

### Operating and Quality Council will support 7-Year Objectives

Our new Seven-Year Plan contains a number of objectives, all related in one way or another to *quality*. Exceeding visitor expectations, strengthening our educational program, being the best place to work...all address the quality of the Colonial Experience for all, from visitor to employee.

To ensure leadership and success in carrying out our Seven-Year Objectives, a special management committee has been formed--the *Operating and Quality Council*. The council will be comprised of the 17 administrative officers and five directors who have sizable operating responsibility--Lloyd Bell, George Grattan, Jim Hisle, Matt Hodgdon and Earl Soles.

The intent of the committee is to turn the "objectives into action, to communicate in simple terms and through our behavior, and inspire all employees to think in terms of continuous improvement and to 'Fix It Now'," said Chuck Longworth. "To accomplish this, we as managers need to demonstrate leadership and develop our own understanding and skills for seeking improvements; establishing and meeting standards; and involving all employees in improving results in their work areas. We must continue to learn, plan, push, monitor, nurture, and encourage."

The council will meet on the third Monday of each month. In addition to business reports and other management issues, the council will develop an "enriched agenda" to help ensure that we keep on track with our Seven-Year Objectives and that we are all geared toward continuous improvement. If you have questions or suggestions for the Operating and Quality Council, speak with your supervisor. Or, call Steve Elliott, vice president and chief administrative officer at ext. 7160.

### Enjoy the evenings at the Grill!

The Clubhouse Grill has opened its doors for dinner again. Please join us Wednesdays through Sundays from 5:30 - 9:00 pm. Daily specials, created by Chef Lisa Pittman, are served along with our popular menu in a relaxed, family oriented atmosphere. Try one of our new wines by the glass, overlooking the Golden Horseshoe Golf Course and relax.

### What is a "Loofa"?

- A new animal at the Washington Zoo.
- A musical instrument.
- The upper section of a house.
- All of the above.
- None of the above.

If you answered E, you are correct. But why should you be concerned about a loofa? Because the **Tazewell Club is giving them away!**

A loofa is a body scrub available at the Tazewell Club Fitness Center. The treatment consists of a whirlpool followed by a steam or sauna. Next, a massage therapist applies a cleansing gel to the skin with a natural sponge mitt. The procedure ends with a Swiss Needle shower, which is a multihead shower of varying water temperature. The loofa scrub leaves the body squeaky clean and imparts a healthy radiance to the skin.

To be eligible to win your free loofa scrub treatment, just write LOOFA on a 3 x 5 card and send the card to Bob Sweel at the Tazewell Club and Fitness Center. The five lucky winners will be selected at 5 p.m., May 31. You need not be present to win!

### Special holiday hours at the Library

In observance of the Memorial Day holiday, the Foundation library will close at 5 p.m. on Friday, May 26 and will reopen at 8 a.m., Tuesday, May 31.

### Did you miss the "Conversations About Child Care"?

If you missed the May 1 and 2 "Conversations About Child Care" and are interested in receiving up-to-date news on the Child Care Center, the handouts Kathy Whitehead and Barbara Wielicki presented are available. Please call Peggy Bender at extension 7185 and she will send you a copy through interoffice mail. If you have any questions, concerns, or suggestions, feel free to call 7185 and share them with Employee Services staff.

### Colonial Walkers invade Waller Mill Park!

You are invited to join fellow CW Walkers in a walk and picnic at Waller Mill Park on Saturday, June 24. We will begin walking at 11 a.m. The park has several trails, including a 3.5 mile walk at the edge of the reservoir, a fitness walk, and a dogwood path.

We will meet in the parking lot, choose our paths, spend about an hour walking, and then regroup for a picnic lunch.

Bring your lunch, mosquito repellent (if you need it), a camera, and lots of enthusiasm! Water will be provided. Mark your calendar for a fun time and join us!

### Softball Season begins July 5

Do you enjoy playing or watching softball? CW's Softball Season begins Wednesday, July 5. You can choose to participate in one of three

leagues: Men's League, Coed Competitive League, and Coed Recreational League.

If you want to put a team together and play softball or want to join a team, call Sue Houser at ext. 7029 to get more information.

