

The Capon Co-Worker Monthly

SEPTEMBER 2021

VOL 1, ISSUE 3

CAPON SPRINGS, WV

Value Spotlight of the Month: "INTEGRITY"

When we say we value "integrity" we mean:

- ◆ We expect the best of ourselves and have high standards for our work.

What does this look like in action?

Showing up to work on time and completing your shift, taking pride in your work (i.e. being detail oriented and having high standards for the work/service), doing the right thing even when no one is watching, being honest and trustworthy, following through on commitments, owning up to mistakes, being professional and respectful—even during conflicts, setting a good example for those around you, having Capon's best interest at heart.

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

Recent Promotion

Tanner McDonald has been promoted to Interim Front Desk Supervisor. Tanner began working at Capon in 2019 in Housekeeping and later at the Front Desk. Congratulations, Tanner!

Co-Worker Survey

We need your help to make Capon a better place to work! Please complete the 2021 Co-Worker Feedback Survey before Oct 1. Paper copies are posted in each department and the survey takes about 15 minutes. You can also take the survey online here: <https://forms.gle/tknP1wvox2oB4Req6>.

Time will be allowed during your work day to complete it. Thank you!

August Above & Beyond Awards

Congratulations to the recipients of our August "Above and Beyond" Awards!

- ◆ **Daniel Brill**, Golf Course: Shows up to work on time and is willing to research for information to fix equipment, carts, sprinkler system related issues.
- ◆ **Ryan Fishel**, Grounds/Dishwasher: Work very well, mowing and weed eating and works well with others.
- ◆ **Janet Fitzwater**, Front Desk: Exemplifies the "Capon Way" continuously showing encouragement to co-workers including giving treats to bring a smile.
- ◆ **Debby Frame**, Bake Shop: Always comes to work early and stays late. She does anything asked of her and really stepped up while Teresa was on vacation.
- ◆ **Doris Heggan**, Evening Shift: Dependable and efficient. No matter what, she has a smile and a kind word which lifts the spirits of co-workers.
- ◆ **Betty Hinkle**, Back Kitchen: Always shows up on time. She is good to her co-workers and does her job well.
- ◆ **Jenna Lilly**, Bake Shop: Hard working and dedicated, Jenna is never late and never calls off. She does anything she is asked to do and more.
- ◆ **Cherry Lupton**, Evening Shift Supervisor: So committed to her work and her team she often works on her days off. She is a leader who leads by example, has very high standards for her work and keeps the best interest of the guests in mind.
- ◆ **Nancy McDonald**, Housekeeping: Always early and willing to pitch in if she's needed. She is always positive and enjoyable to work with.
- ◆ **Sara Sine**, Evening Shift: Came to work early to help in the bake shop. She is kind and helpful.
- ◆ **Phoebe Stover**, Gift Shop: Worked overtime, helped night shift and in dining room.
- ◆ **Irvin Teets**, Grounds: Always helpful, courteous and friendly to co-workers, guests or other departments when they ask for his assistance. Willing to work an extra day when team is short staffed or extra busy.

Reservations Update

As you may know, in July we decided to pause all new reservation requests for the season until Labor Day at which point we would reevaluate. After looking at our reservation numbers as well as our current level of staffing, we decided we are now ready to open back up reservation requests for September as well as weeknights in October. (Currently, October weekends are booked.) We've been flooded with inquires since making this announcement earlier this week. So many folks are eager to get a dose of the magic of Capon you all help to create!

Would you Rather...

(Play with your fellow coworkers and get to know them better!)

- ◆ Read a book or watch a movie?
- ◆ Be famous or live like a hermit?
- ◆ Meet your ancestors or meet your great, great, great grandchildren?
- ◆ Play any instrument or speak any language?
- ◆ Go camping or go on a cruise?
- ◆ Have a housecleaner or personal chef?

Discounts and Deals

Did you know as a Capon co-worker you have access to exclusive discounts, special offers and preferred seating and tickets to top attractions, theme parks, shows, sporting events, movie tickets, hotels and more through our payroll company, CEOHR? Just visit CEOHR's website at: www.memberdeals.com/ceopeo. You must be logged in to your account to access the deals. If you don't yet have a CEOHR account you can register using your social security number.

Important Dates:

- Sept 14 Last day to submit Above and Beyond Nominations
- Sept 15 Co-Worker Council Meeting
- Sept 24 PAY DAY!
- Oct 1 Deadline for completing 2021 Co-Worker Feedback Survey
- Oct 8 PAY DAY!

Facilities Project Spotlight

A few weeks ago, it was DEMO time for the maintenance team as they worked to remove walls, ceilings and bathrooms in the upper President's Cottage. A roof leak as well as structural problems that were identified in the spring made renovating the President's Cottage move to the top of the priority list. Taking advantage of one whole week without guests booked in the Pavillion, the maintenance team worked to get all the loud demolition work completed. Along the way they uncovered four fireplaces hidden behind the walls that we hope to utilize as part of the design of the new guest rooms. There will not be any guests booked in the President's Cottage for the remainder of the season, as the maintenance team works to get a jump start on this winter project.

Co-Worker Birthdays

Caroline Edelen	9/14
Teresa Smith	9/15
Jill House	9/18
Michelle Mathews	9/19
Nancy McDonald	9/22
Neveah Leight	9/22
Nevaeh Dressler	9/26
Joan Dunlap	9/28
Daniel Brill	10/3
Elna Lucas	10/5



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.