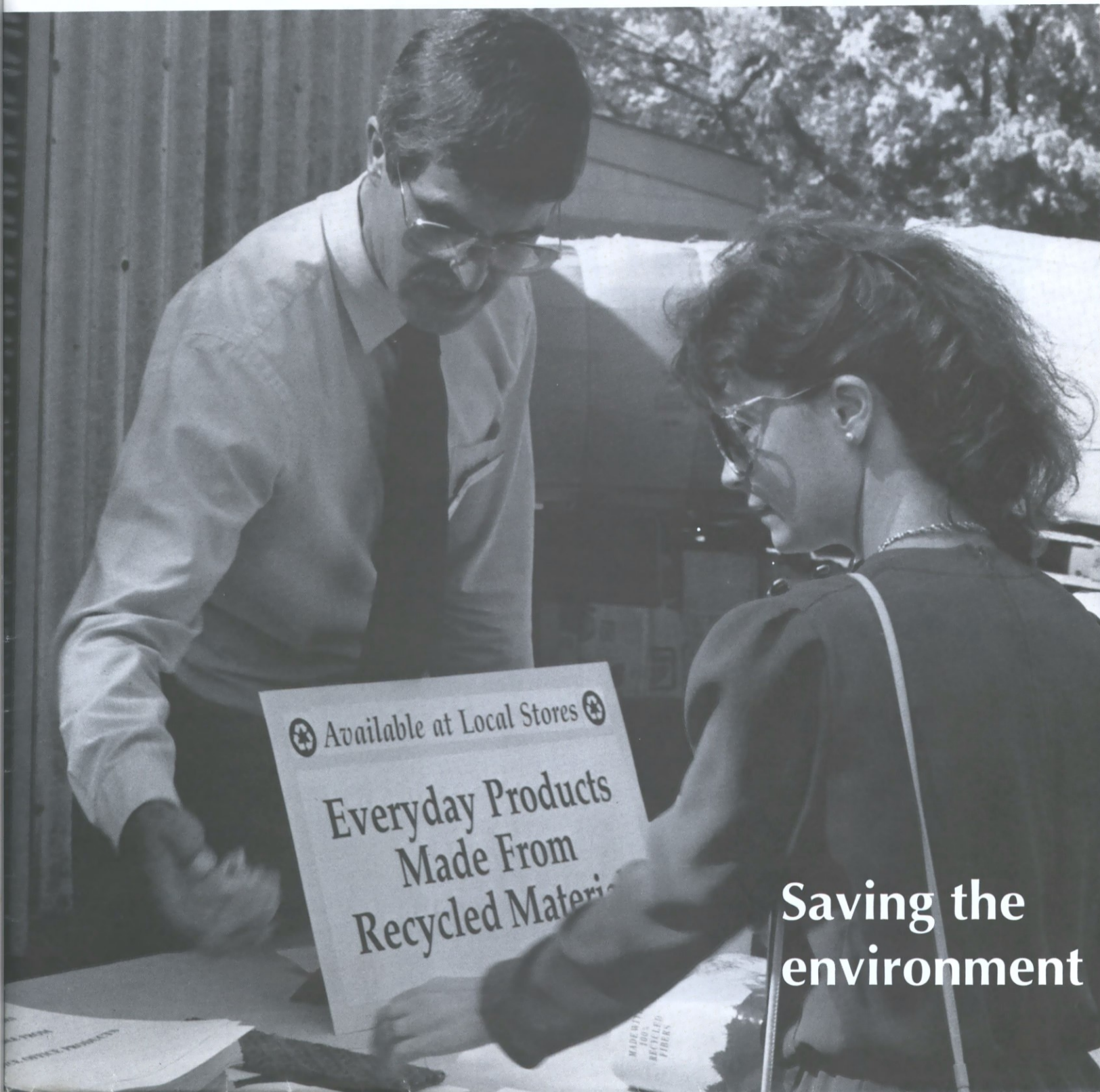


*Colonial  
Williamsburg*

# NEWS

Volume 43, Number 5

November/December, 1990



**Saving the  
environment**



Photo by Heidi Moore

Tierra Cowles shares a special moment with teacher Valerie Tyson as Rachel Spackman and Caitlin Graft color.

## Child care center a growing success!

***"We're getting very good feedback from the parents. We've heard nothing but compliments!"***

Our employee child care center opened its doors for business on September 3, and it has been growing ever since, but not without challenges.

The Commonwealth of Virginia, due to financial problems, ended subsidies for child care. Colonial Williamsburg picked up the slack left by the state pull-out of funds by offering its own subsidies, on a sliding scale, for employees who qualified. This quickly brought enrollment up to 57 children.

