aaron on evening banquet prep, and now Arnold will be working lunch and dinner banquets.



Icicle Village Resort

Kevin Unruh, Director of Sales & Marketing

Do you laugh while at work? We spend so much time at work that it's important to remember to be happy and to keep a positive attitude while on the job. This makes it easier for the rest of your co-workers to have a fun time on the job too. And in the end, customers will notice our shining attitude and have a better time themselves! This month, I'd like to give everyone the opportunity to share some laughter. Right down your best joke (non-offensive and in any language) and bring it in to the sales office to enter a drawing for a \$25 gift card to Safeway! The drawing will take place on Friday August 22.

Important Dates:

- August 1 Winemakers Salmon Bake with Wedge Mountain Winery at the Icicle Village Resort
- August 2 14th Annual Acoustic Music Festival
- August 5 Salmon-chanted Evening
- August 9 Icicle Creek Theatre Festival
- August 15 Leavenworth Mechanical Music Festival
- August 16 The Plain Valley Moonlight Music Fest
- August 23 7th Annual Leavenworth Wine Tasting Festival

Welcome New Team Members

July 2008



Welcome to the Icicle Village Resort Team



Curtis Johnson
Maintenance



Eva Garnice DeCacho
Housekeeping



Nathaniel Ganas
Restaurant



Jeramie Nelson
Night Auditor



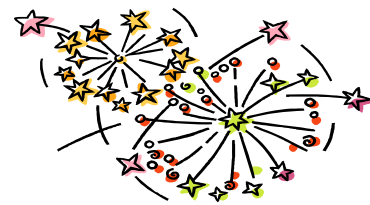
Arnold Tobon
Restaurant

Happy Anniversary August 2008

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Jeanne Wilson	Sales	16 Years
Christina Horner	Restaurant	7 Years
Rebecca Cain	Housekeeping	3 Years
Liliana Margaez	Housekeeping	1 Year
Heather Cromwell	Restaurant	1 Year



"The sales staff coordinated our meeting wonderfully. I never have to worry that things won't be taken care of."

August Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Jordan Swider	August 1 st
Clara Oropeza	August 12 th
Jose Villa Lopez	August 13 th
Kevin Unruh	August 14 th
Angi Ferderer	August 14 th
Alejandro Vila Lopez	August 24 th
Eva Garnica DeCacho	August 27 th
Rose Ferrer	August 30 th

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

New Tech Industries	August 2 nd
Courage Classic	August 3 rd
Rivera 50 th Anniversary	August 4 th
American Red Cross	August 5 th
Oak Harbor Senior Center	August 5 th
Riverview School Dist.	August 6-8 th
Wyndham/Trendwest	August 7 th
Granger School Dist	August 10-11 th
Microsoft	August 11 th
WA National Guard	August 15-17 th
WEA - MidState	August 16-20 th
WA National Guard	August 16-17 th
Seattle Academy	August 20-22 nd
GWREC	August 21 st
WA National Guard	August 22-24 th
ADHP	August 22-24 th
OSPI	August 27 th
Leavenworth Summer Theater	August 28 th

Guest Comments