

◆ SONN' TIMES ◆

Employee Newsletter

Sonnenalp Resort of Vail

May 2008



Salvation Army Party



Family Learning Center



Recycling Center Clean Up



Latino Youth Fundraiser



Habitat for Humanity



Family Learning Center



Early Childhood Building

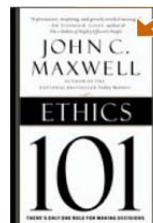


Canteen Training

Managers' Update
Wednesday, April 30th
3-4:30 p.m. in Bavaria
 gathering in the
 Bully Ranch will follow



BOOK CLUB
 Tuesday
 May 20, 1-2:30 pm



GRADUATION DINNER

**APRIL
EMPLOYEE OF THE MONTH**



**CONGRATULATIONS
LAUREN BOYD!**

Lauren has been with the Sonnenalp Spa since September 2007. Lauren seems to never have a bad day and handles even the most challenging guests with grace and patience. She is always warm and friendly and uses a lot of creativity in her daily tasks. An

extremely quick study, Lauren will certainly continue to succeed in whatever she sets her mind to. Not one to shy away from extra hard work, Lauren jumps right in when help is needed with a smile on her face and a demeanor that keeps her co-workers calm and on track. The entire Spa staff would like to extend a huge thank you to Lauren, for keeping us together and running smoothly this winter season!

**W
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**WELCOME
TO OUR NEW EMPLOYEES...**

- Josue' Colon, Front Desk
- Alberto Contreras, OWBR
- Courtney Dexter, Front Desk
- Rachel Frey, Real Estate
- Jemini Miller, Bully Ranch
- Stefan Miller, OWBR
- Raymond Moore, Golf Course
- Casey O'Connor, Front Desk
- Fermin Perez, Stewarding
- Adrian Santay, Bully Ranch
- Jorge Silva, Golf Course
- Sergio Silva, Golf Course
- Matthew Stolmeier, Golf Course
- Thomas Tolentino, Bully Ranch

**AND
WELCOME BACK TO...**

- Jennifer Buynak, Golf Course
- Deanne Frattali, Spa
- Hipolito Manriquez, Golf Course
- Scott Mason, Golf Course
- Karen Savory, Golf Course

NOMINEES FOR MAY EMPLOYEE OF THE MONTH – PLEASE VOTE IN H.R.



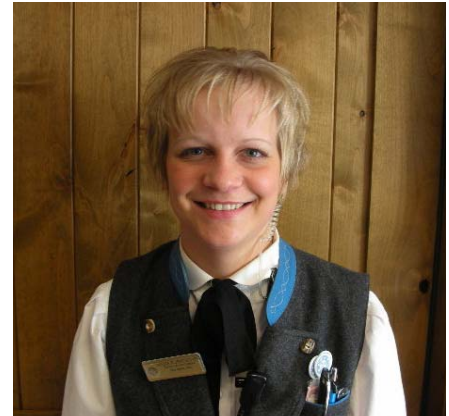
Desmond Johnson, *Bus. Center*

Desmond always has a smile on his face and is ready to tackle any guest issues he comes across. He is always willing to work overtime helping whenever needed and is very helpful in finding the least expensive shipping methods for his guests. Desmond is currently training his Business Center replacement, so Desmond will be joining the Front Desk fulltime and everyone is very excited!



Rita Almaraz, *Housekeeping*

Rita's main area of responsibility is in the Spa. The Spa Attendants are very complimentary of her work. When Housekeeping is extra busy or short-staffed Rita is always willing to help out. Rita's work output is consistently excellent and efficient. She recently became a member of the Circle of Excellence. Her supervisors are very proud to have her as a part of the Sonnenalp Housekeeping team!



Nadia Robatscher, *Room Service*

Since Nadia's parents own a hotel in Italy, excellent customer service skills are second nature to her. Nadia is always happy to assist her co-workers with anything they need. Nadia's future plans include pursuing a Master's degree in Management. Soon she will be leaving Room Service to impress all of the Ludwig's dinner guests. Thank you Nadia for a great winter season in Room Service. You will be missed!