"We have 23 children on the waiting list, now," said Sue Steberl, director of the center. "Because you don't bring new child care centers up to maximum enrollment right away, we'll be hiring more teachers and bringing in the next 15 or so children sometime in early December."

They are also investigating opening the center on a seven-day per week basis. In order to do this, Sue must know how many children need weekend care. "We must have enough children to make it possible to break even and justify the cost of opening the center on the weekends," said Barbara Wielicki, director of Employee Services.

From the beginning, planners of the child care center were concerned about the quality of care, so our child care center teacher salaries are some of the highest in the area. "Even with the higher salaries, it was a challenge to find good infant care staff," said Sue.

A parent organization, led by Grant Healey, Sara Flanary, Nancy Carter and Robert Watson, works as a support group for the center. This group plans fund raisers and parent programming, which includes videos or special speakers on parenting problems. They also look for ways that parents can interact more effectively with their children.

Parents are invited to eat lunch with their child and can stop by the center at any time.

To bolster the staff of the child care center and give each teacher more one-on-one time with the children, the center has started a volunteer program and hopes to start a foster grandparent program as well.

"We are fortunate to have education majors from William and Mary who volunteer their time in the preschool between 7:30 and 9 a.m.," said Sue. "We need volunteers in the infant center from 11 a.m. to 1 p.m. and more volunteers in the preschool in the morning."

Volunteers offer talents that not all the staff may have. The center needs people who are interested in sharing with the children their talents in arts, crafts, music, story telling, or just rocking and loving. Volunteers are carefully screened. For more information, call Sue at ext. 7994.

"We're getting very good feedback from the parents. We've heard nothing but compliments!" said Sue.



Photo by Heidi Moore

## “Good morning, Colonial Williamsburg, may I direct your call?”

**Harmony in motion—**  
Nereida Velasco, telephone operator, looks up a telephone extension on her computer and transfers the incoming call, almost in one motion.

**T**his friendly greeting starts another day for the telephone operators. This group of dedicated professionals handles over 2,500 calls a day in support of Colonial Williamsburg operations.

Out of sight and away from personal contact, these employees are a vital link in the chain of success for Colonial Williamsburg. The quality of service our telephone operators provide impacts the visitor's decision to visit the Historic Area.

Normal functions of a telephone operator are just part of the job they perform. They also operate the central message center for the hotel guests as well as employees and provide wake-up service for guests in each hotel. The telephone operators play an important part in maintaining the Inn's five star rating by providing personalized wake-up service. They also operate Colonial Williamsburg's baby sitter referral service.

To achieve the high quality of service expected, operators must be extremely knowledgeable of the Historic Area, the functions of over 90 departments and be able to deal with the many types of callers.

Much like visitor aides, the operators are walking, talking information stations. Determining the desires of the caller and where to

extend their call properly is the key factor in meeting and exceeding visitors' as well as employees' expectations.

In addition to handling telephone calls for our visitors to the various offices, they provide quality telephone service for 4000-plus employees.

With the implementation of direct in-dial numbers (DID), the workload has been eased. However, 47% of the calls they process are to DID numbers. Every call to the 229-1000 number is processed through the central switchboard.

The days of large switchboards with the operators using patch cords to make the connections is well past. Telephone operations uses computer-based communications.

The AT&T System 85, our switching system, is tied into the mainframe, an AS400 computer. Staff and guest directories are maintained in the computer system. The operators have immediate access to both directories through their consoles.

The operators control a switchboard console, directory service and the message center from their work station. Ideally, each incoming phone call is answered in three and one-half rings or less. On the average, an operator will handle 60 calls per

hour, which includes eight message center calls.

With calls coming in so quickly, the telephone operators are at their stations for two and one half hours before being able to take a break. Because operators must remain at their stations—they can't even get up and walk across the room—breaks play an important role in easing the stress of a job where speed and accuracy are just as important as hospitality and courtesy.

Telephone operations never sleeps. There is always someone to answer guests' and your calls. With so many calls and requests coming in each hour, there are a few things that you can do when calling the switchboard.

When you call from the outside, use the direct in-dial numbers when possible. These are the extensions that begin with the number seven. If you are unsure of the extension, be sure to give the operator the person's first and last name as well as work area.

The operators know that sometimes when you call, you may be dealing with a stressful situation as well. That is why they go out of their way to be cheerful and helpful. We can work together to ease stress on both ends of the line by being patient and courteous with each other.

