

Bringing new life to The Courthouse of 1770



Reconstruction of the Courthouse of 1770 has been a team effort, drawing upon the talents of both modern and 18th-century carpenters. Some of those who have lent their expertise to the project include, back row, from left: Cliff Walls, Dan Whitten, Garland Wood and Frank Grimsley. Front row, from left: Jim Harter, Rusty Brown, Paul Temple, Al Morris, Joe Cawrse, Bill Weldon, Ernest Clements, Tony Meyers, and Russ Steele.



Colonial Williamsburg

NEWS



Historic Trades carpenter Frank Grimsley checks the framing for the Courthouse cupola, which is being restored to its original appearance at the carpenters' yard.



A member of the F&PM Support and Carpentry crew removes some of the nearly 60 years' worth of plaster, lathe, wood trim and other material, right down to the bare brick. This was the first step in the restoration process.



Eighteenth-century carpenter Russ Steele helps install the blocking and framework that holds the cornice work. Three to four men were needed to install the cornice sections, each of which was up to 20 feet long.

In March, 1769 there appeared in the Virginia Gazette an ad calling for bids to let for the construction of a "commodious brick courthouse." So began the life of the Courthouse on Market Square. Last summer, the Courthouse entered its latest stage—the restoration of its interior and exterior to its probable 18th-century appearance.

Reconstruction of the Courthouse began last summer, when the Support and Carpentry crew from F&PM removed plaster, wood trim, doors, wood flooring and joists that had been in place since its last renovation in 1932. Everything was taken, down to the bare brick of the Courthouse walls. Then the F&PM Masonry crew came in to do modifications on the building's fireplaces, doorways and foundations.

The next stage involved the installation by F&PM of the new electrical wiring and heating and air conditioning system. Designed by Jim Tickle of our Architecture and Engineering department and fabricated by the Mechanical Operations and Maintenance department, these systems have been installed to make them practically invisible to the visitor's eye. This work was supervised by trade foremen Armond Campbell and Fred Smith.

Once the mechanical work was finished, carpenters from F&PM and Historic Trades began the task of installing a wooden framework around the now-exposed brick walls to hold the cornice which

was reproduced by our Historic Trades carpenters. At the same time, ceiling joists were leveled to compensate for settling that has taken place in the building over its 220-year life.

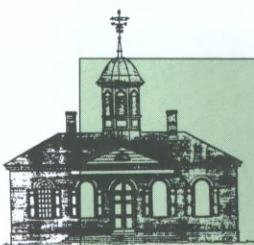
Then came the 18th-century carpenters, to install more than 500 feet of cornice work. The job presented an interesting challenge for the carpenters, according to Russ Steele, who is coordinating the 18th-century carpentry work.

Each piece of the cornice—from 16 to 20 feet long—was planed by hand, using tools that were specially made for the project. Three or four persons were needed to plane, and then install, each section. Once the cornice was installed, the ceiling was plastered.

After the ceiling work was finished, the F&PM carpenters began the task of laying nearly 1,700 square feet of new flooring. The job was not without some challenges, according to Ernest Clements, supervisor of the F&PM carpenters.

Because of settling over the years, one side of the building was lower than the other. "The sleepers (strips of wood that hold the wooden planks to the concrete subfloor below) were crooked in places," Ernest explained. "We also found that the floor was a good deal lower from one side of the building to the other."

To make up for this, individual planks had to be chiseled by hand so that they would lie evenly



1715: James City County Courthouse built at the SW corner of England and Francis Streets.

1722: Hustings Court for the City of Williamsburg established.

1745: City of Williamsburg Hustings Court moves into old playhouse on Palace Green.

1769: City of Williamsburg announces that new brick courthouse will be built.

1770: Boundary changed between York and James City Counties, taking in north side of Market Square.

1771: Courthouse probably finished.

“The Courthouse has been an exemplary project...a good example of the kinds of accommodations that have to be worked out.”

—Cary Carson

The drawing at right shows the chief magistrate’s chair which is being reproduced by the Cabinetmaker’s shop.

Below left: F&PM carpenters Al Morris and Paul Temple nail down individual planks in the Courthouse floor.

Below right: Cabinetmaker Mack Headley works on one of the “Boston” chairs that will be placed in the completed Courthouse.

across the floor. Wooden “shims” had to be installed in places also, to make the floor level from one side of the building to the other. The F&PM carpenters also framed the doorways and renovated the windows, installing appropriate 18th-century sash weights.

Several other F&PM departments have been involved in the project as well. The Blacksmith shop made several of the window weights and hammered and ground 150 pounds of cut flooring nails. The Millwork shop milled the flooring and window trim and is now fabricating exterior window trim and shutters. All painting and signs will be done by the Paint shop.

When the F&PM carpenters were finished, the 18th-century carpenters began what will be at least a year’s work, installing the fittings that will give the Courthouse its 18th-century appearance.

Work will be done to complete the southeast jury room, which will be open to visitors. Then the 18th-century carpenters will move to the main room, where they will produce and install the lawyers’ bar, sheriff’s boxes, and magistrates’ platform and other finishing touches.

None of this work could have been done without a spirit of teamwork and cooperation among those involved, according to Cary Carson, vice president for Research.

“The Courthouse has been an exemplary project,” Cary said. “Three crews—the F&PM building trades, engineers, and Historic Trades carpenters—all worked together when the building was filled with scaffolding, a good example of the kinds of accommodations that have to be worked out.

“Sometimes the crews had different high standards that came into conflict. Everyone got together through brief and amicable negotiations, and compromise. There has been a wonderfully accommodating spirit of teamwork.”

“We each see things differently,” said Ernest Clements. “We in F&PM look at things from the point of view of maintenance. How is the work going to stand up over five or ten years or more? The Courthouse will see many more people than it would have during the 18th century. At the same time, it has to look historically authentic.

“This is the first time we have worked together with the 18th-century carpenters to this degree. There’s a high level of skill involved in both crafts. I expect that we’ll be working more closely like this on future projects.”

Historic Trades carpenter Bill Weldon echoed Ernest’s thoughts, noting that the Courthouse has been “a great collaboration. The cooperation from F&PM has been great. It’s been gratifying to work with them and come to an understanding about our individual concerns.”

The Courthouse opened to the public on April 17. Visitors to the public will get an up-close look at the 18th-century carpenters’ work, which will be the focus of the interpretation.

“Our interpretive goals during the restoration will cover three main areas,” Bill explained. “We want visitors to have an enhanced awareness of the Courthouse itself, its status and function in the community; how architectural features in the Courthouse reflect its status and function; and, how the development and sophistication of neo-classical architectural styles led to spe-



Many of the flooring planks had to be chiseled by hand so that they would lie evenly on the Courthouse floor, which was lower in some places than in others.



Historic Trades carpenter Bill Weldon performs some finishing work on the newly-installed cornice. The cornice was produced by the carpenters using tools made especially for the project.



1781: The French use the Courthouse as a barracks.

Early 19th Century: Renovations

1862: Records removed to Richmond.

1865: Records burned in Richmond.

1911: Fire strikes Courthouse, leaving nothing but brick walls. Courthouse rebuilt on site.

1932: Colonial Williamsburg builds new City/County Courthouse on the site of the 1715 Courthouse.

cialization within the woodworking trades.

"It will be a brand new experience for us. We're used to working outside. We'll have to see how we can most effectively accommodate the large number of people that we're expecting, especially during the summer. We'll probably start out with open tours. Later, when visitation is higher, we'll likely go to group tours of 10 to 15 minutes each."

After the restoration is complete, the focus of the interpretation will shift, from building trades to the Courthouse's role in the development of Virginia's and our nation's legal heritage. Planning is underway, with two teams—led by Mary Wiseman and Cary Carson—hard at work. Further details of their work will appear in a future issue of the *Colonial Williamsburg News*.

A variety of others in the Historic Trades department have contributed their skills and crafts to the Courthouse project, including:

The Cabinetmakers, who are producing chairs, the chief magistrate's chair, jury tables and bookpresses.

The Spinners and Weavers, who made the cloth used in binding the legal books that will be displayed.

The Printers and Binders, who have been producing legal documents, registrar's books and other printed pieces that will be used in the Courthouse.

The Blacksmiths, who produced the plane irons used by the 18th-century carpenters as well as nails, hinges, locks and other hardware used in the Courthouse.

Contributors to the Courthouse

The restoration of the Courthouse is made possible through generous funding from The Pew Charitable Trusts.

Grants to support Courthouse research, restoration, and interpretation also were received from:

Charles E. Culpeper Foundation

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Courthouse research 'like a puzzle'

For architectural historian Carl Lounsbury, the Courthouse project began long before its restoration started last fall. In 1983, Carl began the research required to restore the 220-year-old Courthouse to its 18th-century appearance. The biggest challenge was that no documentary or physical evidence remains to give clues about the structure.

Renovations over the years probably eliminated the original interior features, Carl explained. Records from the Courthouse, which might have provided some information, were sent to Richmond in 1862 and were burned in 1865. A disastrous fire in 1911 left nothing but the exterior brick walls.

Buildings and documents from other Virginia counties provided some clues. "We gather a lot of information through documents," Carl explained. "After a while, a pattern begins to evolve. Then you do fieldwork to corroborate the evidence."

"It's sort of like writing a novel. People don't realize how much work goes into a project like this. You have to start out by looking at what's typical of buildings in Virginia at the time. We're pretty confident that what we've come up with will give a fairly close representation of what the typical courtroom looked like."

While the fieldwork was helpful, Carl discovered that there are very few original 18th-century public buildings that have remained intact. "So little has survived in the U.S. from 18th-century public buildings," he said. "What evidence that does survive is inconclusive. Although there may be a dozen surviving courthouses, all have been changed over the years."

To find the kind of physical evidence he was looking for, Carl had to travel to England. There he found "dozens" of courtrooms, filled with 17th, 18th and 19th-century fittings and architectural details.

After he had gathered sufficient information, Carl began to write a report

outlining his conclusions about how an 18th-century courtroom should look. This effort took two years.

The next phase of the project was the "design review" stage. For the next year and a half, a committee of curators, historians, legal historians and architectural historians met on a regular basis. Their goal: to settle on the fittings that would go into the courtroom, and set architectural goals based on the documentary and physical evidence that had been gathered.

"One of the things we discovered was that there wasn't as much money spent on public buildings as could have been," Carl noted. "Also, they re-used a lot of fittings when new buildings were constructed. This provided a perfect opportunity for us to use 'older' fittings that are 30 to 50 years out of date—like the coat of arms of George II rather than George III."

The end result of the committee's work was a series of design drawings by Willie Graham, showing all the built-in fittings as well as prototypes for all the movable furnishings. These design drawings were then turned into working architectural drawings by Jim Waite of F&PM.

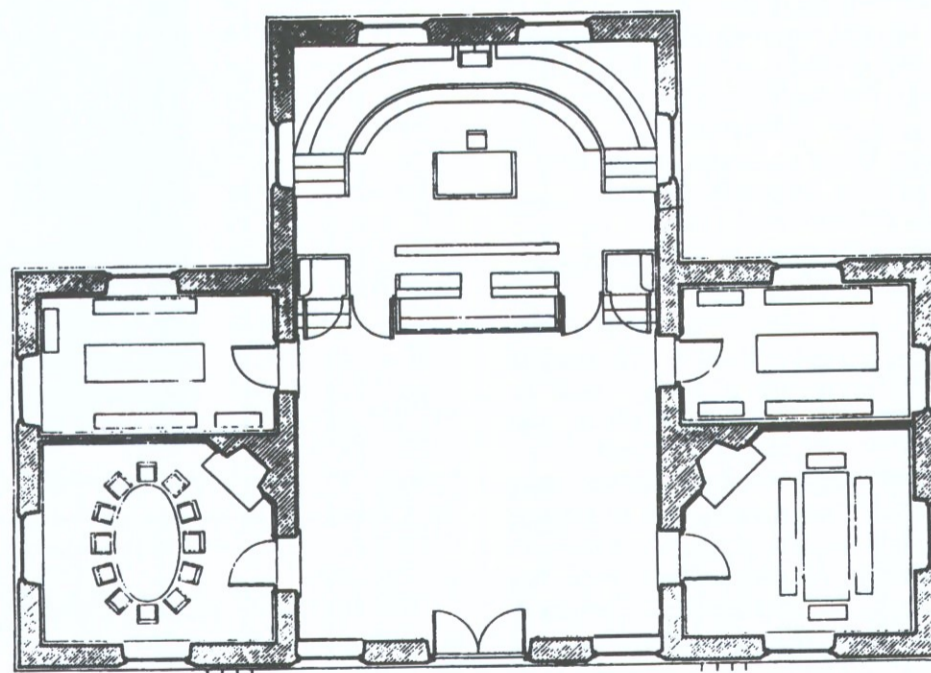
Then the physical restoration began. Carl and Willie worked closely with F&PM and Historic Trades to coordinate the interior restoration work. "There's been a very close relationship between the carpenters and the historians," Carl reflected. "Once you get started you realize 1,001 details that aren't always shown on the working drawings. It's been an interesting interchange in that the carpenters suggest doing things one way, while field evidence may show it done in a different way."

"It's been like digging up a bottle that's been shattered into 1,000 different pieces and scattered all over the yard. You have to glue each piece together to come up with a composite picture."

—Pat Saylor

"It's like digging up a bottle that's been shattered into a 1,000 different pieces and scattered all over the yard."

—Carl Lounsbury



The drawing at left shows how the interior of the restored Courthouse of 1770 will look. Note the lawyers's bar, sheriff's boxes, and magistrates' platform in the main courtroom.

1932: Colonial Williamsburg opens archaeological museum in Courthouse of 1770.

Late 1960's: Courthouse becomes ticket sales center.

1983: Historical, architectural research begins.

1985: Research report.

1986-87: Design Review Committee.

1987-88: Working drawings produced;

Fund-raising for restoration begins.

Summer, 1989: Demolition work begins.

Fall: Restoration work begins.

Meet our newest Journeymen



Above: Peter Stinely

In this world of mass-produced, throw-away products, it is rare to find true craftsmanship, where persons carry on the age-old traditions of producing useful and beautiful items by hand...

“And what of the few young people who choose to enter the noble hand crafts...A hundred bureaucratic rules and regulations have made it almost impossible to find a craftsman willing to take on apprentices. The very few that do manage to learn a trade ultimately benefit hugely, because the products of the hand crafts are becoming scarcer and more sought after as every year goes by.”

John Seymour, from
The Forgotten Crafts

In this world of mass-produced, throw-away products it is rare to find true craftsmanship, where persons carry on the age-old traditions of producing useful and beautiful items by hand. Fortunately, that tradition is being kept alive at Colonial Williamsburg.

Our Historic Trades department is well-known for practicing, and in many cases rediscovering, crafts of the hand—particularly those of the 18th century. But the craftspeople of Historic Trades aren’t just practicing their crafts. They’re preserving them by training apprentices to carry on this noble tradition so that future generations may appreciate and learn from them.

Seven apprentices have devoted years of hard work and dedication to become proficient at their respective trades. In recognition of their efforts, each has received the designation, “journeyman.” Each represents the future of Historic Trades at Colonial Williamsburg.

“If anyone had told me 14 years ago that I’d be doing this, I wouldn’t have believed them,” said Preston Jones, journeyman silversmith. “I really had no direction after high school. I went to Florida for a few years to study commercial photography, but became

burned out. So I came home to Williamsburg.”

