



# Icicle Village

## R E S O R T

### Employee Newsletter

Volume3, Issue 9

September 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,

Well it's already September and the days are shorter and the nights are colder. By the time you read this school is back in full swing and for me that means football season with my boys. Oh my, that should be interesting this year. The Summer Olympics are over and you can all go to bed earlier again. It was worth watching - there are just some amazing people in this world! I hope all of you had a great summer and perhaps found some time to do something fun. Fall is around the corner and that means Festival time in Leavenworth - are we all ready for this? Looking around our beautiful resort I think we are a great team that makes all the difference and you are the best. Keep up the great work you are doing. It is very much appreciated. Have a great day, always.

Karl©

"Enthusiasm is a vital element toward the individual success of every man or woman."

Conrad Hilton, hotelier and philanthropist (and great grandfather of Paris Hilton, who has probably caused him to roll over in his grave numerous times!)

We're all given the same 24 hours each day, the same 7 days each week, the same 365 days each year, and ??? how many years we're given on this earth, nobody knows. So how are you going to approach each day? One of my favorite sayings is "Attitude is a choice!" We can approach each day enthusiastically, as a gift given to us, and seek to enjoy all this is around us. Or we can approach each day spending too much time focusing on what isn't right. Which approach do you think will lead to greater success and happiness? I firmly believe each day is a gift. I wish I could say I'm always enthusiastic - I'm not - but when I remind myself it is my choice to be enthusiastic or be down, I remember each day truly is a gift, and it is a whole lot more fun to be grateful and enthusiastic. So - always remember attitude is a choice - and here's to hoping your days are full of lots of fun and success.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

A big thank you to everyone for a job well done this summer season. Adrita will be leaving us at the end of September to continue her schooling. Good Luck



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

August was busy for Housekeeping/Laundry departments. When the Best Western property is full, the condos are full, and large groups are onsite, we are really scrambling. I'm always impressed with what the staff gets completed and in what time frame. The table cloths alone can be an all day project to complete. Our next priority is working towards getting a great score from the Best Western inspector due anytime.

Well, here's to a good summer gone by. Hopefully we all had a chance to sit back and enjoy, even if for a day or two.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

The Maintenance department is plugging away on the work orders and we're making good headway. The fence painting project is still moving forward; the next area that needs attention will be the pool area and part of the Joseph St. fence. Also don't forget that there will be a fire inspection for the hotel in the near future. Make sure to keep your eyes open for anything that needs to be taken care of before they get here!



## Icicle Junction Family Fun Center and Cinema

### Ron Fuller, Operations Manager

Can you believe it?!?! September already.

School is back in session and that means winter hours here at the Junction. We are now open Monday thru Thursday 3PM to 8PM, Friday 3PM to 10PM, Saturday 9A M to 10PM and Sunday 9A M to 8PM. Everyone needs to remember that during the week the snack bar will be closed during the day, sorry. The upcoming movie schedule starting September 5<sup>th</sup> *Mamma Mia*. Then starting on September 12<sup>th</sup> *House Bunny*. I am still working on what to bring in after that. I am looking for a full time supervisor here at the Junction. They must meet the following requirements. At least 18 years old and a High School Grad. They must be able to work nights and weekends. If you know of anyone looking for a job in a fun environment, please send them by to fill out an application.



## J.J. Hills Restaurant and Wine Bar

### Tim Wick, Executive Chef and Food & Beverage Manager

With all the children soon returning to school, we may see a serious dip in midweek business – a great time to focus on organization and cleanliness in all departments. It's been a fantastic summer – thanks again to ALL in the IVR staff for making it so successful! We're not done yet, though. There is still Oktoberfest. As for Food & Beverage, we're being inundated with Thanksgiving and Christmas reservation requests already. I still hold out hope to add a second service holiday meal, buffet style, if I can staff it. Any volunteers to work a Thanksgiving or Christmas buffet line in the ballroom? It comes with a nice meal, holiday pay, and a cut of the day's grats, as well as a chance to interact with our guests in what may be a different setting for you. Hey, it could be a fun way to earn a bit of extra holiday \$. I need to make a decision by the 1<sup>st</sup> of October, so if you're interested, speak up NOW!