EMPLOYEE NEWS

Yoon Chough at Swiss Chalet and Ludwig's PM staff:

My husband and I stayed at the home of friends in Vail to enjoy a week of skiing. I am writing to thank your manager, Ms. Yoon Chough, for helping to make our visit even better and to let you know how lovely and gracious she was to us. On our last night in Vail, we made reservations for dinner with another couple. When we arrived at the restaurant where we held reservation, we were disappointed. It was very casual, noisy, and not what we had in mind for this particular occasion. We explained that to the manager, and left to wander the village (on a Saturday night!) to find an alternative. We had called earlier and were unable to get a reservation with you for Swiss fondue. In hopes that there might have been a cancellation, we tentatively walked to the Sonnenalp. The restaurant was full, but Yoon Chough suggested we try Ludwig's. She led us across the courtyard and made sure that we were happy with our choice. We were more than delighted! After dinner we went back to thank her again. We also congratulate you on the charming setting in Ludwig's and the cordial staff who served us that evening. Following dinner, we continued on to the piano bar for a nightcap and ended up having a perfect evening.

Please thank your friendly and capable manager for us.

We look forward to a return visit, with reservations made well in advance.

Sincerely,

Courtney and Gregg Jordan

Alexia Monserat:

After a long day traveling to Vail, Alexia checked us in. She was very personable and friendly. Our room wasn't ready so she had changed rooms to one that was ready and even upgraded our room. She was the first encounter that we had with the Sonnenalp and after that we knew we were going to have a great week. We will highly recommend the Sonnenalp Resort of Vail to anyone and everyone we meet!



Johannes & Entire Sonnenalp Staff:

I wanted to drop off this Thank You card my daughter made during the holidays when we stayed with you. It is for the entire staff. We always enjoy the service and staying at your property.

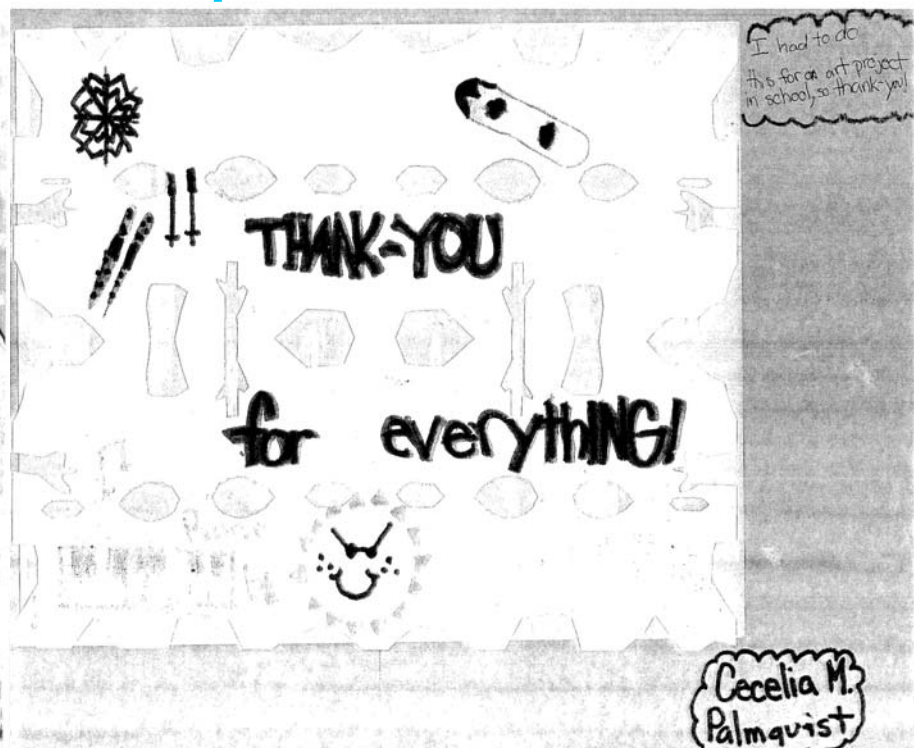
Sincerely, Marty Watson

Ps... She loves the Piano Bar music, pool, cookies, and fruit baskets in our room!

Phil,

Since I am sure you mostly hear of complaints, I want to be sure and compliment you on the new system. Prior to the change, I got close to 70 junk emails/day, now I am lucky if I get any at all.

SO, JOB WELL DONE! - Nathan



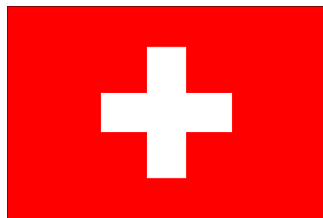
F&B Page

The Spring Specials Edition



Bully Ranch
Roll Back Prices
25 % off
all food and
beverage!
Bottled Wine
not included
Tell your friends!
Bring your friends!