Working at CW seemed like the natural thing to do, Preston explained, given his family’s long involvement with the organization. Both his grandfathers worked for and retired from CW. His father, Preston Jones, Sr., works at Carter’s Grove and his mother, Shirley, works at Commonwealth Hall. Numerous aunts, uncles and cousins also work here.

Preston started at the warehouse in 1976. In 1978, he transferred to the Geddy silversmith shop. “I worked in the sales room and did odd jobs in the shop,” Preston recalled. “Mr. Curtis took notice of my work habits and invited me to be a craft interpreter when we moved to the Golden Ball.”

“The silversmith program is probably different, in that we’ve never hired an apprentice,” explained master silversmith Jim Curtis. “Everyone here, including myself, has worked through the ranks, starting with interpreting for a two to three-year period. It’s really a privilege to become an apprentice here. I can teach you to work silver easier than I can teach you to handle people with hospitality and courtesy.”

Preston progressed to skilled interpreter, and in 1982 became an appren-

tice silversmith. That’s when his education began in earnest.

“I had to do various projects—gravy boats, trays, and lots of spoons,” Preston noted. “Once, when I was working on a silver bowl, some visitors came in and were fascinated with my work. They came back a year later and bought that very bowl. That was neat.”

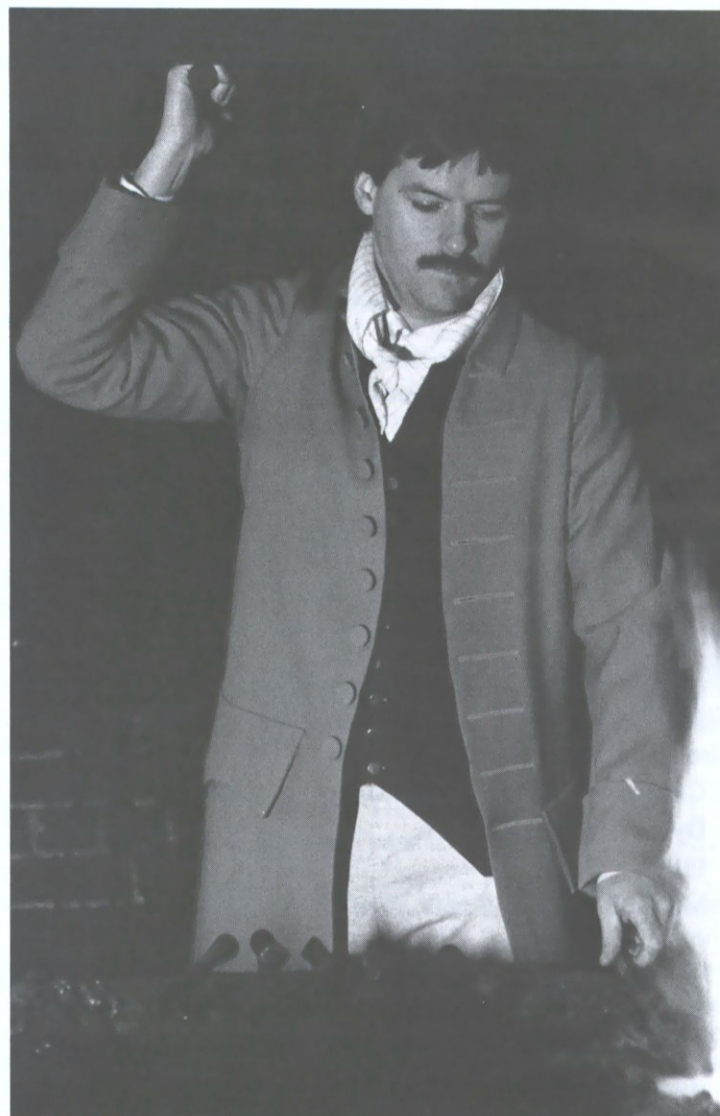
In order to become a journeyman, Preston had a specific list of skills and projects he had to complete. One, a silver tray, was especially difficult.

“We think our shop is pretty authentic in that the apprentices make whatever the business calls for,” Jimmy said. “In the 18th century, the master



Above: Preston Jones

Below: Ken Schwarz





Left: Russ Steele

would have you producing and making money as soon as possible. There was no curriculum—it was a business. That's how you learned."

The time devoted to learning his craft has been time well spent, Preston notes: "I get the satisfaction of making things with my own hands, of seeing how things are put together. This has been quite an opportunity, because the craft just isn't taught. Machines can crank out thousands of pieces. There just aren't many places where you can learn to do this by hand."

For Peter Stinely, becoming a journeyman printer was a natural extension of a childhood ambition. "We lived in the Pitt-Dixon (George Pitt) House when I was a kid," Peter recalled. "I used to come over here to play, when August Klapper was the master printer. In fact, the only merit badge I ever received in Scouts was for printing."

Like Preston, Peter's family has a long association with Colonial Williamsburg. His father, Richard, is assistant director of Publications. Peter and his sisters worked a variety of odd jobs around CW, usually during the summer. Over the years Peter worked as a bus boy at the Cascades, as a utility worker at Chowning's, and as an interpreter at the Boot Shop.

In the winter of 1981, Peter worked in the bookbindery. When a position

opened in the print shop he applied, because of his interest in papermaking. After a couple of years, he was offered an apprenticeship.

Among the skills Peter had to learn were papermaking and type founding, as well as how to operate the presses.

"It was very intense," Peter explained. "Most of the forms that were done at the time were put on the press by me. Lately, I've been involved with re-printing county court forms for the Courthouse, and raffle tickets for Prentis Store's 250th anniversary raffle."

During the summer months Peter demonstrates papermaking behind the Printing Office. He works with the paper molds, assembles the screens and sews in the watermarks.

Although he became a journeyman in October, 1988, Peter admits that the learning is never over. "I'm constantly amazed with the idiosyncracies of type, ink formulas and paper," he said. Lately, he has taken on a new role, that of teacher: "I seem to be moving toward more training, and have an opportunity to bring up the new apprentice in the shop to the same skill level as the rest of us, so that the processes are automatic."

What started out as an "interesting hobby" has become the career of choice for journeyman blacksmith Ken Schwarz. After his graduation from high school, Ken took some classes in civil engineering. His real interest, however, lay in blacksmithing. His interest was such, in fact, that he began volunteer work as a blacksmith at the Carroll County Farm Museum, near his home in Maryland.

Ken also began his own business, producing hardware for contractors who were restoring old homes, doing contract work for museums who couldn't keep a blacksmith on staff, and some tool repair.

"There were positive and negative sides to running my own business," Ken commented. "The positive was the flexible hours. The negatives were the inconsistency of the business—it was either feast or famine—and the fact that I wasn't being paid for my learning or research time. Also, I didn't have access to high-quality antiques."

"There are no professional schools for smiths. Most of my experience was gained through trial and error, working with someone else or on my own. I went to a lot of workshops where Peter Ross (master blacksmith) was teaching and demonstrating. I heard about this job through Peter in 1982, when the Products and Crafts blacksmith shops were separated. I applied for the position and moved down here in late December."

In order to become a journeyman, Ken had to show proficiency in welding, punching, bending and twisting iron, and be able to produce a variety of implements: building hardware (hinges, locks, etc.), cooking utensils, tools for other craftsmen in Historic Trades, and hardware for our carriages and wagons.

"The program stresses skill requirements while reflecting work that actually would have occurred during the 18th century," Ken explained.

"Towards the end the projects became more complex, such as locks and keys or large, awkward pieces like the stovepipe brackets for the Governor's Palace. It's also important to do proper finishing work, using different types of files."

"I'm very proud of my journeyman status. When I first started it seemed like something so far away and unachievable. I have so much respect for Peter and Rick (Guthrie). In my eyes, they were so skilled that I thought I'd never reach the same level. That's been my goal since I started. Finally reaching it is very exciting."

"I think it's quite an achievement for all who have become journeymen here at CW. Our standards are so high, it's not something that everyone can accomplish. There are probably fewer than 100 people in the U.S. that do blacksmithing this way."

"Although it's an unusual trade, I'm real proud to be part of what I think is a very, very elite group. I think we're the best at what we do. No one else in the country meets the standards we have here. I think a lot of the credit in our case goes to Peter himself, for setting the standards, achieving the skills him-

"I get the satisfaction of making things with my own hands, of seeing how things are put together. There just aren't many places where you can learn to do this by hand."

—Preston Jones

"I'm real proud to be part of what I think is a very, very elite group. I think we're the best at what we do."

—Ken Schwarz



Inset: Frank Grimsley



Above: Dan Whitten

Russ Steele wouldn't have been surprised at all if, as a child, he had been told he would become an 18th-century carpenter.

self and working to see that others achieve the same skills."

Russ Steele wouldn't have been surprised at all if, as a child, he had been told he would become an 18th-century carpenter. "I would have believed them," Russ commented. "I think Ed Levin, a building framer in Keene, NH, put it best, saying it's a 'right livelihood.'"

A native of Charles County, MD, Russ had worked in a museum and had done some woodworking there before coming to Colonial Williamsburg. He started his CW career in the Raleigh Tavern Bakery before moving to the carpenter's yard.

Russ stressed the importance with which he views his craft: "In his book, *Forgotten Crafts*, John Seymour mentions a quote, 'Leisure is secular, work is sacred. The object of leisure is work, the object of work is holiness. Holiness means wholeness.' That's pretty much the way I take it. Work's a pretty serious thing, no matter what you're doing."

"As an interpreter of 18th-century woodworking, I have a responsibility to be truthful with the people that come here, to try not to confuse them while presenting what we perceive to be the truth about that particular time."

Though not a native of the historic triangle area, Frank Grimsley probably knows as much about its early history as any resident, having worked at each of the area's major historical sites.

Frank came to Williamsburg in 1976 and worked during the bicentennial at the Yorktown Victory Center. He later transferred to Jamestown, where he did maintenance and worked as an interpreter.

"I considered myself lucky," said the journeyman housewright, "because I got to interpret the Godspeed during its reconstruction and work with the shipwrights."

In 1983 Frank came to the carpenter's yard at CW. "I was very interested in

coming to work with Roy Underhill, after seeing his handmade shingles. I helped do the clapboards and shingles for the shed at the carpenter's yard, the Anderson Shop, and the slave quarter at Carter's Grove.

"I'm very proud of my clapboards, especially on the tobacco barn at Carter's Grove. I don't think you could duplicate them with any machine. To me, this is the technology that allowed small ships to come over from England, bringing people to America to start building our country."

"For me, the challenge is in doing things that can't be done with modern tools. It's been a continual learning opportunity. The palisade wall at Wolstenholme Towne was a good example, having a lot of hand-sawn planks. We didn't think it could be done, but we proved ourselves wrong."

The Courthouse poses an entirely new challenge for the housewrights, Frank added. "Much of the work we've done up to now has been what I would call rough outbuildings, using earth-fast construction techniques. At the Courthouse we'll be doing joinery work, which requires different tools and different skills."

According to Frank, the best part of his job has been the chance to recreate buildings as they would have been constructed in the 18th century. "More and more, we're being allowed to try to apply what we believe were the techniques that were used then."

Even though he had a background in building and construction work, Dan Whitten didn't anticipate becoming a journeyman housewright. "I sort of fell into the job," he explained. "A former employee had left, so I applied."

Prior to becoming an apprentice housewright, Dan worked for a year and a half at the Prentis Store. He also did archaeological work at Carter's Grove with Ivor Noel Hume.

Dan explained that a housewright, like a modern carpenter, should possess a number of skills including framing a building, installing siding, doors and windows, making and installing a floor, putting on a roof.

"A little bit of everything," he said.

"Each of us has a good, all-around knowledge of 18th-century building techniques, except for interior work," he continued. "We'll be starting our apprenticeships over with the Courthouse work."

"I think it's a nice, relaxed job. I get to do lots of interesting stuff. The advantage here is that we have different projects. Every time we go to a site it's brand new. We make mistakes and learn. This is a good environment to learn in."

"We're doing things here that people can't do anywhere else. I

have a degree in history from Old Dominion, so this is a logical place for me to end up. I had always intended to stick around and stay through the program. Becoming a journeyman is my reward for sticking it out."

For Garland Wood, working at Colonial Williamsburg was "one of those things I always wanted to do." A Williamsburg native, Garland began work at CW during the summer of 1981 when he was in college.

"They had an opening to interpret at the carpentry shop, which piqued my interest," the journeyman housewright recalled, "so I spent the summer interpreting. About that time my dad bought an 18th-century structure, and I spent time working with him on carpentry and renovation."

"After graduating from college in 1982, I began looking for work. I worked as an interpreter until I decided what I wanted to do, and basically fell in love with the job. Then I became an apprentice and got involved with the Anderson Forge project. I just sort of stumbled into it."

While Garland values the skills he acquired as an apprentice housewright, his interaction with our visitors provides the greatest reward. "I really like interpretation. The interaction with the multitudes is just great. People coming here are clearly interested in me and what I'm doing as a housewright."

"There's really nothing like cutting down a tree and building a house from scratch. It's pretty exciting to be able to do our craft as well and as thoroughly as we do. It's such a luxury to be able to work in a place like Colonial Williamsburg, with all its resources. I don't think the things we do could be possible under different circumstances."

"I take a lot of pride in being part of the Historic Trades department and going through the program. A lot of well-known craftspeople have come before us, and there are a lot more on the outside trying to get in."

—Pat Saylor

Below: Garland Wood





Burton Rogers of MO&M looks over the map in the weekly *Visitor's Companion*.

"If you work in the Historic Area and wear a uniform, you're fair game for our visitors," says Mark J. Wenger, director of Architectural Projects for the Historic Area, F&PM. "People identify you as a representative of Colonial Williamsburg, and expect you to have information about a variety of things--where the restrooms are located, bus stops, programs, most anything you can think of."

In an effort to help F&PM employees meet—and exceed—our visitors' requests for information, a new program was developed. Over a period of several weeks, every employee in the F&PM division was given the opportunity to look at and learn about Colonial Williamsburg from the perspective of our visitors. In short, they became "visitors for a day."

All employees were encouraged to wear casual clothes--no uniforms. They began their day at the Personnel Training Building, with an orientation which included slides taken in and around the Historic Area.

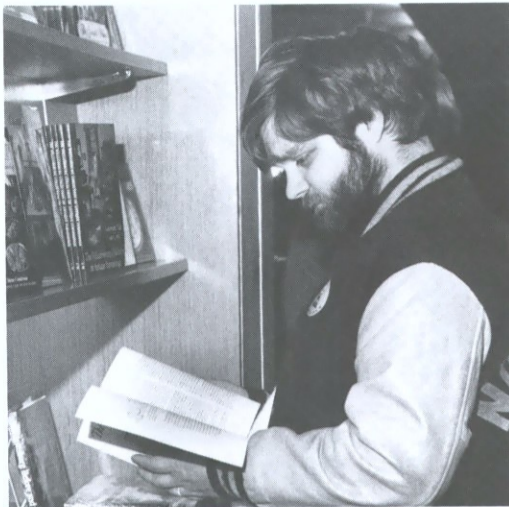


The highlight of the day's tour was a stop for lunch in one of the colonial taverns. Tyrone Wallace and Alvin Copeland placed their order at the King's Arms.

