



# Icicle Village

## RESORT

### Employee Newsletter

Volume 4, Issue 9

September 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,*

*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. We are gearing up for the fall festival season and lots of group business. I hope all of you had a great summer and perhaps found some time to do something fun. We made it through the busy summer season by all of our team members pulling together well and working as one IVR team. This great effort along with controlling our expenses well has really made a big difference in this otherwise very difficult economic climate. Thank you so very much for that. Keep up the great work you are doing. It is very much appreciated.*

*Proud Team Captain,  
Karl©*

#### ***BE THE BEST YOU CAN BE***

*Kirby Puckett, a famous baseball player with the Minnesota Twins, wrote a book entitled "Be the Best You Can Be". Here are five "tricks" to try to implement in your life to "Be the Best You Can Be".*

- 1. Work with Enthusiasm. Regardless of whether the job is big or small, give it your best with a smile on your face.*
- 2. Sharpen your Skills. Never stop developing, growing, learning, and improving.*
- 3. Keep your Word. Be reliable so you can be counted on to do what you'll say you'll do - you'll stand out from the crowd.*
- 4. Maintain a Positive Attitude. Even when under pressure, change, or unrealistic demands, don't allow yourself to become negative - today may be tough but what will make it go easier - a positive attitude or a negative attitude?*
- 5. Do More Than is Expected. You'll never excel by just doing only what is required - exceed expectations!*

*Here's to always being the best you can be!*

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



*Best Western Icicle Inn*

*Audrey Saunders, Reservation Manager*

*Wow, August sure was busy. Thank you for all your hard work. It's now time for a new contest. The power of communications "It isn't what you say it is how you say it". While communicating with a guest is your tone of voice more important while on the phone or in person? When is your body language most important? Do your words or your tone have a greater impact? Get out your I Care books. Have fun. This time we will have 3 winners. Entries need to be in by September 21<sup>st</sup>.*



*Best Western Icicle Inn*

*Lori Fuller, Executive Housekeeper*

*Housekeeping and Laundry Departments did great staying up with the busy demand in August. I would like to thank Maintenance for keeping up on our machines that allowed us to run as usual and Kristal did her great job holding down the fort while Manuel was on vacation. I'm sure she's glad he's back though.*

*I hope everyone has a good Labor Day weekend.*



*Best Western Icicle Inn*

*Curt Johnson, Director of Maintenance*

*Can You Feel It? Change is in the air. Fall weather is just around the corner, even if we are not ready. The Maintenance Department has been busy trying to keep up with the daily calls for room maintenance while working on keeping the pools nice and clean especially through that long stretch of HOT weather. A portion of new tile was installed on the floor of the hotel pool shower room. It is a nice little upgrade. If you have not picked up your TV (if you put your name on the list) time is running out very very quickly, so contact Curt and will get set up.*



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

*Are you feeling fall??*

*I'm waking up in the middle of the night with a cold breeze blowing on my head from the open window. Then its jump out of bed and close the window. It's starting to get cold at night!*

*Just a reminder to everyone that starting on the 8<sup>th</sup> we will be on winter hours. The Junction will not open until 3PM on the week days. So remember no lunch available during the week. The weekends are the same, open from 10AM to 10PM. The movie line up will be starting on Friday the 11<sup>th</sup>, Julie & Julia. Then on Friday the 18<sup>th</sup>, Cloudy with a chance of Meatballs. This will play for a couple of weeks and after that I am not sure at this time.*



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

*Watch out for mid-week dips in business with school starting soon. Just don't forget to be ready for the still-busy weekends! This month's Dinner Contest for IVR Employees: Write down your "top five" strategies for keeping our customers happy, along with your name and department and turn it in to the sales office. Winner, chosen randomly from all entries, will get Dinner for Two from JJ Hills!*