Dip in For 2!
\$72



Ludwig's Breakfast Special!

**Breakfast Buffet for only
\$16.50 and
\$9.95 (Continental)**



**Remember Phone First!
The Swiss Chalet and
Ludwig's are happy take your
reservation. Please call ahead
to the Bully to be sure they
are not too busy.**

**Cheese Fondue Appetizer
+
Swiss Chalet Haus Salat
+
Raclette Matterhorn
or
Chinoise Fondue
or
Fondue Bourguignonne
+
Swiss Chalet Dessert Sampler**



First Course

Choices Of:

**Asparagus & Wild Mushroom
Risotto
or
Ludwig's Caesar**

Second Course

Choices Of:

**Dover Sole
or
Grilled Filet Mignon
or
Colorado Rack of Lamb**

Third Course

Choices Of:

**Trio of Sorbets
or
Chocolate Mousse Duo**

\$ 45 or \$60 with Wine Pairings

Dear Sonnenalp Team,

Effective of April 15th, 2008 I have accepted the position of General Manager of Sonnenalp Golf Club and Balata Restaurant. My mission will be to build a team around me that will maintain the highest quality and standard of the club and at the same time set a higher bar for achievement in the area of customer service. I will still be involved in the daily events involving the Food and Beverage Team as the Director. Along with Chef Alain and strength of the Food and Beverage Team, as well as, Club Team allows me the opportunity to oversee both operations. My career path has taken two roads; the first half of my career was dedicated to Hotel Food and Beverage Operations, the second half was spent in the Private Club industry. Mr. Faessler's fusion of these two positions is truly an alignment of my careers. My goal is to utilize opportunities by introducing hotel resources to the club and to develop new services for our Membership and in turn provide the finest golfing and dining experiences for our Hotel guests. Thank you again for all of your support.

Kindest Regards, Scott Thomas





Andreas Harl took the **GOLD** at the Employee NASTAR competition. And the rest of the staff had a great time trying to beat his time.



Employee Discounts at the Golf Club



The 2008 season has started at the Sonnenalp Golf Club! Employees can take advantage of employee golf clinics, 50% off greens fees, and 20% off items in the Pro Shop.

Driving Range: \$12.50/hour (Call 1-2 hours in advance.).

Low Season Greens Fees: Mon-Sun, April 1 – June 14 and Sept. 16 – Oct. 26. Open-1:20pm, 18 Holes \$37.50, 1:30-3:20pm, 18 holes \$25, after 3:30pm, 9 or 18 holes \$12.

High Season Greens Fees: Mon-Thurs, June 15 – Sept. 15, after 3pm, 9 or 18 holes, \$25.

- Please call 24 hours in advance to reserve a tee time
- Carts are included in fees
- Golf club rental is 50% off regular rates
- Follow dress codes
- It is a privilege to use the Sonnenalp Gold Club



There have been some rumblings about a Sonnenalp soccer team. If anyone wants to research the options, and bring a list of interested employees to HR, we will fund a company team. GOOOAAAALLLLL!



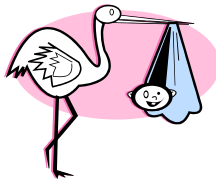
Are you interested in organizing the Softball Team?

Games are on Wednesdays beginning in June @ Ford Field.