They reviewed and became re-acquainted with the weekly *Visitor's Companion*, and were given their own copies of the *Official Guide to Colonial Williamsburg*. Each was given the Visitor Services map developed by the Hospitality and Courtesy Committee, and encouraged to keep it close by his or her work area.

F&PM employees become "visitors for a day"

The groups then headed to the Visitor Center, where they took part in a "scavenger hunt" before boarding a bus for the Historic Area. Each employee was given a slip of paper with a question that might typically be asked by a visitor, and encouraged to talk with Visitor Center staff to find the answer.



Tom Coker of Architecture & Engineering looks for information at the Visitor Center Bookstore during his group's "scavenger hunt."



Gertie Richardson and Katherine Smith prepare for their tour during their bus ride from the Visitor Center. For many of the F&PM employees, this was their first ride on a CW bus.

Then they boarded the buses—many for the first time—for the short ride to the Historic Area. Because of limited time, the groups toured only a few sites, primarily the Palace, Geddy Foundry, the Courthouse, Capitol and Wetherburn's Tavern. Along the way, guides pointed out other points of interest.

The highlight of the day for many came at lunch time. All employees were treated to lunch in either King's Arms, Campbell's or Shields Tavern—many, again, for the first time.

"The idea behind the program is to impart a knowledge of the Colonial Williamsburg Foundation, what it is and does, and how we can assist our visitors as the need arises," Mark explained. "We stressed that the employees should be treated as though they were visitors, so that they could see things from that perspective."

"It also turned out to be a chance for F&PM employees to learn about the work of their fellow employ-

ees. During a tour of the Palace, for instance, one of the carpenters explained with great pride the work that had gone into the staircase. On other tours, a gardener would share his or her knowledge about a certain plant, or a maintenance mechanic might talk about the work he had done.

"It was a very successful program, received enthusiastically by all the employees. They really enjoyed the chance to go out and look at things that many of them had never seen, even though they might have been employees for many years. Next year they'd like to go to Carter's Grove."

"We are especially grateful for the assistance and support we received from other departments throughout Colonial Williamsburg, particularly the Hotel Properties, Historical Interpretation, Human Resources Development, the Visitor Center and Historic Trades. There was a lot of interest. In fact, we found that people were willing to supply more information than we could ever use."

The program was developed and conducted by a committee of F&PM employees. They included Mark J. Wenger, Suzi Woodall, Terry Yemm, Laura Viancour, and Mark Kirk.



Barbara Jones considers a humorous point in the discussion between historical interpreter Anne Guthrie and character interpreter Emily James, during their visit to Wetherburn's Tavern.



Audrie Christian, Lorraine Tooley, Sarah Tyler and Stacie Chapman listen intently during their visit to the Capitol building.

“Sometimes the guests on the other end can be impatient, but I just kill them with kindness. If we’re not nice to our guests, then we won’t have a job. They won’t come back.”

—“Dolly” Stephens

Unsung Heroes...



Florence “Dolly” Stephens, who has worked in Inn Room Service for more than 40 years, spends a good deal of her day on the phone, keeping our guests happy.

“Dolly” can be counted on for a friendly ‘hello’

She arrives first, around 5:30 a.m. She gets the juices and creams ready and starts the coffee for the lobby beverage service. Breakfast is the busiest time of the day.

Her co-workers trickle in around 6 a.m. The phone begins ringing. Anyone can be on the other end...groggy guests, requesting a cup of salvation. Sometimes it’s her co-workers from the cocktail lounge or dining room, calling in sick or late.

Whoever the caller, they can always count on Dolly Stephens to answer the phone in Inn Room Service with her cheery “Hello”.

The door tags, requests for morning room service, are brought in by a waiter around 6:30 a.m. Dolly immediately logs them in. When it’s busy, she can have as many as six or seven waiters and two to three pages of orders—all of which must arrive on time.

Add to the pandemonium a constantly ringing phone and you have a perfect recipe for an explosive situation.

“Sometimes I feel like a Dr. Jekyll and Mr. Hyde,” said Dolly. “Everyone gets excited sometimes. We may fuss with each other...but when I answer that phone, everything is dropped.

“Sometimes the guest on the other end can be impatient, but I just kill them with kindness. If we’re not nice to our guests, then we won’t have a job. They won’t come back.

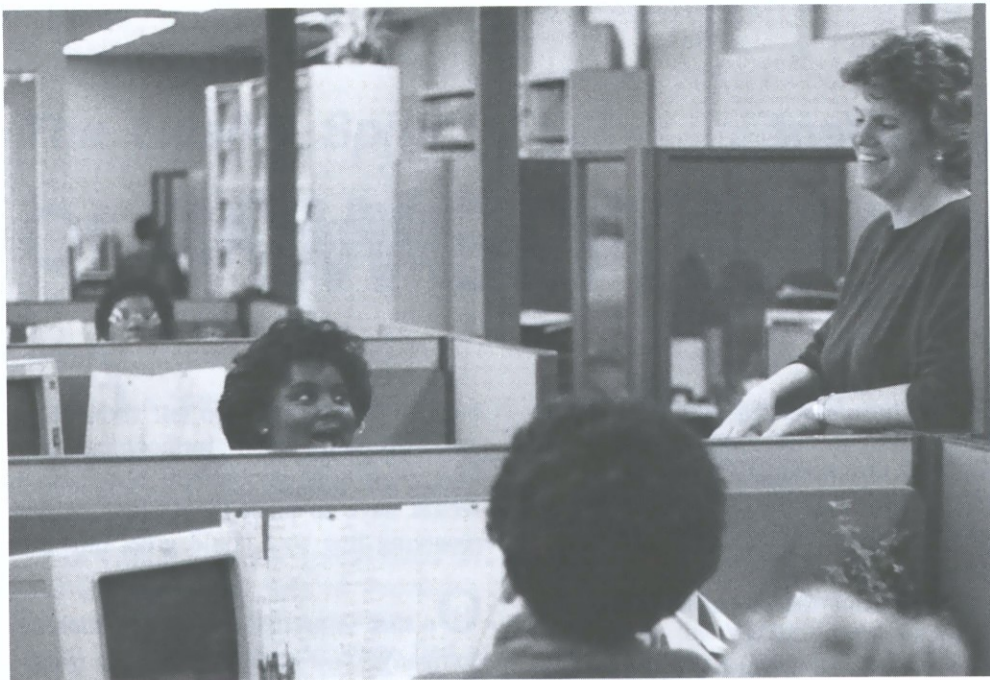
“Especially when we’re busy, I explain that we’ll try to get their order to them when they want it, that we’ll do our best. They must enjoy it because they order again the next day.”

Dolly has worked exclusively in Room Service for the more than 40 years that she has been with Colonial Williamsburg. She is a team player and will do anything for anyone. “When the pantry is busy, I’ll go in there and help them out,” she explained. “They do the same for me.”

Dolly has three sons and daughter. She also has a host of relatives working for Colonial Williamsburg: brother Charles Cook at the Lodge; niece Sara-Linda Howard at the Inn; nephew James Hundley at Campbell’s; and a daughter-in-law at the Cascades. “The highlight of my life, though, is my grandson, Alan,” said Dolly.

Dolly is a member of the Colonial Temple #380-Daughters of Elks; Leading Light Council; Old Capitol Lodge Marching Unit #2509; Blossomettes Social and Civic Club and Mount Gilead Baptist Church.

--Heidi Moore



Cindy Johnston, reservations manager (standing), talks with room reservationists Debra George, Toni Tabb, Wanda Lewis and Pat Lockman in their "new" office.

Reservations Office gets a 'new look'

Imagine the good ole' days in Room Reservations.

Three huge calendars, giving the daily bookings for six months, decorated one wall. It took a master's degree to be able to decipher the coding used. If you wanted to book a date that wasn't on one of the big calendars, such as Christmas, you put the guest on hold and waited in a line with your fellow reservationists to find out if a date was available. All reservations, changes and cancellations were done by hand. There was always noise and commotion.

Filing was loads of fun! Boxes, filing cabinets and people competed for space, and there was always a box of filing just waiting for attention. Work areas were cramped with computers, phones and reservation books. A dingy ceiling topped off four walls badly in need of a paint job.

This definitely was NOT the best place to work. But all of that's changed!

Folks who walk into Reservations don't even recognize the place now. The huge calendars are gone! The Reservations Office has been computerized. Now, each reservationist has a shiny new workstation, complete with computer.

"When we get the HRGAS II system, a hotel system upgrade, we'll have a record of an individual guest's prefer-

ences and history," said Cindy Johnston, reservations manager. "Guests will be able to make their dining and hotel reservations with one phone call—one-stop shopping, so to speak."

Advertising began March 5 and the Reservations office was ready. Noise has been cut to a minimum. Activity in the department is now focused on answering the phones, rather than on waiting in line for a peek at the reservations book. As a result, more guests are being served faster. A FAX machine has even been added, so that guests can "fax" their reservation requests.

Filing for the department has been cut in half. Instead of the rows of filing cabinets, there are now just two vertical files. Anything that was standing still was painted, including the ceiling. New carpet, chairs and window blinds were installed.

"The improved image of the Reservations Office has really helped morale," said Cindy. "When we moved back in, the employees came to me about establishing a dress code and basic office rules. This has made us much more of a team."

If you'd like a tour of the new and improved Reservations Office, just stop by the second floor of the Motor House.

—Heidi Moore

John Kogelman becomes the newest 'Master Baker'

John Kogelman was standing in his mother's kitchen, baking for relatives in Detroit, when the phone rang. On the other end was a representative of the Retail Baker's



Association, telling him that he was now a graduate (one of only eight in America) of the Master Bakers program.

"I was in Detroit for a very sad occasion, that of my father's funeral," said John. "This very sad time turned into a very happy time."

"My mother's kitchen was a very appropriate place for me to find out about getting the master's degree. She inspired me. I've been in the kitchen ever since I can remember, making cookies and apple strudel. She got her start from her mother in Austria."

Obtaining his master's in baking was not easy for this executive head baker. After qualifying to take the test, John went through one full day of written exams, covering everything from nutrition to sanitation. He then had to survive a two-day practical kitchen test.

John took his first test in Atlanta. Unfortunately, he didn't pass two of the practical baking exams. He did so well on the things he did pass (he "aced" the Federal Law exam, which is the hardest) that he was invited back to Phoenix, Arizona, to take the test again.

"You have to use their recipes, products and machinery," said John. "You are tested on breads, dough, puff Danish, coffee and tea rings, cakes, decorating, muffins, pies, just to name a few. You are limited in time to produce each item and you must finish."

John picked up his diploma and award during a ceremony in Boston in early March. Congratulations to John, Colonial Williamsburg's—and America's—newest master baker!

—Heidi Moore

"I enjoy working with people. My goal is to make them all happy and to have no complaints at the end of the day."

—Kris Jenson

Kris Jenson named VH&MA Employee of the Year



Kris Jenson of the Governor's Inn is CW's second VH&MA Front Desk Employee of the Year in a row.

Move over Laurie Westerfield, here comes Kris Jenson! For the second year in a row, a front desk clerk from the Governor's Inn has won the Virginia Hotel and Motel Association's Front Desk Employee of the Year award.

"I enjoy working with people," said Kris. "My goal is to make them all happy and to have no complaints at the end of the day."

A group of senior citizens left Colonial Williamsburg singing Kris's praises. One morning last April, Kris noticed that there were 30 or so guests standing about in the parking lot waiting for transportation. The bus that was supposed to transport them to the Motor House for breakfast did not show.

"Just as I was about to make a call to the bus dispatcher, Kris drove up

and loaded five of the seniors into her car," said Jim Hisle. "She explained that she was running a shuttle service to the Motor House Grille so they wouldn't miss their breakfast."

"She immediately pressed me and my car into helping her provide this 'extra' service. The guests left raving about their stay at the Governor's Inn and about the wonderful people that we had working there."

According to Margie Jackson, Kris's supervisor who nominated her for the award, Kris makes Margie's job easy.

"I know I can always count on her, and more importantly the guests can always count on her for anything..." said Margie. "When a family forgot to bring a stroller for their baby, they asked Kris where they could go to rent one. Kris had one in the trunk of her

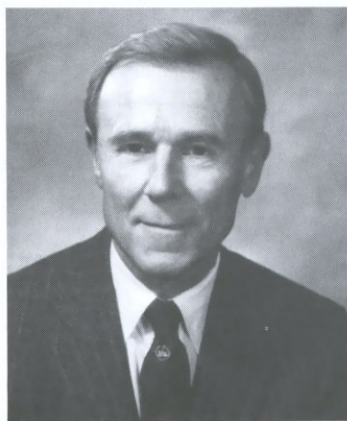
car and lent it to the couple for the duration of their stay."

"When a guest's car won't start, they don't have to worry about a mechanic...Kris will use her jumper cables. She gives 110% every day and we are very proud to have Kris represent our hotel."

Along with the customary plaque, Kris has use of a specially marked parking spot at the Governor's Inn, sporting a sign that reads "Front Desk Employee of the Year".

—Heidi Moore

Viewpoints from the President



Charles Longworth

"This is a slogan with both internal and external significance. It is based on the idea that we all have customers, though they are, in some cases, fellow employees who 'buy' our services."

Are you "EZTDBW?"

Each spring there is renewed hope. The lengthening days, return of migratory birds, the daffodils and blossoming trees, the greening of grass, and of course, the swell in numbers of visitors as the world seems to rediscover Colonial Williamsburg.

For many of us, it is a welcome return to work after vacation or temporary layoff during the low point of winter business.

All has not been idle this winter, nor is it in any winter. Training accelerates as we continue to try to improve the quality of interpretation and service. Each of the taverns is rehabilitated and cleaned in turn, recovering from the season past and putting on a most hopeful face for the hungry crowds about to appear.

King's Arms had a new boiler and air conditioning system installed. Other properties were subjects of major work. The Raleigh Tavern had a new boiler and air conditioning installed and structural support added for the first and second floors.

F&PM performed demolition work, installed flooring, ceilings, the moulding, masonry, and mechanical and electrical work (the building is fully air conditioned) at the Courthouse of 1770, to prepare the building for the housewrights to install handmade paneling and interpret the building for our guests. The Inn bathroom renovations have been completed. The installation of a new heating and cooling system continues. When that is completed this year, Inn guests, for the first time in the Inn's illustrious half-century of distinct service, can control the heat and cooling in individual rooms. That's progress!

Work has proceeded as possible in the winter weather on the addition to the Abby Aldrich Rockefeller Folk Art Center and the Winthrop Rockefeller Archaeological Museum at Carter's Grove. The Folk Art Center should open next fall, and the Archaeological Museum in Spring, 1991.

The Wallace Gallery, resplendent in its new interior finishes and exhibits, is better than ever—a seemingly miraculous recovery from August's flood, but really an example of the determination and skills of the many employees whose quick and decisive action saved the collection and building from unrecoverable damage.

Last weekend, I was fortunate to be in San Francisco for a reception for donors to Colonial Williamsburg. The occasion was the opening of the traveling exhibit of our folk art, at the M. H. de Young Memorial Museum.

We invited to the reception anyone who had made a contribution of \$25 or more during the past three years. The invitation list of about 800 extended to Washington, Oregon, Nevada, and all of California. For those not wholly familiar with west coast geography, it is nearly 700 miles from Seattle, Washington to San Francisco. Yet, we had guests from Seattle, Portland, Oregon, Reno, Nevada, and from all over California (it is 500 miles from Los Angeles to San Francisco).