—Darrell Waddell



## Twenty-five years ago...

...thirty-three exceptional people were among the many hired in 1965. This section of *CW News* highlights these employees who are celebrating their twenty-fifth service anniversaries. These people received silver bowls during a special ceremony November 28 at the Cascades.



Photo by C. G. Kagey

Twenty-five years ago, Robert Lawson, left, sends laundry down the chute as Dan Roberts, night shift supervisor, looks on.



Photo by C. G. Kagey

Historical interpreters, or escorts as they were called in 1965, learn "Thread the Needle," an 18th-century children's game, as a part of their training.

## What happened 25 years ago?

### January

- "A Williamsburg Songbook" is an award winner in the Southern Books Competition.
- The Costume Shop moves to the renovated Methodist Church (which stood on the now-vacant lot next to Binns Department Store).
- Personnel Relations and Employment moves to the Arcade Building in Merchants Square.

### February

- The horizontal VistaVision projector system is replaced at the Visitor Center with 70-35 mm New Century projectors.

### March

- Ticket operations, as well as an exhibit, open in the stables of Carter's Grove.
- Construction is completed on an 800 square foot addition to the Laundry, bringing it to its present-day look. A second shift is added.

### April

- The new merchandising warehouse (Piland Warehouse) is completed (located on First Street, off Capitol Landing Road).

### May

- A Craft House catalogue sells for \$2.50.
- The Dunmore clock, owned by Virginia's last royal governor, comes "home" to the Governor's Palace.

### June

- Taped messages are introduced on all 13 CW buses, relieving drivers from having to do all the talking.

### July

- *The Colonial Naturalist* wins two of the highest film awards offered by CINE (Council of International Non-theatrical Events) and NEA (National Education Association).

### August

- A room at the Motor House goes for seven books of Green Stamps, as a couple from South Carolina who financed their vacation using Green Stamps found out.

### September

- Addition to Commissary started, bringing it to its present-day look.
- Two new Williamsburg shops open in Hartford, Connecticut and Ardmore, Pennsylvania.

### October

- Mrs. Douglas MacArthur visits the Curator's Warehouse.
- *The Colonial Naturalist* wins a third film award for the year, the CHRIS.

### November

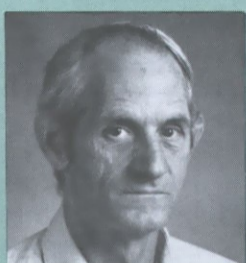
- CW hires first woman wigmaker, Mary Magee.
- First gallon of Martin-Senour WILLIAMSBURG paint is mixed electronically, using an IBM punch card by Colorobot in the Paint Shop.

### December

- First annual 20-year club reception is held.

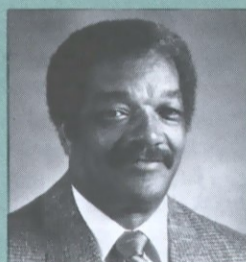
# Congratulations to our Silver Bowl employees!

Photos by Hans Lorenz.



**Harold Amos**  
is a painter C  
in Building  
Maintenance.

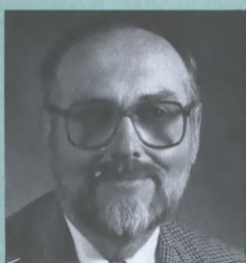
Although Harold moved to Norge in 1946, he didn't start to work for Colonial Williamsburg until 1965. His brother was working here, so Harold applied. He was hired on the spot and started work that day. After about five years, he left to become a cook on a tugboat out of Louisiana. He survived a harrowing voyage through the Gulf of Mexico, reaching Augusta, Georgia, over a month later. While he was bobbing around in the Gulf of Mexico, he told the Good Lord that if he ever got back to land, he was going home and back to his old job!



**William Leroy "Roy" Black** is rural trades specialist and assistant site supervisor at the Windmill.

Roy started his CW career working with his father at the Bakery, going on to become supervisor of basketmaking and domestic crafts. He made well over 4,500 baskets for Colonial Williamsburg in the 21 years that followed. In 1986 the basketmaking operation was moved from the Wythe property to the Windmill, where the scope of the project now includes rural trades. Roy has continued to learn new skills such as fencemaking and has been instrumental in training other employees to interpret the site.

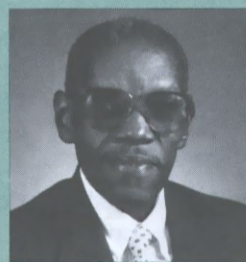
Roy has many special memories of his 25 years with Colonial Williamsburg, from making baskets in front of the heads of state during the Summit of 1983, to lawn bowling with John Wayne and Perry Como.