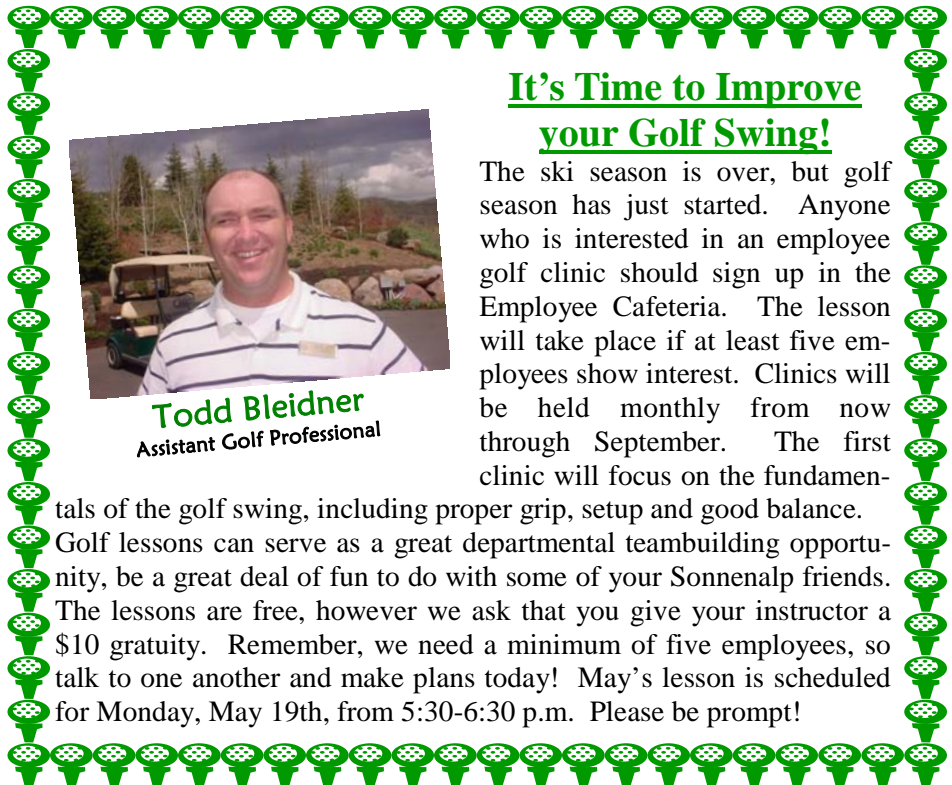
Our fearless leader, Debbie Weber, needs a rest. She'd love to play on the Sonnenalp Team but she'd like someone else to step up to the plate to organize it. Any takers? See Debbie in the Spa or Kim in HR.

CONGRATULATIONS

Pete Roach
(Sonnenalp Golf Club) and his wife are the proud parents of Cassidy Quinn Roach born March 23rd, 2008
7 lbs, 12oz
19 inches



Melissa Dallman
(Sonnenalp Spa) and her husband are the proud parents of Madison Monet Dallman born April 20th, 2008
6 lbs, 8 oz
18 3/4 inches



Todd Bleidner
Assistant Golf Professional

It's Time to Improve your Golf Swing!

The ski season is over, but golf season has just started. Anyone who is interested in an employee golf clinic should sign up in the Employee Cafeteria. The lesson will take place if at least five employees show interest. Clinics will be held monthly from now through September. The first clinic will focus on the fundamentals of the golf swing, including proper grip, setup and good balance. Golf lessons can serve as a great departmental teambuilding opportunity, be a great deal of fun to do with some of your Sonnenalp friends. The lessons are free, however we ask that you give your instructor a \$10 gratuity. Remember, we need a minimum of five employees, so talk to one another and make plans today! May's lesson is scheduled for Monday, May 19th, from 5:30-6:30 p.m. Please be prompt!

Party for the Planet-THE Earth Day Celebration in Eagle-was a great success because of you!! On behalf of the Gore Range Natural Science School, KZYR 97.7 fm, Everyday Outfitters and the Eagle Valley Alliance for Sustainability, Thank You for everything that you did!

Whether you planted trees, helped set up or take down the Party, worked a booth or made the races a reality, YOU are Creme de la 'GREEN'!!!!

Happy Earth Day!



Dear Kim and the Sonnenalp Team,
 What in the world would I have done without your help for both our Volunteer Party and the Canteen Training? Really...the time that was spent in cooking, decorating, serving, cleaning up, and in gathering volunteers – every one of which was a true joy to be around – is so appreciated. You are fortunate in having such great people in your organization, and we are so fortunate to have them as our truly helpful friends.

I really think that the party and the training were great successes. Everyone who attended had a wonderful time, and your help was a major factor in that. Please thank Dorota, Katarina, Romana, Dale, Jeni, Andrew, Eric, Whit, Brent, Alain, Tara, Shannon and Andy for me, and please do express to them how very grateful I am for their unselfish gifts of time and work for us.

So, I thank you very much for your generosity, which contributed so greatly to the success of our events. You are a good friend to our organization and to me.
 With much appreciation, Tsu Wolin-Brown



MANY, MANY THANKS TO EVERY EMPLOYEE WHO WORKED IN THE COMMUNITY THIS WEEK.

