

Community Involvement



The Community Involvement Committee is looking for a makeover! We need to create a new committee of dedicated employees who want to give back to our community. If you fit this description, please join us at our season kickoff meeting on Thursday, December 13th at 10 a.m. Please RSVP to Kim in HR if you are interested in this great cause. We will be brainstorming and selecting the volunteer events that the Sonnenalp will promote this year.

Christmas Baskets

Do you have a few hours in December to help put together & deliver hearty baskets of food for the low-income families in our community? Jason Bigsby from Ludwig's participated last year and had this to say, "Seeing how happy and thankful they were made the experience incredibly rewarding." Let Kim know if you are interested and she will announce the date as soon as it is confirmed. Transportation to the site will be provided.



Do you have a Social Security Card?

HR will be organizing trips to Glenwood Springs for those who need to apply for a SS#. Sign up in advance in HR. Trips will take place around the second week of December.

Unfortunate Reminder:
Do not leave your valuables unattended. They may go missing.

Everyone Deserves a Happy Holiday!

Tara from the Spa has identified a local family for Sonnenalp employees to sponsor this holiday season. She is suggesting that the next time you go shopping, perhaps you would consider adding just one more item to your list and buy a gift for someone who is just a little less fortunate this year. Individual details are listed below. Or, another great idea is to give the whole family a gift card to Wal-Mart, City Market, etc.

We will be collecting gifts in Human Resources and we will have a drop box at the Holiday Party on Dec. 10th Please deliver items unwrapped, so that we may easily sort them. And, if you purchase clothing, please leave the tag attached so that the item may be exchanged if the size isn't right. If you would like to help wrap the items at a later date, see Tara in the Spa or sign up on the Community Involvement Board. Our Adopted Family has the following characteristics:

Mom - size small

Son - age 3, shoe size 2, clothing size 3, loves trucks!

Daughter - age 9, shoe size 3 1/2, clothing size 9, and she likes to spend time on the computer.



(continuation of "Don't Call Me Sweetie" from page six)

Hospitality leaders and employers need to recognize the difference between using names and HOW to use names. Keep these points in mind when "name calling:"

- Employees must build relationships at a personal level. While using a guest's name is important, it is more important for the employee to introduce themselves first.
- Do not use terms of endearment at any point, beginning, middle or end. Risks far outweigh the remote possibility of any rewards.
- Get permission for using a guest's name and how they prefer it used. Do not make the mistake of informality. With employee name and guests' preferred names in place, the employee now has permission and can engage the guest and build the relationship and experience.
- Show deference where appropriate. Define the standards for these situations and make greetings and introductions a part of any employee's initial training. Monitor these standards and reinforce them consistently.
- Apply these standards and name points in phone etiquette as well. Make sure professional reference to guest takes place throughout the whole phone call.
- Do not use nicknames with employees or guests. Camaraderie among colleagues is wonderful but not at expense of guest or other employees.
- Be aware of how jargon can "jar" guests into being gone! Understand how little words make big impressions and focus on the ones that make the guest experience difference.