



Icicle Village RESORT

Employee Newsletter

Volume 4, Issue 10

October 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,

It looks like September was a great month for us here at the Icicle Village Resort! Have I told you lately that we could not do it without you? Well it is very true, I am very proud of our team here. Together we accomplish a lot. Thank you for being part of our team and keep up the great work you are doing.

October is always meeting and convention month and of course Oktoberfest. Are you ready for a crowd of guest coming our way soon? Actually by the time you read this the first weekend will be over with already. I know it will be a success for our guests and for all of us alike. October is also the beginning of winter preparations. Let's make sure we check everything so that we can be ready for whatever Mother Nature will have in store for us this year.

Karl☺

"Good to Great" by Jim Collins

I just finished reading "Good to Great", a #1 bestseller. It is about why some companies are able to make the leap from being good at what they do to being GREAT at what they do, and why other are not. Very interesting reading. I think for the most part we do a pretty good job at IVR. However, I'm excited about the possibility of us moving from being good to being GREAT. Two questions we should be thinking about: 1) What can we really be the best in the world doing?, and 2) What really "lights your fire" - what can you be really passionate about doing? We're starting our annual planning and budgeting meetings soon. I'd like everyone on our team to be thinking about these questions. As an incentive, we'll pay \$50 each to the best, carefully thought out, answers to these two questions (managers excluded - but great answers from mangers will be rewarded in other ways.) Please turn your answers into Carol by the morning of October 12.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn
Audrey Saunders, Reservation Manager

September turned out to be a busy month. Great job everyone, you really shined. Last month's contest winner is Janine Weaver in sales.



Best Western Icicle Inn
Lori Fuller, Executive Housekeeper

MEET KRISTAL KURRAN

Q: When did you come to Leavenworth?

A: I was born in the Territory of Alaska in 1951. Left and moved to Bellingham in 1961, then to Seattle in 1970 where I stayed till 2002.

Q: How long have you been married?

A: 10 years

Q: How did you meet your husband?

A: Met him at work. We were both driving shuttles for Hertz.

Q: Do you have any hobbies?

A: Gardening and sewing. I like to build and repair things too. I like to watch the wildlife. I have bears in my back yard that I water occasionally.

Q: Do you have any children? One daughter, Tammy, age 41 and lives in Everett and a grandson, Dana. I also have a son, Dawayne, age 27 and he lives in Leavenworth.

Q: What do you like about Icicle Village Resort?

A: I love the coffee every morning. I love the bonuses. I think Karl is a king the butt. He's super and smiles a lot. He's a good boss. Housekeeping runs smoothly most of the time. The girls in laundry do a great job. Now if you could just get a bigger lunch room...



Best Western Icicle Inn
Curt Johnson, Director of Maintenance

October: Now we get to take things up a notch. We will be installing the pool bubble on October 5th. The maintenance staff members are working on inspecting and cleaning the heaters in the rooms, getting them ready for those cold, cold winter nights. Denise and her little elf's will be working on the outdoor Christmas lights very soon as well. Another project that we will see happening soon will be out in front of the Junction main door. The brick pavers will be removed and the ground will be re-leaved and then the bricks reinstalled, this should take care of the problem of the high concrete edges. (I hope!)



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

Happy Halloween!

Sure feels like fall, had ice on the windshield the other morning.

The movie line up for October should be, starting on the 16th with "Where the Wild Things Are". This will play until the 6th of November. After that, I'm not sure at this time. Watch the web page for updates



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

Welcome to Fall! Autumn Leaf is behind us, Oktoberfest is in full force, and snow is starting to build in the mountains. Now is the time to shine. We have a property full of guests that all want to feel special. So let's all do what we can to make that happen! Hi! Hello! Welcome! Let me get that door! May I help you with that luggage? You can't find your meeting room? Sorry about that, let me take you there! Not much effort on our part to say and do these things, but they can make a big impression on someone's day.



Icicle Village Resort
Kevin Unruh, Director of Sales & Marketing

Amtrak Train Service to and from Leavenworth

After 10 years of hard work, Mayor Rob Eaton's dream of having the train stop in Leavenworth is finally here! September 25th was the beginning of train service to Leavenworth from Seattle and Chicago, and all points in between.

At the Icicle Village Resort we are working to capitalize on the future of train service, and are working with companies who will promote us as an international destination to Europeans as well as around the United States and Canada. We hope to increase our winter business with ski package sales for those riding the train as well, and are working to arrange transportation to the ski resorts from our resort at very reasonable fees.

You can learn more about train service to Leavenworth at <http://www.icicleinn.com/trainstation.htm>

Holiday Dinner Buffets with J.J. Hills Restaurant

This Thanksgiving and Christmas J.J. Hills Restaurant will be having a special Holiday Dinner Buffet in the ballroom for guest, visitors, and local clientele. This means that dinner service won't be taking place in the restaurant upstairs and all dinner guests will be directed downstairs. There will be much more space for seating so remember to recommend the J.J. Hills Holiday Dinner Buffets to your friends and family! Learn more at www.jjhillsrestaurant.com.

Important Dates:

October first three weekends - Leavenworth Oktoberfest

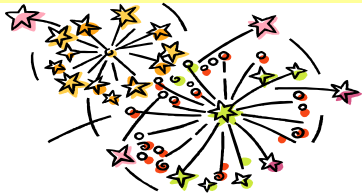
Welcome New Team Members September 2009

Welcome to the Icicle Village Resort
Team



No new Team Members in September

Guest Comments



"Our waitress did an exceptional job as we had an allergy to shrimp to deal with, she worked the situation expertly!"

"I really enjoyed the all natural products in the room, such as, soap, lotion."

"Variety in breakfast was the best we've had yet at a Best Western."

"You facilitated a perfect rehearsal supper- the food was superb, the children enjoyed it too. Exceptionally helpful staff went the extra mile. "

"Jeremy was very polite and helpful. He went above and beyond to ensure that my wife and I had a pleasant stay."

"Everyone was extremely helpful and friendly. We received the best service here on our week long Washington vacation."

"Staff is always wonderful! Thanks for a very nice stay."

"Jeanne and Janine were outstanding."

"Very helpful and friendly front desk person, Schonn."

Happy Anniversary October 2009

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Alexjandro Tobon	Restaurant	7 Years
Lori Fuller	Housekeeping	6 Years
Maria Maravilla	Breakfast	5 Years
Melissa Shirely	Housekeeping	2 Years

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
Jade Horner	October 20 th
Margarita Avila-Marquez	October 28 th

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

FBI NAA	October 1 st - 2 nd
Grace Lutheran Church	October 2 nd - 3 rd
WA St Criminal Justice	October 5 th - 7 th
WA Prosecuting Attorney	October 7 th - 9 th
NAIFA of Washington	October 9 th
Inland NW Porsche Club	October 10 th
WA ST Public Defense	October 11 th - 12 th
Juvenile Court Workers	October 14 th - 16 th
Mandate Tours	October 15 th
Retirement-Everett White	October 17 th WA
WA St Dept of Commerce	October 19 th - 21 st
WA-ORE Lawman's Assoc	October 22 nd - 23 rd
Leavenworth Theater	October 22 nd
Washington Council	October 26 th - 27 th
Leavenworth Chamber	October 28 th
WA Comm. Mental Health	October 28 th - 30 th
WA Fed of Rep. Women	October 30 th - 31 st