Why did they travel so far? To see the folk art? Yes, in part, but mostly because they care about Colonial Williamsburg. They came to tell me one thing: "We love Colonial Williams-

burg." They went on to tell about their last trip here, their forthcoming trip here, their honeymoon here, etc., until I would have to push them along in the receiving line so I could greet others.

On that same trip I visited a trucking company. You might ask what a trucking company has in common with Colonial Williamsburg.

Well, both are service organizations trying to exceed visitor (customer) expectations. Both have reputations for quality and high standards. The trucking company, Viking Express, also has a reputation as the best place to work in that industry.

How did they get that way? By respecting employees, by listening, by providing good equipment and good work spaces. In short, by making it possible for people to do a good job and then respecting and honoring the result.

When I was there, Viking had going a big campaign called "EZTDBW," standing for EASY TO DO BUSINESS WITH. This is a slogan with both internal and external significance. It is based on the idea that we all have customers, though they are, in some cases, fellow employees who "buy" our services.

Viking was trying to encourage everyone to be flexible and responsive—to try to help, not hinder progress. This was an interesting business. It gave me something to think about, not the least of which was that you never know where you might learn something useful.

—Charles R. Longworth

Our Visitors Write...

This month's visitor letter is about the presence of black employees and visitors in Colonial Williamsburg's promotional materials. John Cell, of Cincinnati, wrote:

"I enjoy Jamestown, Williamsburg and Yorktown very much. I have always noticed that Williamsburg's advertising shows a lot of white people; the only blacks I have seen have been bellhops and a blacksmith (I think). Why?"

Randall Foskey, director of Admissions Marketing, wrote the following reply to Mr. Cell:

"Your recent note regarding your visit to Williamsburg, Jamestown and Yorktown was forwarded to me for action. I was especially concerned with your comment regarding the absence of black Americans in our advertising.

"Our intent is to portray the true lives of black Americans in Williamsburg during the 18th century,

both in fact and in our advertising. The television commercials running the Cincinnati market include scenes of costumed Americans in 18th-century attire.

"Our Vacation Planner, a copy of which is enclosed, also depicts black craftsmen of the 18th century as well as 20th-century black visitors. The hotel section of the Vacation Planner does depict a black bellman; however, there is also a white bellman on the facing page. We also show black couples dining, as well as both black and white waiters.

"I am particularly happy with a new ad which will be in the March issue of American Visions magazine. I have enclosed a copy for your information. This ad says all we can about Colonial Williamsburg's commitment to African-American history. If you haven't already done so, I hope on your next visit to Williamsburg you will participate in these programs."

Randall Foskey received the following reply from Mr. Cell, along with a check in support of our educational programs:

"Thank you for your recent letter. I am very impressed with your 1989 vacation planner, especially in regard to the issue of representation of African-Americans. Your new ad about your Black History programs is also very impressive.

"I have always understood your employment of blacks in their traditional roles (smith, servant, etc.), but have noticed (until now) only very few blacks depicted as visitors.

"Very few organizations have even seen the benefit in having a more balanced representation in their P.R. materials. The Kroger Company is another organization which responded as positively as yours.

"I am happy to enclose a check for you to forward to the appropriate department at C.W.F., for the restoration project. Together we can make the world a better place. Best wishes, John A. Cell."

Have you gotten a letter or comment from a visitor that you'd like to share? Let us know. We're interested in all comments—positive and negative—so that we may learn and, we hope, exceed our visitors' expectations. Send them to, "CW News, Post Office Box C, Williamsburg, VA 23187." Our interoffice address is, "MPO." We hope to hear from you!

The Quality Spirit

Of Angels, Operators and Shoofly Pie...

"An 'Angel sent from God.'"

That's Jean Golden, one of our visitors told Chuck Longworth in a letter a couple of weeks ago.

The visitor, a middle school librarian, was chaperoning a class of Pennsylvania students Wednesday morning, February 28, when the flu hit. She fled to the Powell Tenement rest room near the Capitol.

Ill there for about an hour, our unfortunate visitor wrote that Jean "came to my assistance by getting me ginger ale and paper towels, and wanted to call Security to assist me in obtaining a ride to my motel.

"She was truly an 'Angel sent from God' and I wished to inform you of what a valuable employee you have on your staff."

For Jean, a 17-year employee with a quick smile and big heart who keeps things shining from the Music Teacher's Room to the Capitol, it's all in a day's work.

For Colonial Williamsburg, it's another visitor's (unexpected) expectation exceeded. After all, who goes anywhere expecting to meet an angel?!

The last issue of the *News* included an article about how a group of employees from six different departments has been working to improve our handling of incoming calls.

How can we register the best possible first impression with a potential visitor?

How can we consistently project a smile with our voices and prove ourselves knowledgeable, helpful, and easy to do business with?

Big questions for lots of people--from Hotel Reservations at 1-800-HISTORY to the 229-1000 consoles at Franklin Street to mail order sales at Fifth Avenue to Dining Reservations, Group and Hotel Sales, and the many requests for programs and scheduling information directed to the Visitor Center.

Undaunted, the team developed a list of issues and has been working its way through it. Getting better is accomplished a step at a time.

The leader of this important and ambitious effort is not someone sporting a service pin. Jackie Abrams has only been with Colonial Williamsburg since last July, but already she's pitching in.

"We've done a lot ourselves in the group, talking things out and offering suggestions to each other," she said. "And most of the group felt it was about time employees get together, deal with upper management, and resolve these problems."

How's that for action planning?

Shoofly pie.

Its mere mention stirs the Pennsylvania Dutch blood and makes the mouth water.

Irvin Diehl and the Harnessmaker's staff get about a dozen of them a year. Repeat visitors from York, Pennsylvania, and the Lancaster County area, whom Irvin has befriended during his 23 years here, know how their transplanted neighbor yearns for the scrumptious gooey, molasses-based pie with the crumb topping.

So they keep Irvin and his colleagues supplied, bringing pies when they come,



a sort of reverse Hospitality and Courtesy program.

Jackie Abrams, Irvin Diehl, Jean Golden and Steve Elliott enjoy a laugh at the Deane Harness Shop.

People only go to that much trouble when they like a place a lot--when they like the *people* a lot.

And it's the Jeans, Jackies, and Irvins of Colonial Williamsburg who set Colonial Williamsburg apart as a special place, worth coming back to.

The caring touch, the friendly smile, the extra effort behind the scenes to make things work better. All result in a wonderful compliment--six out of ten visitors have been here before *and have returned*.

Some of them bearing shoofly pies.
—Steve Elliott

Speak Up

A Visitor Aide speaks up on employee parking

I feel I must respond, at least in part, to the article in the November/December CW News on the parking problem.

The article stated that there are 1,382 parking spaces available. The lots available to employees in the Historic Area, with the exception of the Palace lot, are also accessible to the general public—and the general public, if determined, can gain access to the Palace lot.

We frequently find ourselves cruising the lots in a fruitless search for a parking place. When one has only a few minutes to find a space and get to a building, this can be frustrating in the extreme. This is especially true in the Franklin Street Office lot, where there seems to be many more cars—all with a legitimate need to park—than available spaces.

The parking regulations state that the parking area for Visitor Aides is Lot 44. For an office with a staff that reports to one building for the entire day, a three-block walk may not seem unreasonable (Mr. Gardiner stated that it was good exercise).

However, only three people in our department stay in the office for the entire day. Others report to the office with the expectation that they will be assigned to another building for the entire day, or that they will be assigned to provide breaks for people stationed at other buildings in the Historic Area. These may be as far away as the Gunsmith or the Powell House.

It is not reasonable, to my mind, to expect these people to park in Lot 44, walk to our office, report to the building(s) assigned, return to the office to sign out, and return to Lot 44 again to go home.

My last reaction is to the assurance that our parking lots are well-lit and, therefore, safe to walk to in the evening. I have never had qualms about being assaulted in a darkened parking lot. I have, however, had problems getting to the lots themselves.

The paths to the lots are neither level nor well-lit. There are uneven areas where employees have fallen and sustained sprains or broken bones. One

night I encountered a snake in Lot 44. This is on clear nights—the problems are compounded in bad weather.

There being no theatre facilities for those of us who have evening CCP programs, we must arrive at our worksite—usually the Lodge—in costume, many of which are constructed of more elaborate materials than our daily costumes and which are, consequently, more valuable and usually more easily damaged by weather.

To have to walk from Lot 44 dressed in silks or brocades in the rain (or worse) is devastating to these costumes, for which we are responsible. Would it be so horrible to allow the people involved in programs at the Lodge to park in the Lodge lot?

The parking regulations look all right on paper for a static workforce who have set workplaces. However, many of us do not fall into this category.

Some sort of compromise needs to be worked out. Perhaps a shuttle bus could

Please see "Parking" on page 14

"We frequently find ourselves cruising the lots in a fruitless search for a parking place."

—Lynn Evans

The Seven -Year Objectives—A closer look...

“To Enlarge our Financial Resources”

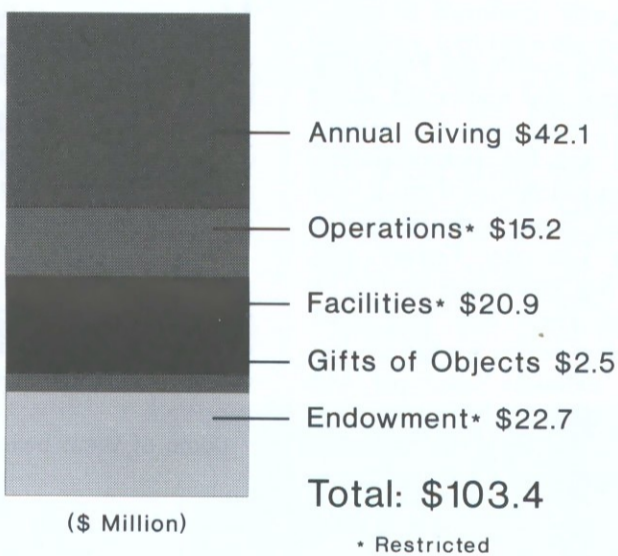
Annual Giving and Special Gift Fund Raising

- Continued efforts to upgrade giving levels by current donors and acquire new donors through a cost-effective direct mail program.
 - Increased support of operations by raising contributions to the Colonial Williamsburg annual fund.
- Our goal:

- 15% in 1989
- 11% in 1990
- 10% in 1991
- 8% each year from 1992 to 1995
- Organizing and supporting a complete program that will identify, provide background, assist in contacting, and direct follow-up for prospective donors of \$1 million or more.

- Increasing the number of corporate contributors making unrestricted gifts.
- Expanding fund-raising efforts for restricted gifts in support of the endowment, facilities and current operations.

Projected Funds Development
1989 to 1995

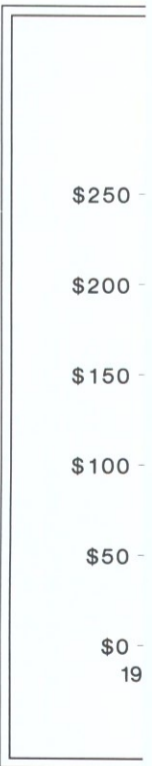


“To Enlarge our Financial Resources”

- Increasing annual operating and capital funds
- Effective investment management
- Building the capital base from business

Effective investment management

- Strive for balanced and diversified investments:
 - Stocks
 - Bonds
 - Real Estate
 - Business Operations
- Achieve competitive investment return on real estate holdings after providing for protection of green space and potential future land needs.
- Use borrowed money prudently to facilitate important income-producing investments and smooth cash flows.
- Search constantly for the best investments after stocks and bonds held in the portfolio. Investment results in the top 25% of the market.



I Resources”

our Financial
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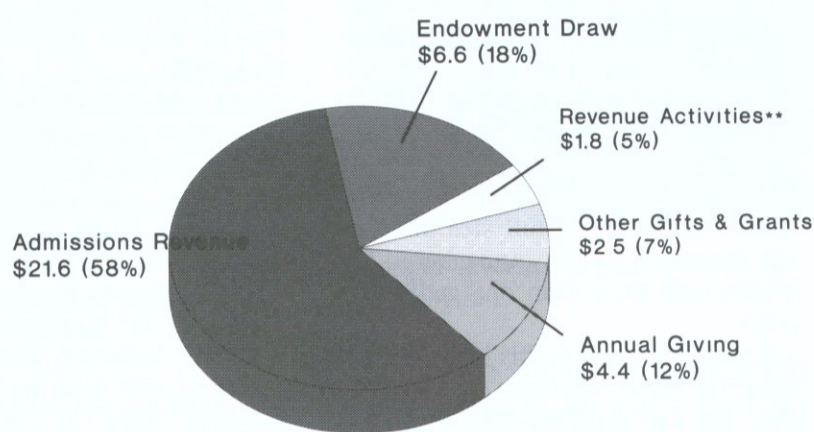
Building the contribution from business operations

– Williamsburg Inn Golf Course will add projected aver-

age revenues
of more than
\$3 million per
year when it
opens for its
first full year
in 1992.

– Lodge
renovation
project will
improve qual-
ity of facility,
attracting addi-
tional confer-
ence business
and guests.

Funding Our Educational Programs Where the Money Comes From*



(\$ Million)

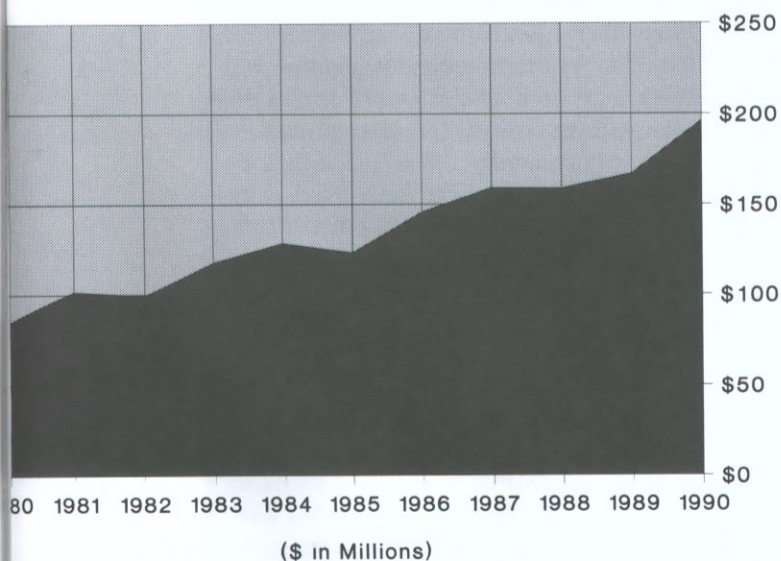
* Based on 1989 Year-end Results

**Hotels and Restaurants
Products
Real Estate Operations
(Includes Taxes)

ment management

d flow of income from all investments:

Managing our Investment... Growth of the Endowment



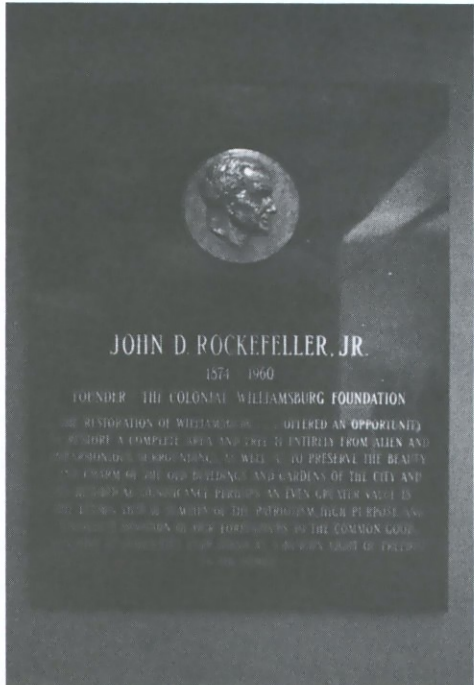
ependent investment managers to look
endowment. Our target: to achieve in-
comparable endowments.

