



Icicle Village

R E S O R T

Employee Newsletter

Volume3, Issue 12

December 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,

Christmas is almost here and you all know what that means: "We will be very, very busy". Let's make sure that we are ready to provide all of our guests a memorable experience through superior service with a smile and don't forget our always important and appropriate "It is my pleasure to..."

Thank you very much for all your hard work and support!

Have a wonderful holiday season and a happy and healthy 2009!

Karl☺

"Our Character is what we do when we think no one is looking"

H. Jackson Brown, Jr.

It is usually easy to do the right thing when you know someone is watching you. What is often much more difficult is to do the right thing when you think no one is looking. When all is said and done, you don't ultimately answer to your department head, Karl, or myself (or your spouse, etc.). You answer to the person you see in the mirror every morning. Trying to always do the right thing will help you smile back at that person you see in the mirror. Doing the wrong thing makes you turn away and not feel good about yourself. You carry an extra weight of guilt around with you all day. I urge you to always try to do the right thing (do unto others as you would have them do unto you), and to have a great day because you know you've done what is right and good.

Paul M. Jinneman, Managing Member, Golden Hospitality Group



Best Western Icicle Inn

Audrey Saunders, Reservation Manager

I hope everyone had a wonderful thanksgiving. I am very thankful to the front desk staff for capturing all those last minute November bookings, making the month turn out great. Make sure to get your rest - December is busy. Have a Merry Christmas



Best Western Icicle Inn

Lori Fuller, Executive Housekeeper

I would like to thank everyone for their concern and care towards me after my father passed away. I guess the baton has been passed to me and my sisters to keep our family together. Both my parents will be missed over these next holidays but I'll also be thankful that both of my parents lived the full life that they wanted. This will be a good holiday to sit back, ponder, and remember. Thanks again to everyone.



Best Western Icicle Inn

Larry Butler, Director of Maintenance

The maintenance department staff hopes everyone had a great Thanksgiving and is also looking forward to the holidays. As far as projects the Holiday lights are done and the property decorations look OUTSTANDING. Good job everyone. The staff has been working hard to get the snow removal equipment ready for old Man Winter so let it snow! Don't forget to enjoy winter.



Icicle Junction Family Fun Center and Cinema

Ron Fuller, Operations Manager

Happy Holidays!

I trust everyone had a great Thanksgiving.

We are now into the Lighting Festival, so that means that our town is packed each weekend with people. Let's hope we will be seeing an increase in business. Our next movie starting on the 4th should be *Quantum of Solace*. I wish all of you a Merry Christmas and a very Happy New Year.



J.J. Hills Restaurant and Wine Bar

Tim Wick, Executive Chef and Food & Beverage Manager

Happy Holidays, everyone! Let's all try to give every one of our guests the treatment we'd like to have this December. Holiday travel (and the crowded streets downtown) can be very stressful for our guests so we all have a great opportunity to make someone's day better. It will put a smile on *your* face too! The best *'I made someone's Day'* story presented to me by Christmas wins **Dinner for Two** at JJ Hills, on me! And yes, that does include wine!



Icicle Village Resort

Kevin Urruh, Director of Sales & Marketing

No article from the Sales Department this month.

Welcome New Team Members
November 2008



Welcome to the Icicle Village Resort Team



Maria Fonseca
Housekeeping



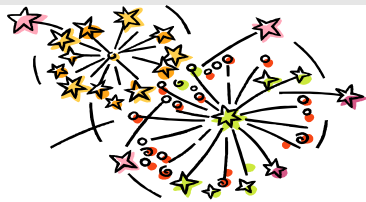
Maria Garcia
Housekeeping



Jessica Ellis
Housekeeping

Picture Next Month
Teresa Shirley
Housekeeping

Guest Comments



"Thank you so much for having us at your beautiful Hotel-Resort for our Holiday meeting. I absolutely loved our conference room, and everything was just perfect! Frank was especially helpful and friendly. It was a wonderful couple of days. Thank for providing us with such a great atmosphere for our Holiday Event!"

"Schonn was great! His attitude and customer service made this vacation great!"

"Thank you for the wonderful stay and exceptional service. I look forward to staying here in the future."

Happy Anniversary
December 2008

Employees providing memorable customer experiences over the years



<u>Employee</u>	<u>Department</u>	<u>Years of Service</u>
Alex Darlington	Junction	5 years

December Birthdays



Please be sure to wish a Happy Birthday to:

<u>Employee</u>	<u>Birthday</u>
Melissa Shirley	December 4 th
Ana Chavez	December 10 th
Audrey Saunders	December 10 th
Shannon Nelson	December 13 th
Tera Macon	December 20 th
Christina Horner	December 21 st
Manuel Claros Gonzalez	December 24 th

Upcoming Groups

Please be sure to warmly welcome these extra special guests.

Wilson's Diamond Tour	December 1 st -3 rd
Pitmar Tours	December 2 nd
Marilyn Handbell Ringers	December 2 nd -3 rd
Leavenworth Summer Theater	December 4 th
Gingerbread Building	December 6 th
Cascade Medical Center	December 6 th
Paramount Travel	December 7 th
Mandate Tours	December 8 th -9 th
Marlin Handbell Ringers	December 8 th
Oregon West Excursions	December 9 th
Paramount Travel	December 10 th -11 th
Chelan County PU D	December 17 th
Leavenworth Chamber	December 24 th
Phillipakis/Haberberger	December 26 ^{t-27th}