By Saturday afternoon, we will have contributed over 1500 hours over the course of eight days. Congratulations, that is a tremendous accomplishment.

Remember to turn in all of your hours to your supervisor. Anything above your eight scheduled hours will be counted as volunteerism.

Community Pride Highway Cleanup

Saturday, April 26th from 9AM-12PM

We will clean-up five miles of I-70 near the East Vail exit, and the length of Big Horn Road. Seventy employees are signed up to help, and more are welcome. Just show up at the Sonnenalp at 8:30 AM if you need a ride, and at East Vail exit parking lot at 9 AM to start the pick up. Do a dance for good weather. And, you are invited to the party afterwards at Lazy J Ranch where we can celebrate the end Sonnenalp Serves Week. You all did an amazing job!

Great West Healthcare



is now a part of

Cigna Healthcare

The name is changing, but your coverage and service remains the same.

- Your health plan doesn't change
- continue to use your current ID card
- Use the current customer service number which is on your ID card
- Continue to access MyGreatWest.com
- Utilize the same hospital, provider, and pharmacy network

Questions? Please call the number on your ID card.

Discounted Elitch Gardens tickets will be available for purchase starting *the week of 4/28* in the HR office for just \$19.99 each (regular admission is \$34.99)! Also, if you buy 3 tickets at \$19.99 each, you get 1 ticket free! This sale ends June 14, 2008, but the tickets are good a 1 1 season. The park is currently open, but with variable hours until May 14th when it will be open 9am-10pm everyday. The water park opens May 24th.



Visit www.elitchgardens.com for hours of operation, special events, and more information.

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The Awesome Spa Employee Special

Did you hear? The Spa is having killer deals for employees! Any 50 minute treatment is \$40 and any 80 minute treatment is \$60. These specials continue through Friday, June 15th, so don't delay treating yourself!

Rules

- Gratuities are NOT included. 18% of regular employee prices is suggested.
- This special is NOT transferable to friends or family members and cannot be combined with any other discount.
- No gift certificates will be issued at these special prices.
- You must be a current, active employee.
- You may be 'bumped' to accommodate a guest.
- You must give 24 hours notice if you cancel or change your appointment.

May Birthdays

Ray Moore, Golf Club	1
Cheryl Braucht, Sales	3
Jamie Hipsher, Balata	3
Melissa Dallmann, Spa	4
Marc Morgan, Bully Ranch	5
Deanne Frattali, Spa	6
Sarah Hutchison, Spa	7
Tony Chesery, OWBR	9
Arturo Chavira Loya, Laundry	9
Kathy Rivera, Laundry	9
Star Aguilera, OWBR	10
Yerli Arellano, Housekeeping	10
Thomas Gardner, Culinary	11
Lou Terrazas, Housekeeping	12
Carlos Tarrago, Room Service	14
Socorro Aguilar Reyes, Floral	15
Alice Fluckey, Spa	15
Bernie Oswald, Swiss Chalet	16
Rosen Karastoyanov, Maintenance	17
Charlie Coats, Balata	19
Drew Oshier, Room Service	20
Rita Almaraz, Housekeeping	22
Claudia Noeckl, Front Desk	23
Bryan Pritchard, Bully Ranch	23
Raquel Leal, OWBR	24
Jarrett Quint, Swiss Chalet	24
Chhiring Sherpa, Ludwig's AM	24
Adriana Garcia, OWBR	25
Mario Marquez, Ludwig's AM	25
Paola Duran, Housekeeping	26
Gerardo Gonzalez Robles, OWBR	27
Martha Hernandez, Housekeeping	27

BENEFIT NEWS

The birthday celebration will be held on Friday, May 16th at 3pm in the cafeteria.



Best Deal on the 08/09 Colorado Pass

The Colorado Pass gets you unlimited skiing/riding at Keystone, Breckenridge, and A-Basin, plus 10 days at Vail and Beaver Creek. Passes are on sale now and if you buy before May 4th, you get special benefits including unlimited skiing/riding in April 09 at Vail and Beaver Creek. Also, you can put \$49 down now and pay the remaining balance in September 08. To renew or find out more go to coloradopass.com.

*As a reminder, the Sonnenalp will still offer the Merchant Pass to employees in November.



Happy Mother's Day!
Sunday, May 11th



Memorial Day
Monday, May 26th