**Robert Bernard** is a clerk C in Building Maintenance.

In 1965 Robert's doctor told him to give up his trade as a truck mechanic. Robert needed to stop getting underneath trucks and find a new line of work. His mother, Ilda Bernard, who was a hostess for us for 19 years, spoke with Granville Patrick's wife about her son's situation...and before Robert knew it he had a job as a clerk in Building Maintenance. He has been there ever since.

A thrifty Scotsman by ancestry, Robert carefully watches over the ordering of needed material for Building Maintenance. His day-to-day duties include reviewing and screening all warehouse transactions before posting.

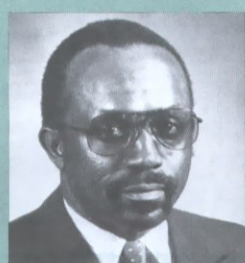


**Willie Boyd** is a lead custodian in the Department of Landscape and Facilities Services.

Willie learned of jobs available at Colonial Williamsburg through some of his relatives who were working here. His first job with us was in 1958 as a kitchen helper at the Cafeteria. After about 18 months Willie left Colonial Williamsburg to seek work elsewhere in town. By 1965 Willie was ready to settle in for the next 25 years.

He started out as a houseman at the Conference Center. Along the way he has been a chauffeur, messenger, mail clerk, and custodian.

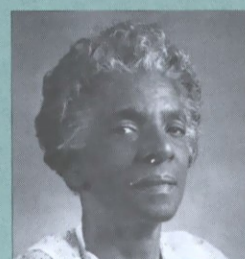
Of all of his experiences, Willie says the highlight has been working in the Custodial Department. He enjoys the way that group functions as a real team.



**Thomas Brooks** is a senior gardener in Landscape and Facilities Services.

His excellent work can be observed in the gardens near King's Arms Tavern, Shields Tavern and Dr. Barraud's House, as well as the vegetable garden at Wetherburn's. As a senior gardener, Thomas provides on-the-job training for new gardeners.

Thomas enjoys the independence and responsibility he has working in the Historic Area in teams of two. He says if there is a flower blooming in a garden, you better know the name of it, because you can be sure a visitor is going to ask you.

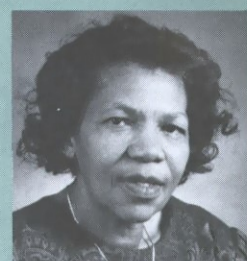


**Shirley Bratcher** is a lead custodian in Landscape and Facilities Services.

Shirley grew up in Williamsburg but spent about 15 years working in various parts of New York state. She came home to stay in 1965. She began in the Inn pantry, and in the years that followed, Shirley went from pantry helper to head pantrywoman.

In 1973, Shirley transferred to the Custodial department. She has been there ever since, becoming a lead custodian in 1989.

Shirley has many years of Colonial Williamsburg service in her family. Her husband received his bowl some years back and her cousin, Bea Bailey, received hers last year.

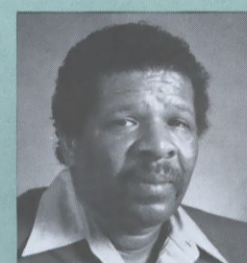


**Margaret Brown** recently retired after 25 years as a flatwork finisher at the Laundry.

In 1964 Margaret's niece told her that Colonial Williamsburg was hiring people to cover the vacation time of employees. So she gave it a try with a one-month assignment. With the exception of a few winter layoffs, that month quickly turned into 25 years.

As a flatwork finisher, Margaret's job involved feeding sheets, tablecloths, napkins and other small pieces through the big pressing equipment.

In retirement Margaret is looking forward to organizing a group of people who want to visit the sick and shut-ins.



**Sherwood Butler** is a utility worker at the Williamsburg Inn.

In 1965 Sherwood started his career as a kitchen helper at Chowning's. He even tried his talents as a junior cook for a while. After working as a houseman at Franklin House, he moved over to the Inn as a houseman for a couple of months, then tried out the kitchen as an utilityman.

Sherwood found his niche in his Inn utility assignment. There he spent time working with the late Gladys Manley and Chef Schadler. He received notes of commendation for his ability to help support the function during Gladys' absence.