– Shields Tavern, opened in February, 1989, added 254 additional seats to our already popular colonial taverns.

– New shops at the Governor's Inn and other locations should add \$2.4 million in additional products revenues between now and 1995.

– Increased marketing efforts are expected to raise visita-
tion levels by 1% to 2% per year over the next seven
years.

– Future development of the Post Office into Merchants
Square shops is expected to add up to \$2.3 million in
additional property rentals over the next seven years.



Rockefeller plaque unveiled at Visitor Center

If you've been to the Visitor Center since early February, you may have noticed a plaque honoring the late John D. Rockefeller, Jr. The idea for this monument began when Roger Thaler, vice president of External Affairs, learned that Walter Annenburg, one of CW's major contributors, had requested that Mr. Rockefeller be recognized for his financial support to the community.

Roger and architect Joe Poole then began designing the John D. Rockefeller, Jr. memorial. The quarter-ton marble stone is a very unusual Andes black granite, shipped from Italy. The design, which is based on the black marble monument situated at Rockefeller Plaza in New York City, was approved only after F&PM painters Joe Cammacho and Phil Moore constructed a full size mock-up and showed it to Mr. Annenburg. The project took more than one and a half years.

A memorial such as this is one way to recognize those who have made it possible for our existence today. This is also a way for our visitors to learn how CW began. As Joe Poole commented, "From a very early point in their visit, our guests can learn of the significant contribution Mr. Rockefeller made to CW."

The main reason most people come to our town is to learn about significant

historic events and people of the 18th-century. The John D. Rockefeller Jr. monument is one way to remind us of a significant man of the 20th-century who realized the importance of remembering our past.

—Dan Mularski

CW will host disaster seminar April 27 & 28

Disasters and how to minimize their consequences on museums is the subject of a two-day seminar planned at Colonial Williamsburg April 27 and 28.

Specialists and administrators from three major American museums which were victims of natural disasters in 1989 will share their experiences in an effort to help professional colleagues learn how to prepare for emergencies when they strike.

Last year, part of the DeWitt Wallace Decorative Arts Gallery was flooded, causing about \$1 million in damage. Old Salem, a museum village in Winston-Salem, North Carolina, was hit by tornados and various properties of Historic Charleston, South Carolina, were devastated by Hurricane Hugo.

Beatrix Rumford, vice president for Museums, will open the program Friday morning, April 27, at the Hennage Auditorium. Her presentation will be followed by William T. Alderson, president of Old Salem, Inc.

Speakers include Carolyn Weekley, director of the Wallace Gallery; Ron Hurst, CW curator of furniture; and Thomas Savage, curator of Historic Charleston, Inc. Other CW specialists

who will share their expertise include Carey Howlett, conservator of furniture; Danny McDaniel, director of Security and Safety; Will Gwilliam, director of Architecture, Engineering and Maintenance; John Runkle, staff architect; Nicholas Pappas, foundation architect; Jean Van Tol, assistant treasurer; and Al Louer, director of Media Relations.

Discussions between audience members and participants will be a major feature of the program. While the program is designed with museum professionals in mind, it is open to the public on a first come, first served basis.

Registration for the program is \$25 per person and may be completed by sending a check made payable to the Colonial Williamsburg Foundation to: The DeWitt Wallace Decorative Arts Gallery; Post Office Box C; Williamsburg, VA 23187. For more information, call Pam Mendoza at the Wallace Gallery, (804) 220-7553.

—Al Louer

A section of seats has been reserved for Colonial Williamsburg employees at the disaster seminar, at no charge. If you'd like to make a reservation, call Gail Trautman at ext. 7555

"Despite our concern and understanding of the issues, the solutions do not come easily."

—Bill Gardiner

Parking...

be established for office workers who do have set workplaces and set hours, taking them to and from the more remote parking areas. This would free up spaces in those lots that are more accessible from the interpreted buildings, for those who must move around frequently, sometimes on very short notice.

Above all, we need to have discussion, interaction and more input from those of us who actually are affected, and not only from the top down.

Thanks for allowing me this opportunity to air my views. I hope they will be accepted in the manner in which they are offered—as a genuine attempt to find a mutually-agreeable answer to a mutual problem.

—Lynn Evans
Visitor Aides

Bill Gardiner, vice president of F&PM and chairman of the CW Parking Committee, had this reply:

"Lynn Evans and I had an opportunity to discuss the concerns expressed in her letter following the afternoon session of our open Parking Committee meeting held January 23.

"The Committee and I are sympathetic to many of the problems cited by Lynn. It is not always convenient to

walk from Block 44 to the Greenhow Office to find out where you are assigned to work, especially on days when we are experiencing inclement weather. We are also concerned about the potential hazards for employees who must work after dark.

"However, despite our concern and understanding of the issues, the solutions do not come easily. I believe Lynn has a better understanding of some of these issues and the difficulty the Committee encounters in trying to resolve them after having attended the Parking Committee meeting, where many of these issues were discussed publicly.

"At its subsequent meeting in February, the Committee reviewed the concerns expressed by Lynn and others. We are looking at ways to attempt to either provide or resolve short-term parking in certain areas, alternatives for reducing the potential hazards for those who work at night, and other issues mentioned at the meetings.

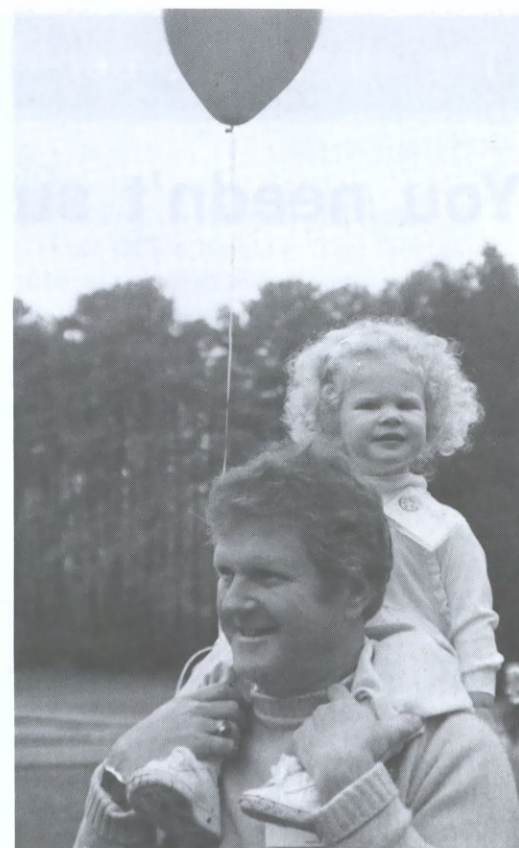
"The Committee and I encourage Lynn and other employees to express their concerns about parking to the Parking Committee, either by attending our meetings or through a memo. We will be pleased to attempt to resolve the issue."

Have you a question, comment or suggestion about an issue of concern to Colonial Williamsburg employees? Need help in getting an answer? Tell us!

We'll print your letter, along with a reply from a person who is knowledgeable or qualified to respond to the issue.

Letters should be about a problem or issue that affects many employees at Colonial Williamsburg, not items which relate only to a specific work area. Letters will be edited for clarity, and to remove potentially false or malicious material. Letters must be signed with your name, work area, and phone number. Letters that are not signed will not be considered for publication.

Remember, your letter will not be confidential. It will be forwarded to a person who is qualified to respond, in order that we all may learn. Send your letters through the interoffice mail to, "CW News, MPO." Or, write to us in care of, "CW News; PO Box C; Williamsburg, VA 23187."



Scenes from the Open House Family Picnic Sunday, April 1 * Bassett Hall



Quality...

Quality. It's a word we hear and say a lot at Colonial Williamsburg. But what does it really mean to you? That's the subject of next month's *Colonial Williamsburg News*.

We need your help. We'd like you to tell us about quality, and what it means to you. To get you started thinking about it, we came up with some questions.

What does quality mean to you in terms of:

- * Exceeding our visitors' expectations?
- * Strengthening our educational programs?
- * Maintaining and preserving the Historic Area?
- * Making CW the best place to work?
- * Leadership and supervision?

What person or thing represents quality at Colonial Williamsburg?

How or why is quality important in your work?

Tell us! We want to hear from you! Just write down your thoughts, along with your name and daytime phone number, and send them to: "Quality; Colonial Williamsburg News; Post Office Box C; Williamsburg, VA 23187 (Interoffice address: "MPO"). Or, call us at (804) 220-7120.

We're having a yard sale...

for as many families as we can squeeze
onto our space at the corner of
1st Street and Capitol Landing Road

April 21

8:30 a.m. to Noon

Rain date: April 22

The Hospitality and Courtesy Committee will provide the space, advertising, and the port-a-potty. You bring your own table or mat to display your stuff to sell and your own change. We ask only that you clean your space---pick up paper and cups and take home the treasures you don't sell.

Just fill out this form and send it to Donna Whalen, H&C Coordinator, Franklin Street Office Building, by April 16.

You don't have to arrive at the sale at 8:30 a.m. and you don't have to stay until noon. A special parking area is provided for the vendors. We want to leave the parking areas in front of the lot for our customers.

Call Donna Whalen, ext. 7118, for answers to any questions.

Name: _____

Work address: _____ Phone: _____

I understand that I must provide my own table or mat for displaying my items and that I must bring my own change. I agree to leave the space that I use as clean as I find it and to park in the "vendor's parking area". In order to give everyone a fair chance, I agree not to set up before 7:30 a.m. and not to sell anything before 8:30 a.m.

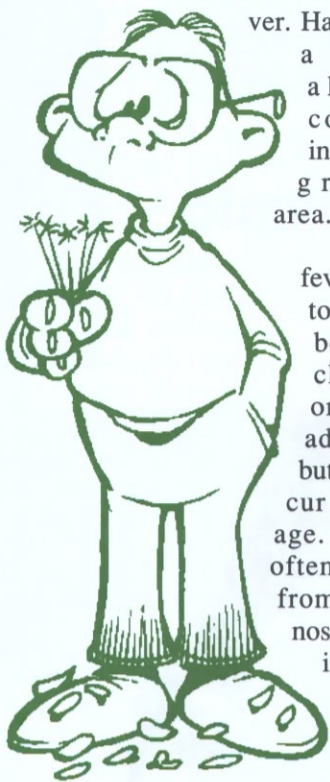
Your space has been confirmed: _____

✂ Clip Out

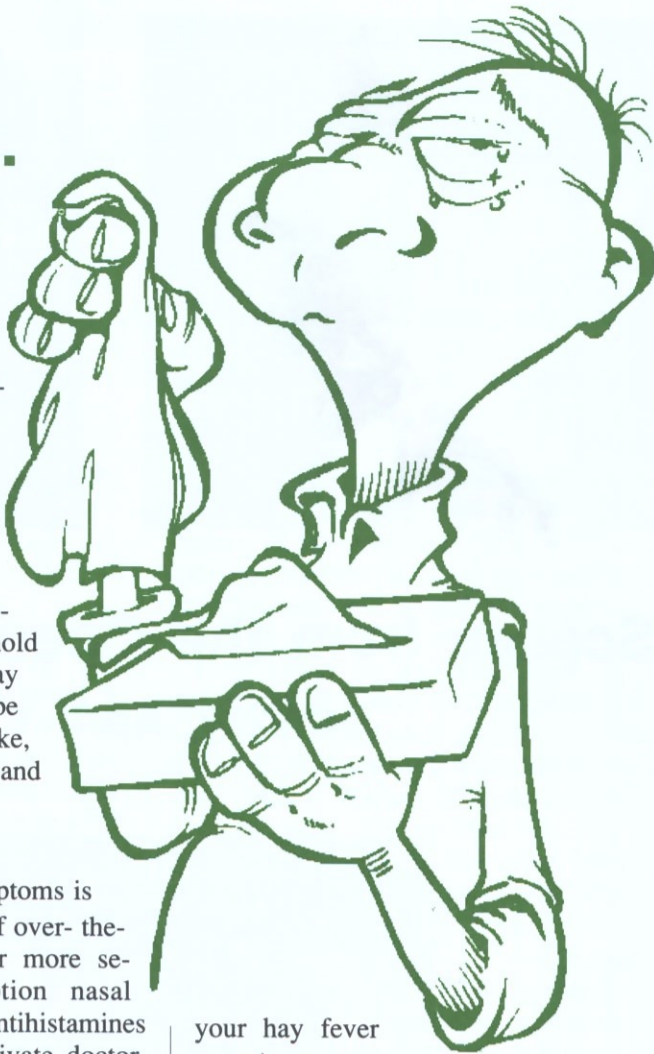
You needn't suffer from Hay Fever...



Do you suffer episodes of sneezing, nasal itching, runny nose, and nasal obstruction? If so, you may well be suffering from a condition known as hay fever. Hay fever is a common allergic condition in this geographic area. Hay fever symptoms often begin in childhood or early adult life, but can occur at any age. People often suffer from runny nose, sneezing, and nasal itching. Other symptoms include excessive watering and soreness of the eyes, irritability, fatigue, and loss of appetite.



Complications of hay fever include sinus infection, and post-nasal drainage. Coughing may also occur in association with the post-nasal drainage. Hay fever is often caused by pollen that comes in direct contact with the nasal lining. Other substances that can cause hay fever include household dust, mold spores, and animal hair. Hay fever symptoms may also be worsened by cigarette smoke, strong odors, perfumes, and insecticides.



Control of hay fever symptoms is often achieved by the use of over-the-counter antihistamines. For more severe symptoms, prescription nasal sprays and prescription antihistamines are available from your private doctor. Several of the new antihistamines are of particular value in that they cause virtually no drowsiness. If hay fever symptoms persist despite the above measures, your doctor may refer you for allergy testing. Allergy testing can be valuable in identifying the precise substances that are causing

your hay fever symptoms. New advances in the treatment of hay fever have been very impressive in controlling the symptoms of hay fever. If you suffer from any of the above symptoms, you may wish to discuss the various treatment options with your private doctor.

—Dr. John Hamrick

| ACTIVITY | BENEFITS | DRAWBACKS |
|---------------------------------|--|---|
| Walking | Excellent overall conditioner; can be done by almost anyone. | Takes most people longer to reach THR; can be harder to fit into busy schedules. |
| Jogging/Running | Excellent overall conditioner. Requires no equipment other than shoes. | Can stress bones and joints; can be too strenuous for beginners/overweight persons. |
| Swimming | Exercises large muscles in legs, arms and chest; does not stress bones and joints. | Must have access to pool; may be poor choice for people with chlorine sensitivity. |
| Bicycling | Exercises large muscles in legs; does not stress bones and joints. | Must purchase equipment; can be difficult to pursue in poor weather or in very hilly areas. |
| Aerobic Dancing | Excellent overall conditioner; can be done in class and/or at home. | Requires instruction (class, videotape, etc.); high-impact can stress bones and joints. |
| Handball/Racquetball | Excellent overall conditioner when done correctly; a social activity. | Requires partner, equipment and facilities; can be too strenuous for beginners. |

Williamsburg/James City Rec Center now offering CW employee discounts

The James City County Recreation Center and Colonial Williamsburg are offering employees an annual membership for just \$75. This is your chance to become more physically fit for a very low price! Plus—if you apply for the Exercise Incentive Rebate through Employee Services and log at least eight hours of exercise per month, you may receive an annual rebate of \$60.00. That reduces your membership fee to \$15.00—a great price!

