

The Capon Co-Worker Monthly

JULY 2021

VOL 1, ISSUE 1

CAPON SPRINGS, WV

Value Spotlight of the Month: "TRADITION"

When we say we value "tradition" we mean:

- ◆ We are unapologetically timeless—our charm is our sameness, simplicity and predictability.
- ◆ We hold true to our traditions and do not change for the sake of change, but constantly seek ways to improve the guest experience.

What does this look like in action?

Flag raising/lowering ceremony, Capon recipes/menu, tea at the pool, meal bells, predictable schedule of activities, guests staying in the same room each year, "walk on the bottom" days, 5 & 9 pm snacks...

What examples can you think of in your department?

Recent Promotions

Kasey Swecker has been promoted to Maintenance Supervisor. Kasey started working in maintenance this season. We want to extend a heartfelt "thank you!" to **Ronnie LaFollette** for his dedication to Capon as Maintenance Manager. Ronnie will continue to work on the maintenance crew. **Rusty Seay** has been promoted to Cooking Kitchen Supervisor. Rusty has worked at Capon since 2019 in maintenance and grounds. **Tammy Mason** has been promoted to Front Desk Supervisor. Tammy started in 2020 at the front desk. **Lisa Bixler** and **Allison Heflin** have been promoted to Dining Room Supervisors. Lisa started in 2008 and Allison in 2015. Congratulations to all on your well-deserved success!

June Above & Beyond Awards

Congratulations to the recipients of our June "Above and Beyond" Awards! They each received a \$100 bonus on their first pay check in July. Don't forget you can nominate a fellow co-worker you see going "above and beyond" by filling out a nomination form and turning it in to Serena.

- ◆ **Glenwood Anderson:** For doing such a great job mowing the rough. He makes beautiful lines. He has high standards for his work and takes a lot of pride in making the golf course look good.
- ◆ **Lisa Bixler:** She has stepped up and worked very hard to make sure the guests are taken care of. She makes sure the job gets done well and the details are not missed.
- ◆ **Bub Brill:** For coming out of "chicken barbecue retirement" this season to provide his special talents to the preparation of this meal. All the guests really appreciate it.
- ◆ **Destiny Defibaugh:** For being mentioned on a guest exit survey as providing "wonderful service." Also, when a guest needed to go to the pharmacy, Destiny escorted them all the way to the pharmacy in Wardensville.
- ◆ **Louise Himelwright:** For her hardworking nature. She utilizes every minute of the day to get more accomplished. She always cooks her best and will teach when someone doesn't know what to do.
- ◆ **Jill House:** For always being the last one working and never leaving anyone to do work alone. She is so very kind and positive and is always looking after her fellow coworkers, including checking to be sure everyone has eaten. She is especially supportive to new hires.
- ◆ **Ashley Smith:** For always checking on every department to see if help is needed. She is ready to pitch in whether that's waiting tables or washing dishes. She brings a sunny, positive attitude wherever she goes and shows a genuine care for the wellbeing of everyone around her.

GM Corner

A big thank you to all our co-workers for your hard work and dedication to the 2021 season so far. Your efforts have been recognized and very much appreciated by all of the management. With the MVV rollout in June we focused on the value "Relationships" which was very fitting for me since I have been working to build relationships with all of you. This month we are spotlighting the value, "Traditions." Capon is rich with many traditions for both coworkers and guests. It is my honor and obligation to all of you to make sure we uphold and continue those traditions and maybe even start some new ones along the way. Congratulations to all of the Above and Beyond recipients for the months of May, June and July. It is great to see your fellow coworkers recognize you for your efforts. ~Mike

REFERRAL BONUS!

We want our coworkers to know we are doing everything we can think of to try to fill positions across all departments. Like businesses around the country, Capon is facing an extreme worker shortage.

We know this shortage is putting a huge strain on you, our coworkers. We know you all are working long days, back-to-back shifts, evenings and nights, without many days off. We are extremely grateful to each of you for your dedication and determination to provide guests with the best possible experience under difficult circumstances.

In an effort to ease the burden, we have stopped taking reservations for the summer and we are not keeping a waitlist to fill in any cancellations.

AND, beginning July 1, co-workers can earn a **\$75 hiring referral bonus** for every person they refer that is hired! Please see Serena for more details and questions.

Important Dates:

- July 16 **PAY DAY!**
Fun Friday: Tye Dye Day
Register for COVID Vaccine Clinic by Noon
- July 20 Last day to nominate coworkers for Above & Beyond Award for July
- July 21 Co-Worker Council Meeting at 2:30
- July 23 Fun Friday: Olympic Spirit Day
Above and Beyond Nominations Due
- July 30 **PAY DAY!**
Fun Friday: Sports Team Day
- Aug 5 Vaccination Clinic from 2-4 in Meeting House
- Aug 6 Fun Friday: Wear Your Favorite Color

Introducing... Your Co-Worker Council

Do you have an idea for how to make your work life better? Share it with one of these coworkers you selected to represent you on the Co-Worker Council:

Cooking Kitchen
Bake Shop
Evening Shift
Housekeeping
Wait Staff
Golf Course
Front Desk
Food Shop
Spa
Maintenance

Jill House
Sarah Phillips
Georgianna Brill
Deborah Funkhouser
Summer Funkhouser
Aaron Hall
Tanner McDonald
Ashley Smith
Sarah Stribling
Tater Bowers

Co-Worker Birthdays

Booty Lafollette	07/05
Dana Miller	07/05
Sue McCartney	07/12
Angela Jenkins	07/14
Sandra Macias	07/16
Jonathan Bellingham	07/19
Martha Haas	07/28
Emma Massie	08/01
Patricia Strawderman	08/08
Glen Spaid	08/11
Sarah Phillips	08/13



Capon Springs and Farms 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.