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

***New Service for our Guests***

*We are excited that soon our guests will be able to make reservations directly on our website. While this may seem like a small item, studies have shown that many website visitors will choose a property based on how easy it is to make a reservation. We hope to show our guests superior service in all ways, and often that can begin with the marketing and promotion of the resort.*

*On a similar note, this spring we began corresponding with our guests more directly through e-mail. When a guest makes a reservation they receive a confirmation letter by e-mail, followed two days prior to their arrival by a welcome letter that even allows them to request additional services before they arrive. Once they check out, visitors receive a thank you e-mail with a link to a survey they can fill out to let us know how much they enjoyed their stay with us, as well as other services at the resort. The response has been a wonderful source of information on how we can better take care of our guests needs.*

*Thank you again for all you do to individually take care of our guests, and know that they are letting us know how much they appreciate you!*

***Important Dates:***

*September 5 - Leavenworth Fall Music Festival*

*September 17 - 20 - Wenatchee River Salmon Festival*

*September 25 - 27 - Washington State Autumn Leaf Festival*

## Welcome New Team Members August 2009

Welcome to the Icicle Village Resort  
Team



Sean Nuttal  
Night Audit



Maria Vizcaino  
Breakfast

## Guest Comments



"We just want to thank you and the staff for a wonderful stay. We will recommend the Icicle Inn to all our friends and family that plan on visiting the area. Also a big thank you to the housekeepers for doing a great job of keeping the rooms so clean and well stocked."

"From front desk, housekeeping, poolside, and massage - your staff is very pleasant, caring, and attentive to our having the best stay at Icicle Inn. We rave about this location to all our friends and fellow cyclists on the Courage Classic. THANK YOU for taking such good care of us!"

"We had a wonderful time at your hotel, everything was perfect!"

"Just want to take a moment to say Thank You for a very pleasurable experience at the Icicle Inn. We rolled in on a whim without a reservation. The lady at the front desk took such care of us and was very kind in getting us set up. We rented a movie but the DVD wouldn't work. Jeremy took the time to come up to the room replaced the DVD player, and make sure that it was working properly."

## Happy Anniversary September 2009

Employees providing memorable  
customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Antonio Marquez	Restaurant	4 Years
Olga Sanchez	Housekeeping	2 Years
Alejandro Lopez	Restaurant	2 Years
Jose Avila Prado	Restaurant	2 Years
Ella Cromwell	Restaurant	1 Year
Audrey Smith	Front Desk	1 Year

## September Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Tim Wick	September 9 <sup>th</sup>
Amelia Luna	September 17 <sup>th</sup>

## Upcoming Groups

Please be sure to warmly welcome these  
extra special guests.

WA Army National Guard	September 3 <sup>rd</sup>
Landry/Leary Wedding	September 5 <sup>th</sup>
WAPA Juvenile Train	September 9 <sup>th</sup> - 11 <sup>th</sup>
Utopia Tours	September 11 <sup>th</sup>
Stillwater Hill Comm Church	September 11 <sup>th</sup>
WA ST Pest Control	September 12 <sup>th</sup>
Ducks Unlimited	September 12 <sup>th</sup>
International Arson	September 14 <sup>th</sup>
NW Youth Ministry	September 14 <sup>th</sup> -15 <sup>th</sup>
WA Assoc of Code Enforc	September 16 <sup>th</sup> -18 <sup>th</sup>
Green River College	September 18 <sup>th</sup>
Pharmacy Onesource	September 21 <sup>st</sup> -23 <sup>rd</sup>
WA ST US LST Assoc	September 22 <sup>nd</sup>
Leavenworth Chamber	September 23 <sup>rd</sup>
WADMA & WSCDHCF	September 24 <sup>th</sup> -26 <sup>th</sup>
Leavenworth Theater	September 24 <sup>th</sup>
WA ST Permit Tech	September 27 <sup>th</sup> -28 <sup>th</sup>
WA National Guard	September 29 <sup>th</sup>
FBI NAA-WA Chapter	September 29 <sup>th</sup> -30 <sup>th</sup>