

The Capon Co-Worker Monthly

AUGUST 2021

VOL 1, ISSUE 2

CAPON SPRINGS, WV

Value Spotlight of the Month: "SERVICE"

When we say we value "service" we mean:

- We smile often, are welcoming to all, friendly, attentive, and flexible to guests' needs.
- We aim to please and are happy to make exceptions or accommodations to make guests feel special.
- We remember guest preferences from day-to-day and details about guests lives from year-to-year

Examples of what this looks like in action:

Greeting guests by name, smiling/saying hello when you walk by a guest, remembering drink orders from day to day, birthday/anniversary celebrations, having baby items ready at each meal, promptly taking care of maintenance issues, leaving extra trash bags in a guest room as courtesy for dirty diapers, remembering guest room/meal preferences from year to year, accommodating special diet requests, treating guests how you would like to be treated when on vacation.

What examples of "service" can you think of in your department?

Recent Promotion

We want to congratulate **Cherry Lupton** on being promoted to Evening Shift Supervisor in the kitchen as of 07/25/21. Cherry started at Capon in 2016 working the kitchen evening shift. Congrats to Cherry!

Joke to share with the kids/grandkids:

What do you call a bear with no teeth?

A gummy bear!

July Above & Beyond Awards

Congratulations to the recipients of our July "Above and Beyond" Awards! We certainly have amazing coworkers who help make Capon a truly special place!

- ♦ **Dennis Brill:** Shows up to work early and always keeps in mind extra things that need to get done.
- ♦ **Debbie Funkhouser:** Often stays late to help clean rooms or work on the next day assignments. She's a great support system for her fellow coworkers. She's dependable and always makes sure the job gets done right.
- ♦ **Summer Funkhouser:** Before she emptied the coffee pots she asked her fellow coworkers if they wanted any. Then she filled and delivered several cups to delighted coworkers.
- ♦ **Savannah Graver:** Willing to help out anywhere. She often starts her day in the laundry before joining the waitstaff and finishes up helping the evening shift.
- ♦ **Aaron Hall:** Works very hard and is dedicated to getting the golf course looking good. He does an excellent job getting the bunkers in good order. Works well with coworkers.
- ♦ **Ann Holiday:** Washed all the dishes for the bakeshop one day when they were short staffed after completing her job.
- ♦ **Noah Orndorff:** Very flexible with schedule to help out when needed and support other departments. He's a quick learner and takes charge quickly, often seeing what needs to be done ahead of time. Great team player!
- ♦ **Shirley Rinard:** Always gives it her all. She has a high standard that she expects from herself and others. She is dependable, cleans well and makes sure the job gets done well.
- ♦ **Patty Strawderman:** Did the lemon pudding for the bakeshop when they were short staffed.
- ♦ **Vanessa Walker:** Went to the bakeshop to put up her grilled cheese order, saw how many there were and asked if she could help. She made 46 grilled cheeses!

Capon Board Corner:

Greetings from the Board! Our 2021 season is rolling along with the end of the summer season just weeks away. We want to express our sincere gratitude to you for persevering through a challenging season. Our thanks for the countless hours, energy and heart you have dedicated to provide our guests the best home away from home experience possible. Capon wouldn't be Capon without each of you!

We will be rolling out the 2021 Co-worker Satisfaction survey after Labor Day. The feedback from last year's survey generated ideas such as: "Above and Beyond" Awards, the Co-Worker Council, creation of the Mission, Vision, Values, and years of service pay increases. We are committed to doing whatever we can to ensure Capon thrives for years to come and is not only a great place to go on vacation, but also a great place to work. Your feedback on the survey helps us do that.

The Co-Worker Council has been hard at work. The Council generated a list of areas for improvement that was shared with Mike, Serena and the Board. At their next meeting, the Co-Worker Council will be working with Mike and Serena to brainstorm solutions to the issues the Council presented. Stay tuned for more details.

There's no question that being so short staffed this season has created a very real hardship. More than ever during challenging times it's important to support and uplift one another. As this month's value spotlight is on service, we encourage you to focus not just on serving our guests, but on serving one another. There were so many wonderful examples of co-workers doing just that in the Above and Beyond Awards. Sometimes it's the small things that can make a big difference. Things like greeting each other with a smile, offering to lend a hand, or looking for the good in every situation.

Check out the Co-Worker Facebook Group in the coming weeks as we will be taking turns sharing video greetings with you. We hope you enjoy the Co-Worker Rest Day on Aug. 30—you certainly deserve it!

~The Capon Springs and Farms Board

Important Dates:

August 13	Pay Day! Fun Friday: TV/Movie Character Day
August 18	Turn in Above & Beyond Forms before 2pm Co-Worker Council Meeting at 2pm
August 20	Fun Friday: 80s Spirit Day
August 27	Pay Day! Fun Friday: Crazy Hair Day
August 29	Capon will close after check outs Pool will be open in the afternoon for co-workers and their families
August 30	Capon is closed for Co-Worker Rest Day
August 31	Capon will open at 4 pm for check-ins
Sept 3	Fun Friday: Comic Book/Superhero Day
Sept 10	Pay Day! Fun Friday: Crazy Sock Day

QUICK STRESS BUSTER

Try this simple relaxation trick right now!

Drop your shoulders.
Unclench your jaw.
Relax your forehead.
Soften your eyes.
Flatten your hands.
Breathe in.
Breathe out

Co-Worker Birthdays

Beth Kinghorn	8/20
Brittney Muse	8/20
Jenna Lilly	8/22
Shirley Rinard	8/30
Vanessa Walker	9/4
Sean Domino	9/8
Jason Buckman	9/11



Capon's Mission Statement:

We will be a home away from home where guests are family. We will cherish traditions and simple comforts and foster guests' relationships with family, friends and nature.