

Community Involvement



Hours For Charity

Sonnenalp has adopted a new approach toward helping our community. We will give each employee one paid workday per year to spend helping out a local charity. The day must be spent on a Sonnenalp-sponsored charity event & must be arranged in advance with the person who does the staff scheduling in your department. Sonnenalp-sponsored events will be decided upon by the Community Involvement Committee. And, the Committee is currently seeking your suggestions.

Please e-mail Communityinvolvement@sonnenalp.com with the following information: name of non-profit, description of event (including when, where & transportation options), cause it serves, and any other information.

Thank You!

From Tara & Judy

We would like to thank the Holiday Adopt-a-Family team leaders and their teams for the wonderful way everyone came through for our family. This will be a very special Christmas for this family because of all of you. We were overwhelmed with the response of donations from every department. The money, gift cards, toys, clothing, Costco membership, etc. are greatly appreciated. We and the family are touched by your generosity and kindness. THANK YOU.

All new employees will benefit from watching Corina's excellent check-in!



- (Name Game, from page one)
- Telephone display for in-house guests
- When calling in valet ticket to cashier obtain guest name
- On telephone, write down guest name as soon as known as a reminder to use it
- When speaking to other departments refer to guest by name, not room number
- Include guest name in your first response to them
- Try to use the guest name twice in the conversation
- Make the guest name usage consistent - use at specific points during the interaction
- Ask the guest how to pronounce their name
- Verify guest name when written down
- Repeat the name in your mind

If you get in the habit of practicing these tips, you will do a remarkable job of providing five diamond service to our guests.



Although they didn't take home the prize, the Sales & Conference Services team sure had a lot of fun trying, as did we, watching Charlie's Angels combine forces with James Blond! Look out!

GET FIT!

(Cont'd from page 1)



guidance from the Fitness Director if you need it.

- 4) You will re-test on all events anytime between March 3 - 10. The person with the most overall improvement will be the winner.
- 5) Points are awarded as follows:
 - a) push-ups—1 point for each above original score
 - b) sit-ups—1 point for each above original score
 - c) body fat—1 point for every .25% body fat lost
 - d) body weight—1 point for every pound lost
 - e) 1-mile run/walk—1 point for every 10 seconds off time
- 6) Cost is \$35 to join. This includes an 8-week workout and nutrition program. Prizes will be equivalent to the value of the entire pot!
- 7) To sign up, call Kira, the Fitness Director at the Golf Club at x5394

INDIVIDUAL PRIZES will be awarded for 1st 2nd and 3rd place
DEPARTMENT PRIZES will be awarded to the department with the highest overall scores.

Snowshoeing?

What is it? Snowshoeing is the trendiest and friendliest on-snow winter activity, and it's easy to see why, considering anyone who can walk, can snowshoe. Freedom to explore open terrain, an appreciation for the outdoors and simplicity of the sport, all lend to snowshoeing's mass appeal. Employees are invited to gather on Mondays at 5:30 p.m. outside of HR to head for a group jaunt up Vail Mountain. Sign up in advance in HR. (If you need snowshoes we can see if other people have extras if you let us know in advance.)