Membership benefits include use of the swimming pool (they have water aerobics), whirlpool and saunas, Cybex fitness equipment (with special assistance/guidance in designing an individual fitness program for you), the multipurpose rooms and athletic fields. You can also register for special classes and trips and to use the racquetball courts for a small fee.

Any CW employee may take advantage of this offer...no matter where you

live. All you need to do is go to the Recreation Center on Longhill Road, fill out an application, and pay your \$75 membership fee. They'll give you a membership card good for one year. Then run—don't walk—to pick up your Exercise Incentive Rebate card and start logging those hours!

If you'd like to register other family members who are not CW employees, just talk with the staff at the Center. They offer annual and six-month membership fees. Fees for residents of James City County and City of Williamsburg will be different from those offered non-residents (Newport News, York County, etc.).

To find out more about employee memberships at the James City County Recreation Center or about the Exercise Incentive Rebate, please call Sue Houser at 220-7029.

Employee discounts are also available at these local health clubs:

Aerobics Plus

Aerobics Plus at Kingsgate Green Shopping Center offers discount membership rates to employees only. Current rates are \$160 for six months, and \$279 for an annual membership. A payment plan is available.

Williamsburg Hilton Health and Racquet Club

The Williamsburg Hilton Health and Racquet Club offers \$75 off individual and family memberships.

Compensation and Benefits taking a close look at pay

Does your pay compare fairly with that of other places you might work? In the 1989 employee opinion survey, employee responses were split pretty evenly between those who said "yes" and those who said "no." The overall rating was 2.4 on a scale of 4.0.

Because of this mixed rating, the Compensation and Benefits department is taking a close look at pay and benefits—both within CW and for comparable jobs at other companies. Compensation and Benefits staff are meeting with officers and directors to identify published salary and benefit surveys that best match the jobs in their departments. And, because some jobs at CW are highly specialized, custom surveys are being developed to gather the needed information.

"Colonial Williamsburg is responding to employees' concerns about pay and benefits by increasing the amount of information it gathers about pay and benefits for comparable jobs at other companies with which we compete for employees," says Kathy Whitehead, vice president for Human Resources.

"We want to compensate our employees competitively. To know how well we are meeting that objective, we must measure our total compensation package against our competitors. That's just what we're trying to do with the surveys. They'll tell us which of our jobs now are paid at rates similar to or above our competitors, and which jobs need to be increased as the money is available."

These surveys are the latest in a number of actions taken since last summer's survey, according to Kathy.

"We've combined the Compensation and Benefits departments to improve coordination between these two important elements of employee compensation," said Kathy. "We've added the Tax Advantage program, which has resulted in a net increase in take-home pay for non-unit employees who participate in CW's health or life insurance programs or those who set up spending

accounts for dependent care or uninsured medical costs."

"In 1989 Compensation and Benefits evaluated more than 200 positions throughout Colonial Williamsburg to ensure that they graded fairly. Still, much work remains to be done. We have a full schedule of actions to be taken in regard to pay and benefits, which are underway. We're also going to be working much harder to communicate our pay and benefits programs.

"One of the things the employee opinion survey showed us was that there is a very close relationship between the number of employees who said they were satisfied with their pay and benefits and those who said they had enough information about how their pay was determined!"

This communication plan includes a Compensation and Benefits newsletter, to be mailed to employees' and retirees' homes six times in 1990; providing summary plan information on our health, life, retirement, and Tax Advantage programs; a series of benefits videos for orientation and staff meetings; a brochure summarizing our benefits programs; and, training and a revised policy manual for supervisors.

The Compensation and Benefits staff is also meeting with action planning groups around CW and providing information about our compensation and benefit programs.

While the Compensation and Benefits department is actively working on the issue of compensation, employees shouldn't have expectations that their pay might improve overnight, Kathy warned.

"We want to be the best place to work. This doesn't mean that we will be the place that pays the highest salaries. Being the best place to work encompasses all aspects of the work environment, not just pay. Colonial Williamsburg is committed to paying competitive wages. It's important that we do this as the resources are available."

—Pat Saylor

Sick Leave policy the topic of meetings

Meetings were held in March to discuss CW's Short-Term Disability (sick-leave) plan. The meetings gave employees a chance to speak directly with Bob Cramer and Terry Sundry of the Compensation and Benefits department.

The discussion centered around responses given in last fall's employee opinion survey. Some of the main areas of concern expressed by employees who responded included: the need for paid leave for unplanned dependent care; clarifying the use of STD for doctor/dental visits during working hours; and the opportunity to allow employees to exchange STD for other benefits.

The main objective of the STD program is to provide employees with continued income during periods of absence from work, due to non-job-related personal illness or injury.

This seems simple enough, but the STD program needs to be carefully defined, Bob Cramer said. "We must balance the need for consistency in our

benefit policies while preserving our managers' ability to use discretion in dealing with unique situations."

A good example is whether doctor/dental visits qualify for STD. Some cases require visits during working hours, while others do not.

"This raises the question of how the supervisor is to administer the policy," Bob explained. "Supervisors need to have clear guidelines to ensure that the objectives of the program are met for all employees. However, the policy must allow supervisors to consider the employee's needs and the circumstances of the situation; that is, to make management decisions."

Bob and his staff will carefully review all the issues this spring, in order to understand the needs of CW's employees and managers more fully with regard to the STD plan. You are encouraged to call the Compensation and Benefits office at ext. 7042 if you have questions or comments about the STD program.

Health & Wellness Briefs...

Volleyball Season

Coed volleyball starts Tuesday, May 1 on the sand courts across the street from the Franklin Street Office Building. Two leagues will be sponsored—competitive and recreational. Employees' spouses are invited to play on the same team as the employee. Matches will be scheduled Tuesday and Thursday evenings at 6 and 7 through Thursday, May 17. Starting Monday, May 21, matches will be scheduled Monday through Friday, with three-person teams scheduled exclusively on Wednesdays. Come on out and cheer for your family and friends!

Softball Season

Three softball leagues—Men's, Coed Competitive and Coed Recreational—will begin play on Monday, July 9. Spouses are encouraged to participate as players, on the same team as the CW employee, or as cheerleaders! Games will be scheduled Monday through Thursday with some teams playing on Saturday mornings. Join us for some exciting games!

Town Criers Toastmasters Meetings

Colonial Williamsburg sponsors a Toastmasters Club for employees and their spouses. Meetings are held on the second Tuesday of the month at 12:15 p.m. and on the second Wednesday at 5:45 p.m. of the month in the Personnel Training Building, behind the Group Arrivals Building. Once each quarter, a formal lunch meeting is held in a local restaurant. Join the group and learn to speak in public, expressing your thoughts more clearly and with more confidence. Want to know more? Call the Town Criers at 220-7791.

Weight Watchers

Weight Watchers At-Work is not just a diet program. It's a balanced nutrition plan focusing on why, what, and when you eat and exercise. The At-Work program is open to employees, retirees, spouses, and friends (based on available space). The cost is \$75 for each eight-week session. We meet each Wednesday from noon to 1 p.m. Employees may use the payment plan and may be eligible for a 25% registration rebate. The next scheduled session begins May 9, running through June 27. (Registration deadline is May 3.) The following eight-week session will start July 11 and run through August 29. (Registration deadline is July 5.)

Mammograms & Cholesterol Screenings

Reduced-price mammograms and cholesterol/diabetes blood screenings will be available during the Employee and Family Health Fair scheduled for this fall. Look for information about the Health Fair in future issues of the CW NEWS and EXTRA.

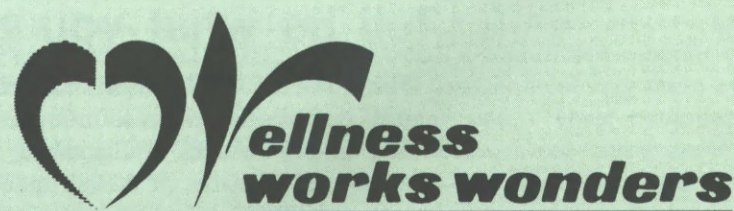
March of Dimes TeamWalk

Williamsburg's first March of Dimes TeamWalk is scheduled for Sunday, April 29. If you'd like to take part, please call Sue Houser at 220-7029. Babies are our future. By supporting March of Dimes, you can help make sure their future is healthy.

Bowling 10-Week Mini-League

Employees and their spouses (on the same team as the employee) are encouraged to join the 10-Week Mini-League Tuesdays at Williamsburg Bowl. The next league starts May 22. Team registration deadline is Friday, May 11. These are four-person teams with at least one member of the opposite sex.

Want to know more? Call Sue Houser in Employee Services, at 220-7029.





It's My Job...



Allyson Parker, Avila Wallace and Beth Bockelmann are waiting to serve our many group visitors.

Avila, Beth and Allyson do more than sell tickets

"I like the public contact, and after working here awhile, some of the regular visitors have become my best friends."

—Allyson Parker

Thousands of people come to Colonial Williamsburg each year, many visiting our town with a tour group. Before these guests arrive for their visit, many have made reservations over the phone, asking a number of questions about the availability of facilities for the handicapped, bus transportation, and ticket prices.

The way in which this first contact is handled should leave the caller with a good feeling about his or her upcoming trip to Colonial Williamsburg. That's why the people who work at the Tour Reservations Office have such an important job.

Avila Wallace, Beth Bockelmann, and Allyson Parker are Colonial Williamsburg's group ticketing clerks. They process incoming groups and help to make sure that their visit is a pleasant one. All three agree that the best part of their job is working with people.

"I like the public contact, and after working here awhile, some of the regular visitors have become my best friends," says Allyson. Beth enjoys

the kids who come: "I like being able to share with people the history of America, especially with the school groups." Avila prepares the guests for what they are about to experience: "I want people to feel the 18th-century presence before they actually tour the Historic Area."

Accommodating visiting vacationers, tour bus drivers and students, among others, is the most important aspect of their job. Keeping them happy is not always easy. Visitors will sometimes be inconvenienced while waiting for tickets. As Allyson relates, "Even if it is busy and we have to take a lot of time with one guest while others are waiting, we do so because it is important for them to be informed properly."

Beth wants others at Colonial Williamsburg to know, "Our job title of 'ticket clerk' is misleading, because we do a lot more than just sell tickets." When they're not working with visitors, the three ticketing clerks perform

a number of tasks—typing, accounting, cash handling, and serving as liaisons between the historical interpretation office and tour groups by giving feedback on the needs of the guests. During weekends they also handle problems that are phoned in, since many Colonial Williamsburg office employees are not working.

Avila, Beth and Allyson look forward to getting computers in their office so they can be more efficient in serving our visitors and potential visitors. They also would like more Colonial Williamsburg employees to take notice of where their office is located, because few seem to know how to direct guests to find them.

Next time you are across from the Visitor Center, near the picnic area and next door to where the new child care center will be, stop in at the Tour Group Reservations Office and say hello to Beth, Avila, and Allyson.

—Dan Mularski

Tell us what you think...

This issue of the *Colonial Williamsburg News* is just one part of our ongoing effort to improve the quality of communication among Colonial Williamsburg employees. Many of the changes we've made are based upon your suggestions, comments and ideas.

We want to know what you think of our new look. Are there ways in which we can make the *News* even better? Are there

other features or stories you'd like to see? Is there a person or program you'd like to know more about? Let us know!

We want to hear from you! Send your suggestions, comments and/or ideas to, "CW News, Post Office Box C, Williamsburg, VA 23187." Our interoffice address is "MPO." Or, call us at (804) 220-7120 (ext. 7120).

Collections Administrative Group: Keeping up the pace behind the scenes

If our visitors only knew how much behind-the-scenes preparation goes into putting on a good show in the Historic Area and at the Wallace Gallery, they'd be amazed! Come to think of it, most of our employees don't realize what happens on a daily basis in other departments. Let's see if I can describe some typical activities for the real "movers and shakers" of the Collections department—the administrative group. The administrative group includes all the non-curatorial workers who provide support via photography, record keeping, object handling, finance and correspondence.

I'll start with the photo studio (as photographic coordinator I admit I'm biased). Most days it's deadlines, deadlines, and more deadlines, for photographers Hans Lorenz and Craig McDougal. Did you know that their work shows up in countless publications, both in-house and around the world? Quality photographs of our antiques are in high demand.

Hans and Craig are two of CW's best, but least seen ambassadors. On a recent day, Hans photographed four paintings, two prints and a cast-iron fireback. For those of us who take snapshots of the family cat and call it "art," that might not sound like much work. But let me tell you, Hans does incredibly complex and time-consuming lighting set-ups to make our antiques look their very best. Craig assists him with the set-ups and prints all the black-and-white photos. How many objects do we shoot in a year? I'm afraid to count—it might give me apoplexy!

Of course, we couldn't do any photography without art handlers Robert Jones and Bill Hale. They're the ones who got all those objects to the photo studio, including the 300-pound cast-iron fireback. But that's not all they do. Any time an antique needs to be moved anywhere in the Foundation (or out of

town or even out of state), you'll see Rob and Bill providing the muscle power. Collections coordinator Trudy Moyles schedules their activities, funneling requests from the curatorial, museum and conservation staffs into an orderly progression of events.

We wouldn't know what objects exist to be moved and photographed if it weren't for the work of registrar Margie Gill. She accessions antiques into the collection and maintains their records, including description, value, source and present location of each object. Her complex recording system is now being computerized. Can you imagine doing data entry for the 40,000 objects in our collection, especially when new things are continually coming in and the old things are constantly being moved?

Part of Margie's responsibility involves keeping accurate insurance information, and she keeps track of eight separate acquisition accounts, reconciling records with the accounting department's. She frequently works with other museums who want to borrow our objects for exhibitions, which creates some intricate paperwork. Seeking more information, I went to Margie's office with several questions, but she was awash in a sea of paperwork so deep that I didn't dare interrupt!

The front office is always a flurry of activity, with people coming and going all day. Secretary Jolyn McTeigue is constantly asked, "Have you seen John?" She has to choose her answer carefully, because we have six Johns in our department! Jolyn is our receptionist, responsible for all persons entering the building. Because ours is a secure building, she must see that all visitors sign in and receive a clearance badge.

Executive secretary Emily Seats manages our payroll and juggles calendars for our vice president, two directors, and the senior curator. One of her aims is to get people where they need to



be on time, but cautions us that the "on time" part is out of her control. Emily does most of that group's correspondence, and has been diligently typing Graham Hood's manuscript.

The man who keeps us from spending beyond our means as we pursue all of these noble activities is John Sands. He manages our budget and coordinates many projects, both within our department and with other departments. John says that a relative of his once asked, "Are you a big wheel at CW?" John replied, "No, I'm the grease on the wheel!"

—Laurie Suber

The Collections Administrative Group, standing: Emily Seats, Craig McDougal, Hans Lorenz, John Sands and Margie Gill. Seated, left front to back: Monica McConnaghy, Jolyn McTeigue, and Bill Hale. Seated right, front to back: Trudy Moyles, Laurie Suber and Robert Jones.

