



Icicle Village

R E S O R T

Employee Newsletter

Volume3, Issue 10

October 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,

WOW it is getting cold, are you ready for winter yet?? Well not quite, there is some great and colorful fall days ahead of us I am sure. September is already behind us only 3 months to go to 2009. Let's make them count and do what ever we can to leave 2008 on a high note despite all the turmoil in the economy.

Vince Lombardi once said "**People who work together will win, whether it be against complex football defenses or the problems of modern society**"! He was the Green Bay Packers Football coach from 1959 to 1967. Go Team, Happy Fall.

Karl©

"Action may not always bring happiness, but there is no happiness without action."

Benjamin Disraeli, Former British Prime Minister

Back in my consulting days, we used to hear "paralysis by analysis" to describe some consultants. In other words, they spent WAY TOO MUCH time pondering and analyzing the pros and cons of a given situation or decision. By the time they got around to making a decision, the opportunity was often gone. I hear the comment at the Icicle Village Resort that "we're always doing something new". As you're all aware, not all of these new things we've tried have worked out – they didn't always bring us happiness. But I can guarantee you that, because we took action, we're a far better place to visit and work at than we were several years ago. Doing nothing, or inaction, really isn't a very good option. I urge you to always strive to make things better today than they were yesterday, in your personal life and at the resort.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

Mitch Van Wormer our Best Western inspector was here in September. He was very pleased with everyone's use of their I Care Training. So I thought I would take this opportunity to remind everyone of the circle of care. I (interact) C (can do) A (ask questions) R (resolve the problem) E (express gratitude). The I Care philosophy not only should be used while interacting with our guests, but while interacting with each other. Keep up the good work!



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

My hats go off to Karl. He rode a 100 mile bike ride. CONGRATULATIONS!! Most of us couldn't have ridden 10 miles. Next stop, Mount Rainer!!

We'll be losing a few team members in a few months due to pregnancy. We're hiring to gear up for December, specifically for the Condos. Lets all hope for a busy October.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

As you can tell the change of seasons are upon us. Denise has been working hard on the planter boxes to keep them all looking great by removing all of the spent flowers and plants along with all of the added touches she put up around the Resort for the Autumn Leaf Festival. THANK YOU – DENISE .

A new outdoor cover has been ordered for the Hotel pool,. As soon as that arrives we will be installing it over the pool for winter use.

The Maintenance department has started some of their routine maintenance projects on the Condo units such as wall repairs, touch up painting, air filter replacements, etc.

We will start installing the exterior Festival lighting in the next couple of days.

RE MINDER: If you are leaving a room that doesn't need the lights left on please turn them off, it will save us \$\$\$\$



Icicle Junction Family Fun Center and Cinema

Ron Fuller, Operations Manager

October, my favorite month of the year!!

All the colors are in full swing. The days are still warm and the nights get chilly. Lori and I love to sit around the camp fire pit in our back yard and watch how the leaves change from day to day. We have a number of deer that hang out in our yard and to watch them chase the does around as they are in the mood for love!! All the baby fawns have grown and are starting to act like deer. We do miss the bouncing around and playing they did all summer as babies.

The movies schedule looks a little thin. This time of the year there are not many big block buster movies that are released. Currently I am booking movies every Monday as to what we will be showing based on what is available that is appropriate for our town. As you know we do not like to show "R" rated films here and try to stay more family oriented. Don't forget to pause and look around at the hills and enjoy the beautiful colors.



J.J. Hills Restaurant and Wine Bar

Tim Wick, Executive Chef and Food & Beverage Manager

It's time to count our blessings! Take a moment. Look around. Look around at the paradise we live in, painted as a masterpiece each fall; look at the beautiful resort we are all a part of, and the continual improvements made; think of all our special friends and co workers here, always willing to prop you up when you need it; think of the partners we work for – have you honestly ever worked for a better group of people? Ok, enough counting...back to work!



Icicle Village Resort

Kevin Unruh, Director of Sales & Marketing

While September had some surprises I'm excited by how many reservations were captured by our great team! We were able to fill in some holes that had little hope of success with about 30% more reservations taken this September than last! On the sales side the sales office was joined by Christine and Chandra at the Northwest Event Show in Seattle working to drum up new business for 2009. Next we'll be working at both the Seattle and Portland ski shows enticing guests to come for winter fun. Now on to October, November, and December... The resort will be very busy over the weekends of October with festival celebrants, and December is readily filling with Festival of Lights guests! We look forward to another great winter and have our ski packages in place, as well as new Wellness Retreats and new Spa Services.

Important Dates:

First 3 Weekends of October	Oktoberfest Weekends
October 26	Annual Pumpkin Run at Ski Hill
October 26	Clear Channel Radio Special Wire Tour Event hosted by IVR
November 27	Thanksgiving
November 28 – November 30	Christkindlmarkt
First 3 Weekends of December	Christmas Lighting Festival – Saturday and Sunday lightings
First 3 Saturdays of December	Santa in the Icicle Inn Lobby!

Welcome New Team Members

September 2008



Welcome to the Icicle Village Resort Team



Audrey Smith
Front Desk



Ella Cromwell
Restaurant



Julie Matlock
Housekeeping



Melissa Torgerson
Housekeeping

Happy Anniversary

October 2008

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Alex Tobon	Restaurant	6 years
Lori Fuller	Housekeeping	5 years
Maria Maravilla	Restaurant	4 years
Melissa Shirley	Housekeeping	1 year

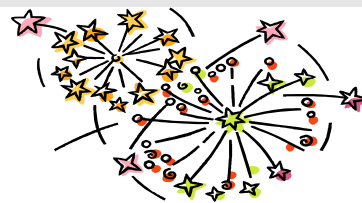
October Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Keyes Ambrose	October 5 th
Camilla Dodson	October 9 th
Maria Maravilla	October 11 th
Nathaniel Ganas	October 14 th
Jade Horner	October 20 th
Margarita Avila-Marquez	October 28 th

Guest Comments



"Bless your hearts! Thank you for making our 24th anniversary so special"

"Your housekeeping staff is great! The housekeeping is what I judge all other places I stay at."

"Overall, this is a great resort property. Would be nice if all properties were like this one."

"The resort is great but it's the people that keep us coming back. It's like visiting a good friend."

The Ducks Unlimited dinner and action, "The best dinner they ever had"!

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

Leavenworth Chamber	October 1 st
WA Assoc of Prosecuting Attny	October 1 st -3 rd
PetSmart	October 2 nd -3 rd
Grace Lutheran Church	October 3 rd -5 th
Reunions 2008	October 4 th
WA Dept of Comm. Trade	October 6 th -8 th
WE DC	October 9 th
WA /ORE Lawman's Assoc	October 10 th
Juvenile Court Workers Assoc	October 15 th -17 th
Pharmacy Onsource	October 15 th -17 th
Mandate Tours	October 16 th
American Hist Soc of Germans	October 17 th -19 th
Inland Northwest AGC	October 18 th
WA Comm. Mental Health	October 22 nd -24 th
Leavenworth Summer Theater	October 23 rd
WA National Guard	October 24 th -26 th
Washington Council	October 27 th -28 th
Leavenworth Chamber	October 29 th
Edmonds Community College	October 30 th -31 st