Softball team registrations are due June 16.

### **Dance your way through summer!**

18th century dance classes will be held on Mondays, June 19 through August 21 from 7:30 p.m. to 9 p.m. at the Fife and Drum Building.

These are open to all employees and their partners (not required). You don't have to know anything about dance to participate but it is required that you attend the first two sessions, and that you sign up in advance by calling Dot Poucher, ext. 7359. Wear low, comfortable shoes.

### **You can Federal Express from Franklin Street Offices!**

A Federal Express interior drop box has been installed in the Franklin Street Office building for the convenience of all CW employees. It is located just inside the east entrance door which is open until midnight. The box will be supplied with all the materials necessary to send letters or parcels via Federal Express.

The pick-up time is 5:30 p.m., Monday through Friday to enable those of you with last minute deadlines to have the maximum amount of time. Federal Express will continue to make their regular pick-ups from the mail room at 3:30 p.m., Monday through Friday.

### **Management and Motivation Workshop offered**

Two Management and Motivation workshops (DISC) will be offered by Pete Cruikshank on Friday, May 26 and on Wednesday, May 31. These one-day workshops will be held in the Personnel Training Building and will last from 8:30 a.m. to 3 p.m. with an hour's break for lunch.

The purpose of this program is to help develop a better understanding of ourselves and our impact on others. Other CW employees who have participated feel the process presented is helpful not only in working with their co-workers, but it gives them a useful approach to the interviewing process, dealing with employee relations problems and helping employees to think about and plan for career development moves.

If you or any of your employees are interested in attending, call Nancy Gulden, ext. 7036.

### **Moving in, moving up...**

In the Compensation and Benefits department, Human Resources division, Ed Joyner has earned the American Compensation Association's Certified Compensation Professional (CCP) designation by passing a battery of tests in seven compensation and benefits areas.

In CWHPI, at the Williamsburg Lodge, Gerry Bugas, formerly Lodge restaurant

manager, has been promoted to executive assistant, Food and Beverage manager. Tom Spong, formerly assistant restaurant manager, has been promoted to restaurant manager. Jai Moore, formerly assistant restaurant manager, has been promoted to assistant hotel manager. Management trainee Jason Spielberger has been promoted to assistant restaurant manager.

At Campbell's Tavern, Steve Grant, formerly conference sales manager, has been promoted to tavern manager.

At A Good Place to Eat, Jim Cook has been promoted to manager; he was formerly assistant manager.

At Chownings, Valerie Krowe has been promoted to tavern manager; she was formerly manager, A Good Place to Eat.

At King's Arms Tavern, management trainees Karen Moran, Dave Schmick and Bob Keroack have been promoted to assistant tavern managers.

At the Clubhouse Grill, Anne Chalkley, formerly of the Craft House, Merchant's Square, has been promoted to assistant manager.

### **Saturday, June 3 is "The Trades in Fashion" day!**

Over 35% of the 18th-century Williamsburg tradesmen were devoted in some way to the cause of fashion. The goal of these trades was to provide the customer with all the tools to alter, enhance, cover, and display the body and to promote the fashionable ideal always in the newest style. The 18th century was certainly a time when the statement "clothes make the man" was accurate. The outward packaging proclaimed the character and worth of the inside product.

To aid you in finding all the special interpretations, displays and demonstrations, in the shops and gardens in the Historic Area, there will be special broadsides at the shops highlighting the June 3 programs.

### **Sports information is just a phone call away!**

Need information about schedules and rain cancellations for volleyball, softball, lawn bowling, and cricket? Call the Sports Line, ext. 7695 to hear a recorded message with all the latest information!

### **Employees can get 25% discount on food at the Motor House Cafeteria**

You can get 25% off food at the Motor House Cafeteria, located behind Commonwealth Hall. The discount is available through September and is available between 11:15 a.m. and noon and 1:15 p.m. and closing.

Please present your VALID CW employee pass to get your discount!

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The "Extra" is published twice monthly by Human Resources Development. Deadlines are 5 p.m. the first and third Thursdays of each month. Our next deadline is June 1, 1989. Call Heidi Moore at ext. 7121 for assistance. Send announcements to "CW News Extra", Room 245, FSO.

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