Security Officers recognized at annual awards breakfast



Security Officers of the Year for 1989 are Carlos Parker, Frank Leach, U.T. Davenport and Heide Perdue. They were recognized along with their peers at the Security and Safety department's annual breakfast in February.

Members of our Security and Safety department were honored at their annual recognition breakfast in February. Four officers received high honors for their achievements and dedication during the past year.

Heide Perdue, communications operator at the Wallace Gallery, was named Museum Security Employee of the Year. U.T. Davenport and Frank Leach were named Officers of the Year. Carlos Parker was honored for achieving highest score on the shooting range.

Eighteen officers received their "Certificate in Protection Services" from William Duff, assistant professor of Police Science, Thomas Nelson Community College. They included Barbara Banks, William Blair, U.T. Davenport, James Hall, John Hertzberg, Mary C. Hill, Joan Hope, Carl E. Johnson, Walter Johnson, Ronald Johnson, Donald Keith, J.R. Langenhennig, Frank Leach, George Marsh, Danny McDaniel, Gregory Outten, Nicholas Payne, Carson Patton, James E. Perdue, Lonnie Robinson, Scott Shahan, and Harold Williams.

The program was started in 1986, in cooperation with Thomas Nelson

Community College. According to Danny McDaniel, director of Security and Safety, the program is intended to provide our security and safety officers an academic background in fire prevention, criminal investigation, rules of evidence and constitutional law.

The first group graduated in December, 1989. So far, 22 officers have been certified. Eventually, all 36 officers will receive their certification, Danny said.

Other officers were recognized for their proficiency on the firing range. Billy Byrd, Debbie Davis and Al Patterson received upgrades from "marksman to sharpshooter." John Hertzberg and Doug Pinkard advanced from "sharpshooter to expert." Steve Harris, Glenn Johnson, Carlos Parker and James Perdue advanced to "Distinguished Expert," the highest designation possible.

"Each of these officers have invested a significant amount of their own time in achieving these awards," Danny said. "Their commitment to excellence is the cornerstone of this department's success over the past year."

—Pat Saylor

Retirements

Katherine Curtis leaves to pursue a dream



Katherine Curtis, who retired from the Laundry, will start her own business, Katherine's Creations, specializing in window treatments. Panda, the family dog, is happy to have Katherine home, too!

Ask Katherine Curtis about her future and she'll tell you that's it's just bursting with promise and a new career! This recently-retired 25-year veteran of Colonial Williamsburg is starting her own business, Katherine's Creations, specializing in fabrication of interior design, namely window treatments and bed hangings.

Katherine's most recent job with Colonial Williamsburg kept all 2,000 CWHPI employees, save for the managers, in stitches. She issued all of the uniforms for the hotel and restaurant workers and ordered the linen for the hotels and restaurants.

"It was like a little store down there," said Katherine. "The managers sent requests and I filled them. I also handled special orders and maintained the inventory."

Even though she began her career at the Visitor Center, the highlight of her Colonial Williamsburg career was the seven years she spent at the Upholstery Shop at the Inn.

"It's the highlight because that's what I plan to do now that I'm retired," said Katherine. "It's the one thing that I really, really love. When I worked there, Eleanor Duncan was the designer for the Inn and cottages. I wanted to learn everything."

"I particularly enjoyed seeing the results of my work. When I left the Upholstery Shop for the Inn, I didn't leave sewing. Since my daughters had left for college, I needed something to fill the void."

Katherine continued to work with Jackie Smith, designer at the Craft House, on the side, and that's when the love affair with fabrics really began.

"Jackie needed someone to make things the guests at the Craft House ordered," said Katherine. "Installing the project and seeing a satisfied client is the icing on the cake."

Last October Katherine made an important decision.

"I decided that when I received my silver bowl, I would make up my mind whether I wanted to pursue interior design fabrication as a full time career. And so I did, retiring this past February."

Even though she dearly loved working for Fred Clark and Chuck Trader and hated to leave the Laundry, starting her own business allows Katherine to spend more quality time with her husband, silversmith Jimmy Curtis.

It also allows her to pursue her other interests, such as singing in the senior choir of Little Zion Baptist Church, traveling with her husband, serving as an electoral officer with James City County/Roberts District and establishing the Williamsburg chapter of the Black Child Development Institute, an organization that helps underprivileged children overcome their obstacles and succeed in school.

"I have a goal for the future," said Katherine. "I would like to take an interested single parent and teach her my craft—everything I know—so I can help build her self-esteem and pay her while she learns." She retired in February.

Hazel was one of our biggest fans

Some people call her Colonial Williamsburg's biggest fan. She can certainly tell you stories, collected from 15 years of interpreting Colonial Williamsburg to our myriad of visitors and the scores of dignitaries that were a part of her many tours.

The hardest thing in the world for Hazel Nelson, historical interpreter, is to retire from Colonial Williamsburg.

"I truly loved getting up and going to work each morning," said this Duke of Gloucester Street resident. "I love to meet people and tell them about this place. Every day was an exciting adventure! I don't want to sound like a Pollyanna, but I really do leave with a heavy heart."

Hazel's biggest challenge and greatest joy was interpreting to seventh through ninth graders. "It's really hard to get the attention of young teenagers who are feeling their oats," she explained. "I kept it exciting. I never scolded them...I never had to. I simply told them that I knew that this was the most exciting time of their lives and asked if they would listen for just a while. I never had a bad group."

Hazel has occupied the Peter Hay shop for a number of years. From her window she observes the people on Duke of Gloucester Street.

"I was standing by my dormer, looking at the folks walking by. This lady on the street caught my attention and smiled," said Hazel. "Naturally, I smiled right back. About ten minutes later, she knocked on my door. She and her husband were building a colonial house, similar in looks to the Peter Hay Shop and she wanted to see my entrance foyer. She told me that she knew I would say yes!"

While Hazel's health may have slowed her down, it certainly hasn't stopped her. She'll volunteer time with

the Association for the Preservation of Virginia Antiquities, play bridge, lawn bowl, travel and attend lectures. She looks forward to enjoying time with her friends.

"I told people that they would have to shoot me to get me away from this place and it just kills me that I have to leave," said Hazel. "Unfortunately, my health just hasn't cooperated. But I'll be back!"

Frances Tatterson was Desk Attendant

During her employment for the past five years as a Desk Attendant, Frances Tatterson has been responsible for welcoming visitors, providing an orientation on how to see the Historic Area, explaining the ticket structure and selling admission tickets.

"I just loved working here with my co-workers and supervisors. I especially enjoyed talking with the guests," said Frances. "I will miss it all terribly."

Frances is a member of the Christian Church and Woman's club in Mathews. She enjoys swimming, gardening, cooking and sewing.

Fancy Danish a cinch for Baker John Harris

John Harris, baker specialist at the Commissary, retired February 1. As a senior baker on the night shift, John worked all stations in the bake shop. He is especially proud of making the fancy Danish pastries for VIP functions.

Arnold Johnson joined CW in 1939

Arnold Johnson, who has been on LTD for a number of years, has officially retired from Colonial Williamsburg. He began his career in 1939 as a dishwasher. He returned to Colonial Williamsburg in 1946 as a pantry man in the Williamsburg Inn. In 1974, he transferred to the commissary and continued as a vegetable man until 1978. Arnold retired with more than 38 years of accrued service.

James Wallace, Jr. began career in 1939

James Wallace, Jr., who has been on LTD for a number of years, has officially retired from Colonial Williamsburg. He began his career in 1939 as a bus boy at the Lodge. Later that same year, he transferred to Construction and Maintenance as a laborer. In 1945, he became a window washer and served in that capacity until 1979. James retires with more than 32 years of accrued service.

Fannie Wade was Motor House housekeeper

Fannie Wade began her career as a housekeeper at the Motor House in 1959. In 1983, she became an inspector and continued in that capacity until 1988. Fannie retires with more than 29 years of accrued service.

—Dot Parsley and Heidi Moore

Promotions

John Hamant named director of Special Events

John Hamant has been named director of Special Events in the External Affairs division. He is responsible for directing a wide variety of special activities highlighting Colonial Williamsburg's educational activities, and provides protocol assistance in a number of events.

Among the annual events planned and conducted by the office of Special Events are the Antiques Forum, Learning Weekend, Garden Symposium, Energy Conference, and the History Forum. Visits to Colonial Williamsburg by numerous dignitaries from around the nation and abroad are also coordinated by Special Events.

John joined Colonial Williamsburg in 1977 in the Archaeology department. He was formerly manager of Special Events in the Historic Area Programs and Operations division.

Chip Hendrickson named supervisor of Dance

Charles Cyril "Chip" Hendrickson has been named supervisor of Dance in the Company of Colonial Performers. Formerly a resident of Connecticut, Chip comes to CW with some 30 years of dance experience, including service as instructor, supervisor, program developer, manager and dance historian.

Ron Vineyard master of the Wheelwright Shop

Ron Vineyard has been named master of the Wheelwright Shop in the Historic Trades department. Ron joined CW as a skilled craft interpreter in 1984. He became apprentice wheelwright in 1985, and apprentice supervisor of the shop in 1988. He received his journeyman's certificate in April.

Gary Brown named director of Hotel Sales

Gary Brown has been named director of Hotel Sales in CWHPI. Gary will be responsible for conference and individual sales, representing Hotel Sales, Lodging and Dining Reservations, and the Lodging/Dining Desk. Gary previously was director of Sales and Market-

ing at the Ritz-Carlton/Pentagon City in Arlington, Virginia. He has also worked for the Hyatt, Tokyu and Hilton chains.

Marie Caulford honored at luncheon

Chuck Longworth hosted his second luncheon meeting for all CW secretaries at the Cascades restaurant last month.

Following a very delicious lunch which ended with a new Cascades dessert, Human Resources vice president Kathy Whitehead spoke about the important role secretaries play in CW's daily operations, by improving communications as they go through their daily responsibilities.

"The secretary's job is an important one," Kathy remarked, "and is appreciated by those who deal with him or her."

Kathy then introduced Diane Hardie and asked her to tell us about the Professional Secretaries International (PSI) chapter that has just been established here in Williamsburg.



Diane told us there are about 15 to 17 CW secretaries who have joined the Colonial chapter (Williamsburg), along with secretaries from Anheuser-Busch and other local organizations.

Their next meeting is scheduled for May 22 from 5:30 to 8:30 p.m. at the Ramada Inn East. Any secretary who might be interested in attending the meeting are invited to call Diane Hardie at ext. 7192, or

Renate Daigneault at ext. 7299.

After Diane's presentation, Mr. Longworth spoke of the fact that secretaries, and all employees, should think of themselves as working "with" their supervisors, not "for" them. This creates a friendly and more trusting association, making us all feel that we are part of a "team."

He then presented a plaque to Marie Caulford, in appreciation for her work in revising the secretary's manual. Marie did an excellent job, he said, on what turned out to be a difficult and time-consuming undertaking. It was also a job that had needed to be done for a long time.

—Eugenia Corrigan

Musical Diversions...

Colonial Williamsburg provides a variety of musical diversions for the entertainment of our visitors. Here's a rundown:

Wren Chapel Recitals: Presentation and interpretation of 18th-century keyboard music, by music consultant James Darling. On the College of William and Mary campus. (Year-round)

Fife and Drum Marches: Fifers and Drummers march the streets of the colonial capital, playing music of the 18th century. (March - December)

Retreat: A re-enactment of the 18th-century military retreat ceremony using period military music, by the Senior Fife and Drum Corps. On Market Square. (April - June and August - October)

Military Music Concerts: Live presentations of music as used during the war for American independence, by a section of the Fife and Drum Corps. At the Fife and Drum building. (April, October and November)

Capitol Concerts: Light-hearted concerts of vocal music from 200 years ago, presented by Cliff Williams and the Williamsburg Madrigal Singers in the candle-lit Hall of the House of Burgesses in the Capitol building. (April - June, and September - October)

Governor's Evening Music: Costumed musicians present an elegant evening of baroque instrumental and vocal music in the ballroom of the Governor's Palace. (April - June and October - November)

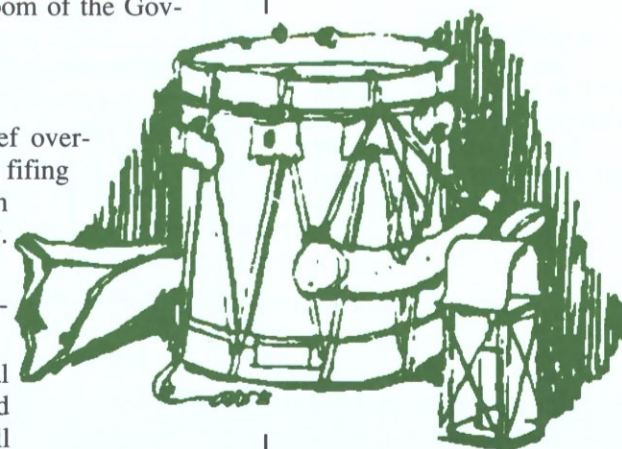
Summer Offerings...

A Family Introduction to the Fifes and Drums: A brief overview of how military music history is prepared and why fife and drumming is important to the life of Williamsburg in the 18th and 20th centuries. At the Fife and Drum building. (June - August)

Reveille: The Fifes and Drums beat the 18th-century ceremony of reveille, on Market Square. (June - August)

Musical Diversions: An evening of vocal and instrumental music of the colonial period including chamber music and sonata form, performed by costumed musicians. In the Hall of the House of Burgesses in the Capitol building. (June - August)

See the weekly *Visitor's Companion* for a complete schedule of these events. Outdoor events are held weather permitting. Employees and family members are admitted free of charge to ticketed events, on a space-available basis. Just show your valid employee or dependent's pass.





On-Site

Finance Division

By Lisa Carson

Several of the secretaries in our division have been busy sharpening their skills at various seminars. Virginia Cooke and Julie Patterson just completed the "Effective Professional Secretary" training at William & Mary. Julie also attended the "How to Proof-read" seminar offered by Fred Pryor along with Lisa Carson, Paula Coleman, and Dianne Hardie. Paula also completed a Claims Management workshop.

Michelle Swick and Peggy Morrison of the Internal Audit Department are donating time to the VITA program. Thank goodness for those folks willing to help with the taxes.

Dianne Hardie has been very active with the new PSI (Professional Secretaries International) chapter. Dianne also has been asked to serve on Greater Williamsburg United Way's Agency Liaison Committee, in recognition of her outstanding support during CW's 1989 United Way campaign.

Information Systems

Business Information Systems (BIS) employees John, Pete, Verna and Nancy have been working hard on the HRGAS project with a completion date set for April 3. The YIELD Management network will be tested April and May, with delivery date scheduled for June 1.

Beth and Mark of Education and Research Information Systems (ERIS) attended the training classes for the AS/400 that Silverlake conducted in March.

Jim Bell of Administration (ADM) attended The Society for Information Management (SIM) conference in March. This conference provides reliable guidance on matters relating to management of information systems and the myriad of management and technical advances.

Renate Daigneault is the first president for the newly-organized Professional Secretaries International (PSI) chapter here in Williamsburg. The "Colonial" chapter will have its Charter Ceremony and installation of officers on Saturday, April 7, 3 to 5 p.m.

