



Icicle Village

R E S O R T

Employee Newsletter

Volume1, Issue2

December 2006

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 members, what a year it has been. I cannot believe it is December already, can you?

At the Employee appreciation party on November 5, 2006, the following employees were identified as our "Stars for 2006". Each one received a \$50 cash bonus on the spot. In addition, David Egenes was rewarded the same \$50 for picking up trash in the parking lot rather than walking right by. Here are our Stars listed by name and department.

Sarah Mitchell	Front Desk	Clara Oropeza	Housekeeping
Jeanne Wilson	Sales	Jose Rivas-Depaz	Maintenance
Ashley Murphy	Restaurant	Lee Moore	Breakfast
Logan Murphy	Icicle Junction	David Egenes	Special Trash Pickup Award

Congratulations to all of the recipients and thank you very much to all of you for working with us at the Icicle Village Resort. Keep up the good work!

Who would have thought that picking up a little trash could earn someone that much money? But the point of course is that if all of us did this on a daily basis, we would have the cleanest resort in town-not that we don't have that already, but it can always be better. A wise hotel guy once said that "The hotel business is easy-give the customer what they want and take away what they don't want and you will be successful". Well, here at the Icicle Village Resort, we have been doing just that for the last 14 plus years and thanks to all of you and the willingness of our owners to reinvest \$\$\$ into the property, we have a resort here that we can all be proud of.

Happy Holidays and a Wonderful 2007. All the best. Karl



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

WOW, November went by fast. Lynne Shifflet has joined our front desk team. Tiffany will be leaving the front desk on November 30th to go to housekeeping. We are gearing up for the December festivities and Denise has decorated our lobby beautifully.



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

Meet Amelia Luna. She has been in Housekeeping for a little over 1 year.

Q: When did you arrive in the U.S.?

A: January 1993

Q: What was your first thought when you arrived in the U.S.?

A: Seeing the beautiful mountains and not understanding everyone speaking English.

Q: How long have been married?

A: 33 years. Our first date was at a garden in the city center of Cd. Manuel Doblado.

Q: Children? Grandchildren?

A: I have 5 children, 3 girls and 2 boys. I have 8 grandchildren, 7 boys and 1 girl.

Q: What is your favorite thing to do?

A: I love to knit.

Q: What do you like most about working at the Icicle Village Resort?

A: The friendly people.

The Holidays will soon be here and I pray for a great holiday season for all!!



Icicle Junction Family Fun Center and Cinema

Cory Carlisle, Operations Manager

The big story this month at Icicle Junction is the debut of our new birthday party room. Larry and his team converted the former pool table area into our new party facility. Don't worry if you're a fan of pool-we moved the table back into the concessions area.

At the movies this month... We have Casino Royale beginning on Friday, December 8th; Charlotte's Web should begin on Friday December 15th. Have a wonderful holiday season!



J.J. Hills Restaurant and Wine Bar

Tim Wick, Executive Chef and Food & Beverage Manager

Welcome Winter! Somehow, we managed to survive November through the long, slow days and the crazy, overwhelming holiday weekend. What a great precursor to December, with busloads of joyful travelers joining us daily. We will be feeding close to 4,000 restaurant and banquet guests this month, and up to 9,000 breakfasts. Watch us work our magic! Congratulate our new Special Events Coordinator, Christina Horner, and watch for a series of special meal and entertainment events beginning this Spring.



Icicle Village Resort

Kevin Urruh, Director of Sales & Marketing

WOW, it's already December! A lot has happened this year at the Icicle Village Resort and you are all part of the changes that continue to happen! Group business has grown and we're looking to have even more in 2007!

This year we began construction of more resort condominiums that should open in June 2007. Many of them will be available to guests through a rental pool. In the summer, there were both Salmon Barbecues and Winemakers Events on the lawn by the Black Bear Café, which helped draw attention to the resort and brought in visitors who hadn't heard of us before.

When you see our guest, remember that: 1) Our guests want a positive, enjoyable and unique experience from the beginning until the end of their stay. 2) They are looking for an emotional connection that once made will ensure long-term loyalty. 3) Our guests want to believe that they are in control; it's our job to figure out what they want and provide it to them, and 4) Guests want choices and we need to have them available. We want them to choose us!

FYI: Santa Claus will be in the lobby again this year for the first three Saturdays of December to visit with guests!



Best Western Icicle Inn

Larry Butler, Director of Maintenance

Winter is on us! Isn't it Great!!

Now that MOST of the counter tops are done we are playing catch up to try and get all the cold weather stuff taken care of. And replacing a few exit signs and emergency lights that were found during a recent fire inspection.

Miguel and Manuel have replaced curtain rods in the rooms that have been upgraded. So now we will try to get a few little projects done that have been put on the back burner for awhile.

Happy Holidays to All!!!

Happy Anniversary – December 2006

Employees providing memorable customer experiences over the years



Employee Department Years of Service

No Anniversaries this month

Happy Birthday



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Griselda Onate	December 2 nd
Juan Villanueva	December 4 th
Audrey Saunders	December 10 th
Steve Pierce	December 11 th
Melinda Schmoker	December 13 th
Christina Horner	December 21 st
Manuel Gonzalez	December 24 th
Ursula Bennett	December 24 th
Josie Keller	December 27 th

Welcome New Team Members – November 2006



Welcome to the Icicle Village Resort Team



Lynne Schifflet
Front Desk



Griselda Tinoco
Dana Littler
Housekeeping

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

12/2/06	Discovery Tour Dinner	
12/3/06	Maverick Tours	
12/4/06	Mandate Tours	2 nights
12/4/06	Wilson Diamond Tours	3 nights
12/6/06	Maverick Tours	2 nights
12/8/06	Paramount Travel	2 nights
12/9/06	Discovery Tour Dinner	
12/10/06	WA St Emp Security	2 nights
12/11/06	Mandate Tours	2 nights
12/12/06	OR West Excursions	3 nights
12/15/06	Knutzen Family	2 nights
12/16/06	Mills Family Luncheon	
12/16/06	Discovery Tour Dinner	
12/25/06	Absher Family	5 nights
12/28/06	Savary Family	5 nights