



Icicle Village

R E S O R T

Employee Newsletter

Volume3, Issue 11

November 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,

By the time you read this October and Halloween will be behind us. It turned out to be a pretty good month all things considered. Thank you for all of your hard work. The employee party on October 26th was a success and a lot of you had a great time and I am sorry that some of you were not able to attend, hope to see you next time. Turkey day is coming and we will be very busy here at the resort and I am sure you will be at home as well so let's be as prepared as we can be.

Walt Disney once said: **"Do what you do so well that they will want to see it again and bring their friends!"**

We do a lot of things very well here at our beautiful resort but we can always do better so put a smile on your face and greet each and every guest with a hardy Welcome, Enjoy your Stay and Thank You for being our Guest. This costs nothing but will create memorable experiences for our guests and they will return time and time again. Happy Thanksgiving! Go Team!

Karl©

"If you don't know where you are going, you'll end up someplace else."

Yogi Berra, famous baseball player and philosopher

Yogi Berra is famous for a lot of quotes, like "Baseball is 90% mental – the other half is physical". While some of his quotes are silly (and he didn't say everything they say he said), there is a lot of wisdom in the above quote. This is the time of year when we spend a lot of time reflecting on our accomplishments and missed opportunities from the last year, and set our goals for the coming year. To some, this may seem like a waste of time. However, I am a very firm believer that if we don't set goals, with specific plans on how to achieve them, we simply muddle through each day and miss lots of opportunities to improve – we "end up someplace else" other than where we really want to be. I'm also a very firm believer that "two heads are better than one". Karl and I don't know all the answers, nor do our department heads know all the answers. We'd love to have input on how we can improve from everyone who works at IVR. If you have any ideas, please share them with your department head, Karl, or myself. We can't promise we'll accomplish each one, but we can promise we'll give them serious consideration.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

We have come through the fall festival season without a scratch. Good job everyone for making our guest experience memorable. I want to thank the front desk staff for a job well done. I have received several glowing compliments on a job well done. As November approaches let's think snow.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Our department is now catching up on projects that we put on the back burner. We are also gearing up for deep cleans and the month of December. Thanks to the whole department for getting us through a busy summer season. Hope everyone has a great Thanksgiving and takes the time to appreciate where they are and what they have.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

Greetings from the building and grounds department. The condo pool has been covered and put to bed for the winter. We are still waiting for the last piece for the dome for the hotel pool. Stringing of the holiday lights will be starting VERY soon. Remember with these cold mornings watch out for frost and ice on the roadways.



Icicle Junction Family Fun Center and Cinema

Ron Fuller, Operations Manager

I hope everyone has had a fun Halloween. I spent mine like I always do, high up in the mountains on my yearly hunting trip. Every year I spend 12 days in the high county. What a great place to unwind and recharge the mind. I want to thank all of you that helped out while I was gone. Larry and Curt for handling the movie changes. A big thank you to Logan for doing an outstanding job of managing the Junction. And to Tim for watching the Micro System. Without you guys I would have not been able to go. THANK YOU!!!

The upcoming movies for the month are starting on the 7th *Beverly Hills Chihuahua*, then on the 21st *Bolt*. Hope to see all of you at the movies.



J.J. Hills Restaurant and Wine Bar

Tim Wick, Executive Chef and Food & Beverage Manager

As most of you know, when an IVR employee eats at JJ Hills while on shift, there is a 50% discount. If you eat at JJ Hills on your time off, you get a 25% discount. This is for the employee only, not their guests. I want to invite you all to bring your family and friends this month to rediscover Leavenworth's hidden treasure: JJ Hills Restaurant & Wine Bar. Bring this coupon with you and your entire party will get 50% off. This is a one-time offer and must be used before Thanksgiving. Call ahead for reservations, please, and mention that you are using the IVR Employee coupon. Happy Holidays, everyone!



Happy Thanksgiving IVR Employees!
Bring this coupon and your family or friends to JJ Hills and receive 50% off your bill.

*Current employee must be present, coupon required, alcohol not included in discount, reservations requested, expires 11/26/08



Icicle Village Resort

Kevin Unruh, Director of Sales & Marketing

First of all, "Thank You!" to all the wonderful employees at the Icicle Village Resort! With your help we're one of the most successful resorts in the area.

As you move between the busy summer and fall season and into the busy Thanksgiving and Christmas season, we can all take a moment to be thankful for what we have. We live in a country of freedom and prosperity, where most people have their basic needs met.

For a thought provoking moment take a look at your place in the world at www.globalrichlist.com.

Important Dates:

November 27 th	Thanksgiving
November 28 th – November 30 th	Christkindmarkt
First 3 weekends of December	Christmas Lighting Festivals – Saturday and Sunday lightings
First 3 Saturdays of December	Santa in the Icicle Inn Lobby!

Welcome New Team Members

October 2008



Welcome to the Icicle Village Resort Team

No new employees in October

Happy Anniversary

November 2008

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Liz Adkins	Bookkeeping	7 years
Carol Wyant	Bookkeeping	4 years
Amelia Luna	Housekeeping	3 years
Lynne Shiflett	Front Desk	2 years
Shannon Nelson	Housekeeping	1 year

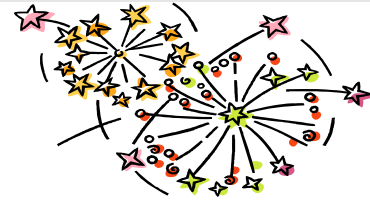
November Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Janine Weaver	November 2 nd
Alex Tobon	November 23 rd
Olga Sanchez	November 29 th

Guest Comments



"S chonn who worked the front desk saved our family reunion. Our first hotel lost 5 reservations and S chonn figured out how to house all of us in your hotel. He's such a nice guy, very helpful."

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

Leavenworth Chamber	November 6 th
Life Trac Ministries	November 7 th -9 th
Eastmont Comm. Church	November 7 th -9 th
First Baptist Church	November 7 th -9 th
WA Federation of St. Emp.	November 8 th -9 th
WA Delta Epsilon Chi	November 12 th -15 th
Leavenworth Chamber	November 26 th
Reunions 2008	November 29 th