## Icicle Village Resort

### Kevin Unruh, Director of Sales & Marketing

Congratulations to Audrey Saunders who won the Joke Drawing at the resort this past month. Audrey won a \$25.00 gift card for Safeway which she says she'll use to buy gas. Two samples jokes submitted to the drawing were:

"What is the last thing to go through a bug's mind before he hits the windshield? His butt?"

"Grasshopper walks into a bar, the bartender says, 'Hey! I gotta drink named after you!' The grasshopper says, 'You got a drink named Steve?'"

Thanks to all of you who entered the drawing and read the newsletter! Look forward to more opportunities to win big in future newsletters!

Important Dates:

September 1	Labor Day
September 5	Winemakers Salmon Bake and Berhof Keller Winery at the Icicle Village Resort
September 6	Leavenworth Fall Music Festival
September 18 – 21	Wenatchee River Salmon Festival
September 26 – 28	Washington State Autumn Leaf Festival

## Welcome New Team Members

August 2008



Welcome to the Icicle Village Resort Team



Alma Segura  
Housekeeping



Keyes Ambrose  
Restaurant

## Happy Anniversary

September 2008

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Antonio Marques	Restaurant	3 Years
Alejandro Lopez	Restaurant	1 Year
Jose Prado	Restaurant	1 Year
Olga Sanchez	Housekeeping	1 Year

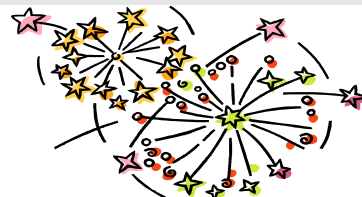
## September Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Ariana Tello	September 6 <sup>th</sup>
Tim Wich	September 9 <sup>th</sup>
Melissa Dickinson	September 15 <sup>th</sup>
Amelia Luna	September 17 <sup>th</sup>

## Guest Comments



"Wonderful staff, great food & drink and wonderful activities."

"We can always count on your rooms being very comfortable, well stocked, and super clean. Your staff deserves our note of appreciation."

"This letter is to commend one of your front desk employees. **Adelita** greeted and checked us in to our room. It was extremely busy at that moment and she handled everyone with composure, efficiency and friendliness. I was so impressed with how well she did her job. She is a wonderful asset to your company."

"The people in housekeeping rock - friendly service."

"**Christy** working in JJ Hills Restaurant is very professional, socialable, and an asset to your company."

## Upcoming Groups

Please be sure to warmly welcome these extra special guests.

Leavenworth Chamber of Comm.	Sept 2 <sup>nd</sup>
Ducks Unlimited	Sept 5 <sup>th</sup>
Salmon Bake	Sept 5 <sup>th</sup>
Utopia Tours	Sept 5 <sup>th</sup>
WA Assoc. of Prosecuting Attny	Sept 10 - 12 <sup>th</sup>
Assoc of WA Housing Auth	Sept 11 - 12 <sup>th</sup>
Wyndham/Trendwest	Sept 11 <sup>th</sup>
Northwest Hosting	Sept 13 <sup>th</sup>
Northwest Fire Investigators	Sept 15 <sup>th</sup>
Northwest Youth Ministry	Sept 15 - 16 <sup>th</sup>
WA Assoc of Code Enforcement	Sept 17 - 18 <sup>th</sup>
WA Education Association	Sept 19 - 21 <sup>st</sup>
WA State Patrol	Sept 23 - 24 <sup>th</sup>
Leavenworth Chamber of Comm.	Sept 24 <sup>th</sup>
Northwest Justice Project	Sept 24 <sup>th</sup>
Leavenworth Summer Theater	Sept 25 <sup>th</sup>
WADMA & WSCDHCF	Sept 26 - 27 <sup>th</sup>