Administration/Finance Information Systems (A/FIS) team member Jeannie Burch was in New Orleans in March. She attended the Computer Associates Masterpiece Users Group Conference. This conference offers the latest technology news for accounts payable and general ledger applications.

Peg Wagner attended the Novell Network for Administrators and Users conference in Philadelphia in February. She also attended the Troubleshooting Novell Network Conference in Washington, DC in March. These conferences will enable her to work in a supporting role with users.

Systems Administration and Operations (SAO) received the AS/400 February 20 and activated it on Monday, March 5. Silverlake gave in-house training in March. Jim Fallen and Carol Marley attended the AS/400 System Administration and Control class in Philadelphia in March. Terri Davis will attend the AS/400 - System/38 Technical Conference in Marco Island, FL in May. (Look for an article on the AS/400 in the May/June CW News.)

Jenny Otey moved from third shift to first shift in Systems Administration, and Gregg Arriaga became the Lead Operator of third shift.

The telephone operators would like to remind all employees that if you are trying to reach an extension that starts with a seven (such as, "7323"), you can dial the number directly from outside the Foundation--220-7323. If you do not have a direct dial number, please learn your extension and give that extension to people that need your work number (for example, "220-1000, ext. 7323"). This will save the callers time by eliminating the transfer process.

Pete Wrike and Rick Gunther of Telecommunications attended the Virginia Telecommunications Association Meeting in Richmond in February.

Dennis, from Customer Support Services (CSS), attended the Taking Control of Your Novell Network Conference in Alexander in April 2-3.

Joan McIntosh accepted the position of Customer Support Assistant and began March 26.

The PC Newsletter will become the IS Newsletter in April. Keep a look out for it—we're sure that you'll like the change!

Reporters: Joan McIntosh (ADM), Mike Binsfeld (A/FIS), Jeanette Wheaton (SAO), and Cindy Allen (CSS).

Music Department

By John Moon

This department has decided to blow its own trumpet, and provide pertinent information. Musically, we are preparing for four separate Concert Series this year, the Capitol Concert Series, Mar. 25 to June 3 and Sept. 2 to Oct. 28; Governor's Evening Music, April 12 to June 14 and Oct. 4 to Nov. 1; Musical Diversions, presented on a weekly basis June 1 to Aug. 28; and a new Military Music Concert, which will run from Mar. 21 to Apr. 25 and Oct. 10 to Nov. 7.

Since the Christmas season, we have played host to parents in this organization when various awards were made. While many of these awards are formal, a number of informal ones are equally significant.

Scott Grafton received the Corps Achievement Award for 1989; Don Kranbuehl, the Tommy Williams Award; Will Caulford, the Richard Carter Award; and Don Kranbuehl, Hank Wells, and Tad Howard were recognized for their generous donation to the Corps Scholarship Fund.

Michael Sweeney continues to serve as a Congressional Page in Washington, D.C. Andrew Schaefer and John Rose participated in the Tidewater Challenge Scholastic Program, and news arrived that Joe Beebe won the S.A.R. State Award, enabling him to be nominated to attend the Nationals.

The Senior Corps recently launched a new concert format for the Hennage Auditorium entitled, "Music By Which To Win Yorktown". They performed at the finals of the C.A.A. Basketball Tournament at Richmond Coliseum and took part in a musical exchange program with a group from Idaho in early April. We look forward to a new season of public programming which began in mid-March.

The department now has a telephone number that provides weekly program and class information to interested callers. The extension is 2012.

We are pleased to announce the appointment of two new supervisors in the Music Department. John Shoosmith is responsible for all members of the Drum Sections and Tim Sutphin oversees those who are in the Fife Sections.

It is also with pleasure that we announce the release of a new recording on compact disc and cassette entitled, "Marching Out Of Time." Early comments have been favorable.

Architecture and Engineering

By Phil McCormick

Congratulations to Stacy Chapman, who was elected vice president of the Professional Secretaries International (PSI) Colonial Chapter. The inaugural meeting was held in February at the William and Mary Alumni House. Also present was Iva O'Donnell, who transferred her membership to the new chapter.

Jim Tickle found the Air Conditioning, Heating, Refrigerating Exposition, held in February at the Georgia World Congress Center in Atlanta, to be "very interesting and informative." The international event was co-sponsored by the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) and the Air Conditioning and Refrigeration Institute (ARI). ASHRAE, of which Jim is a member, held its winter technical and business meetings in conjunction with the show.

Wayne Buhl, Bob Cowling, Phil McCormick, and Joe Poole were among 67 F&PM employees recognized at the sixth annual Perfect Attendance Luncheon. F&PM vice president Bill Gardiner hosted the February 21 occasion at the Cascades. His secretary, Lorraine Tooley, planned a bountiful menu.

Will Gwilliam represented the Foundation on a panel discussing the uses of natural gas at North Carolina State University in Raleigh in February. Copanelists were Bert L. Weller, vice president of the Engineering Dept. at McDonald Corp. in Oak Brook, IL, and Joseph J. Wimberly III, P.E., president at I.C. Thomasson Associates, Inc. (consulting engineers), in Nashville.

John Runkle has accepted a position as senior architectural associate with Frazier Associates, a preservation firm in Staunton, not far from his Waynesboro roots. His last day with us was March 30.

The A&E team is seeking candidates to fill two positions, a Site Design/Civil Engineer, and an Architect-In-Training I.

Dept. of Historical Interpretation

By Lin Pearson

After more than a year of changes in our department the new manager, supervisor and lead interpreter selections have been completed. The manager for Houses is Pam Pettengell who is assisted by Judy Kristoffersen, Lisa Kause, Marilyn Kloeppel and Jim McDonald. The Palace is led by Sarah Caramia with the supporting staff of Tom Spear and Jane Carter. The Taverns manager is Robyn Scouse, whose able help includes Kate McBride, Binny Kauffman and Diane Landon. The Capitol-Gaol manager is John Labanish with Betty Diakon, Brenda LaClair and Gaynelle McNichols to keep things moving.

Over on the groups side of things, Helen Phillips is still acting manager. Keeping our adult, special focus, student and patriot, hotel and family tours running smoothly are Cynthia Burns, Tab Broyles, Elaine Dawson, Marge Cook, Jim Ebert, Carol O'Melia, Marianne Hull, Judith Milteer, Betsi Drum-bore, and Jae Ann White.

Congratulations to all! We are aware that you have accepted the challenge of keeping us on track and headed in the right direction. Although you are not reinventing the wheel, you are discovering man-made rubber or steel-belted radials to make life better for the visitors and H.I.s. As always, a big thank you to everyone for the team effort to keep us going during transition.

The latest in our department to receive the Order of the Pineapple is Tom Spear.

Chownings Tavern

Congratulations to Evelyn Mass, our February employee of the month. Keep up the good work!

Williamsburg Inn

By Elizabeth Parsons

January was a slow month for visitors, but the supervisors were busy trying to address the problems mentioned in the feedback survey completed by guests. The supervisory staff consists of Evon White, Clara Johnson, Elizabeth Parsons, Shirley Hill and Evelyn Coleman. Mary Simpson is also meeting with the housekeepers to respond to the survey completed by them.

Several promotions took place at the Inn: Mary Simpson is now assistant executive housekeeper, Brad Coursen is the assistant manager of the desk clerk and the bell stand, Yvonne Kurley transferred to the Governor's Inn as executive housekeeper, and Isaiah Durham now works in the design studio.

The following employees from housekeeping had perfect job attendance for 1989: Mary Lattimer, Sara Lattimer, Clara Johnson, Shirley Hill, Elizabeth Parsons, Mary Simpson, Purcell Tabb, Catherine Griffin.

Congratulations to Stanley Griffin, who was the Employee of the Month. Special thanks to Catherine Griffin for volunteering to assist employees with their tax returns.

Company of Colonial Performers

By Linda Couch

Well, we made it through the winter that almost wasn't and are gearing up for a busy spring season.

The Playbooth Theatre is in the process of hiring a replacement for Harry Kollatz (we'll miss you, Harry!). The Playbooth operation will be highly experimental this season. We expect to hire part-time personnel to expand the days of operation and/or performances per day in the summer months. "Things will be in flux throughout the season at the Playbooth as we evaluate various types of programming and various schedules. It will seldom be predictable but it will always be exciting!" says Barney Barnes.

The new play, *The Irish Widow*, by David Garrick has been cast and will include Abigail Schumann as the Widow, Bob Chandler as Mr. Whittle, Russ Lawson as young Whittle, Ron Milovac as Bates, Stan Beadle as Kecksey, Steve Holloway as Thomas, and Charles Bush as Sir Patrick O'Neale.

Director for the production is Claudine Carew. Sets will be designed by C.E. BUSH. Costumes and wigs will be designed by Carolee Silcox Bush and Mamie Ruth Hitchens, respectively. Debbie Hipple is stage manager. New scenery, designed by Charles Bush is being constructed by George Righter, husband of Bunkie Righter, of Play-

booth Theatre fame. Opening night is scheduled for April 21, 1990.

Automotive Shop

By J. Elaine VonCannon

So it's been a few years since you last heard from us? Who are we? We're the Automotive Shop of the F&PM division. There have been a lot of name changes, so I'll give you a brief synopsis of what has transpired.

John Torr is now the service manager of our shop. We were glad to have John join us, much to the loss of the Wallace Gallery maintenance staff. The position of parts clerk is currently occupied by yours truly (alias Josephine Wainwright), who drove buses in Bus Operations for a few years.

From Security we have secured the services of Lewis McKinney, our mechanic "B." Mercedes Benz, who is closing their Hampton plant, has aided us by providing Vreeland Hayslett ("Barry"), who keeps the buses rolling around the Historic Area.

The rest of our staff is the same, with the smiling faces of Billy Houk, assistant service manager; Richard Parrott, mechanic "C"; Sherman "Doc" Pressy, mechanic "C"; and Robert Moore, mechanic "C."

We've lost two employees. Donald "Mac" MacLaine retired after about 24 years. We sure miss him, though he drops by every so often for a friendly word. We lost Jeff Tooley to Landscape. Jeff's still in the shop—he was promoted to small engine mechanic "C." We're proud of you, Jeff.

Museums

By Barbara J. Banks

Welcome to Justine Ahlstrom, Annette Williams and Dennis Gephardt, our new Wallace Gallery apprentices. Ross Harper has joined the Museums staff as collections technician for the Office of Archaeological Documentation. Roy Holstein has joined the Museums as a security attendant.

Congratulations to Willard Casselle, Patricia Hurdle, Heide Perdue, Steve Ray, Albert Skutans, Osborne Taylor, Donald Thomas, John Watson, and Barbara Banks, for achieving perfect attendance in 1989.

Congratulations to Heide Perdue, communications operator at the Wallace Gallery, for receiving the 1989 Museum Security Employee of the Year Award.

Barbara Banks attended a national conference on Museum Security in Chicago in March.

"Treasures of American Folk Art" is on display at the Fine Arts Museums of San Francisco, M.H. de Young Memorial Museum in San Francisco.

Bus Operations

Congratulations to the following safe drivers from Bus Operations: One Year: Freddie Byrd, Dovie McCormick, Mary Alison Winsor, Richard Bull, John Parlett, Richard Pierce, and Will Linton. Two Years: Frances Holloman, Ruth Bashlor, Steven Flemin, and Ronald Johnson. Three Years: Suzanne Berg and Roosevelt Taylor. Five Years: Tyrone Johnson. Six Years: James Ramsey. Eight Years: Lottie Merrit.

Anniversaries-March and April

10 Years

Janet Guthrie, *Historical Interpretation*

Nell Ferguson, *Historical Interpretation*

Annette Gilmore, *Historical Interpretation*

Ryan Fletcher, *Company of Colonial Performers*

Leon R. Frazier, *Colonial Taverns*

Donna Martin, *Cascades*

Ozzie Beatty, *Colonial Taverns*

Judy Brown, *Controller's Office*

Clark Taggart, *Historic Area Services*

Kurt Reisweber, *Controller's Office*

Neil Anderson, *Hotel Services*

Mary Haskell, *Research*

Sue Houser, *Human Resources*

George McCarron, *Colonial Taverns*

James Lewis, *Inn*

June Tooby, *ED&AS, Office Services*

Cindy Meyers, *Business Operations*

Lillian Croft, *Human Resources*

Beverly Brown, *Cafeteria*

Kerry Shackelford, *Historic Trades*

Betsy Avis, *F&PM*

Rodney Diehl, *Commissary*

Jackalyn Evans, *Cascades*

Julia Conlee, *Research*

Clarissa Brinkley, *Historic Trades*

Brad Pryor, *Historical Interpretation*

Oliver Meekins, *Cascades*

James Cooke, *Colonial Taverns*

Ed Chappell, *Architectural Research*

Rosetta Roberts, *Colonial Taverns*

Nettie Robinson, *Inn*

Pam Pettengell, *Historical Interpretation*

Theresa Frazier, *Colonial Taverns*

Olivia Campbell, *F&PM*

Zella Jones, *Lodge*

15 Years

Gloria White, *Admissions Marketing*

Novella Palmer, *Lodge*

Helen M. Phillips, *ED&AS, Purchasing*

Mary Roffinoli, *Admissions Marketing*

Vittorio Treppo, *Inn*

Marie Pettengell, *Admissions Marketing*

Carolyn Wallace, *Colonial Taverns*

Scott Spence, *F&PM*

Emma Taylor, *Colonial Taverns*

Martha Gill, *Controller's Office*

Barbara Gardner, *Laundry*

Clyde Kestner, *F&PM*

Clara Crittendon, *Admissions Marketing*

20 Years

Georgia Thompson, *Controller's Office*

James Hundley, *Colonial Taverns*

Mary Jefferson, *Lodge*

Alton Saunders, *Hotel Services*

Lula Long, *Cafeteria*

Alfred Holloway, *Inn*

Joe Sciegaj, *Commissary*

Samuel Roberts, *Inn*

Donald Mormon, *Commissary*

25 Years

Lieutenant Palmer, *F&PM*

Albert Cowles, *F&PM*

Samuel Tabb, *Inn*

Margaret Brown, *Laundry*

David Winston, *Colonial Taverns*

Sidney King, *Colonial Taverns*

Thomas Brooks, *F&PM*

30 Years

Jack Hughes, *Hotel Services*

Doris Wade, *Motor House*

Edward Parsley, *F&PM*

35 Years

Alfred Smith, *F&PM*

Edith Jones, *Inn*

Eurhardt Tabb, *Colonial Taverns*

40 Years

Elizabeth Edwards, *Cascades*

Welcome...

Louella Pittman, *Finance*

Lia Coronel, *Information Systems*

Nancy Ellis, *Chownings Tavern*

Bill Naquin, *Chownings Tavern*

Charles "Chip" Hendrickson, *C.C.P.*

Justine Ahlstrom, *Wallace Gallery*

Annette Williams, *Wallace Gallery*

Dennis Gephardt, *Wallace Gallery*

Ross Harper, *Archaeological Documentation*

Gary Brown, *Hotel Sales*

Deceased

Thomas J. Samuel, *Maintenance supervisor, MOM*

George E. Waltrip (retired), *Projection systems manager*

George E. Stanger (retired), *Maintenance serviceman, MOM*

Mary Kent Creasy Ryerson (retired), *Assistant supervisor, Archives*

Helen Jones (retired), *Laundry*

Eleanor Duncan (retired), *Interior design consultant*

Eliby W. Hamm (retired), *Waiter, Campbell's Tavern*

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