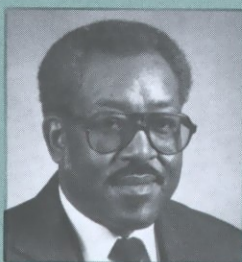


**Sarah Carroll** is a pantryworker at the Cafeteria/Grill.

Sarah had relatives working at Colonial Williamsburg so she decided to interview here. She was told there weren't any openings at the time, but they would keep her in mind. When she got home she had a telephone call asking her to come to work the next day! Someone had left unexpectedly.

Sarah started on the line as a counterwoman. She enjoyed the way the employees worked as a team serving the customers. She admired the pretty salads coming from the back of the kitchen and asked Chef to let her try pantry work.

She says the group at the Cafeteria is like a family. They have their ups and downs, but stick together.



**Albert Cowles is a senior gardener in Landscape and Facilities Services.**

In 1965 Albert jumped at the chance to get an outdoor job. Albert has been in the Landscape department for his entire 25 years. Having progressed from gardener A to senior gardener, he now works the area between Nassau and Botetourt streets. He spends much of his time in the Wythe House area.

Albert sees the gardens and flowers at Colonial Williamsburg as an opportunity to exceed visitor expectations. He enjoys hearing our visitors comment on the flowers and herbs, often helping them to understand the plants in the gardens.



**John Davis is senior curator and curator of metals in the Division of Collections.**

John had been a student at Winterthur before coming to Colonial Williamsburg. Many people there encouraged him to come here, telling him it would be a marvelous apprenticeship for a person right out of graduate school. Over his 25 years here John has held positions from a cataloger to a senior curator. Along the way he even wrote a book in 1976, *English Silver at Williamsburg*.

John's favorite projects over the years were the refurbishing of the Governor's Palace and Wallace Gallery. Bringing about the changes at the Palace was difficult in the face of opposition from some of our visitors, donors, and employees. John credits the success of the change to former president Carl Humelsine's commitment to the quality of the program and to authenticity.



**Frances Duncan is assistant executive housekeeper at the Governor's Inn.**

Frances' sister, Romayn Lemons Wright, encouraged her to apply at Colonial Williamsburg when she began work here. Frances started in 1957 as a counterperson at the Cafeteria while she was in high school.

As time went by Frances transferred to the Lodge as a dining room waitress and eventually to housekeeping.

Later she was promoted to supervisor. In 1988, she was promoted to the Governor's Inn to her present job.



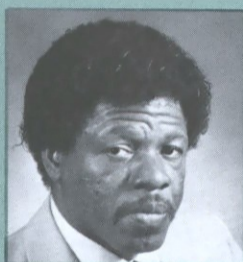
**Willie Fitts is a coach driver/interpreter B in the Historic Trades Department.**

Willie came to Williamsburg from Greensboro, North Carolina, in 1959, to work on a construction crew in the area. In 1965 he started work with Colonial Williamsburg as a houseman at the Franklin House, until it closed in 1974.

At that time there was an opening in the Crafts Department as a coachman/interpreter. Willie got the job and has worked in the Coach and Livestock operation ever since.

Over the next year Willie will be helping to start carriage rides at Carter's Grove.

Willie was presented the Order of the Pineapple in 1984.



**Herbert Harris is a senior gardener in Landscape and Facilities Services.**

Twenty-five years ago Irving Wright recruited Herbert into the Landscape Department. Starting out as a gardener A, Herbert has progressed to senior gardener. He fills in when the foreman is not there and takes responsibility for training new gardeners.

Herbert's work area is the Palace. It is hot working at the Palace. There is little shade and all the work is exacting. Herbert is an outstanding pruner of topiary. He also takes care of the holly, boxwood, and flower beds. Herbert has just finished planting the many, many tulip bulbs for next spring.



**James Jefferson is a bellman at the Williamsburg Inn.**

"Jeff," as his friends know him, grew up in Charles City. He is one of those folks who started out with us when he was just a high school student. He used to ride to Williamsburg after school with a teacher from Charles City. He was recruited by his aunt, Dorothy Jefferson, who worked at the Lodge kitchen.

Jeff started out working for Jerry Moore as a kitchen helper in the Lodge. Over the years he also worked in the kitchens of the Cafeteria and Cascades, and even dipped candles in the Crafts Department, where he enjoyed working with school children. Since 1974, Jeff has been a bellman at the Inn.

**Phyllis Jones is a housecleaner at the Motor House. (no picture available)**

Phyllis is from Yorktown. She moved to Williamsburg 31 years ago when she married her husband, who is from this area. She had been working at William and Mary but applied for a job at CW and got it.

Phyllis has been in Motor House housekeeping all of her 25 years. She has seen a lot of changes over the years, and she is still young enough to see a lot more!

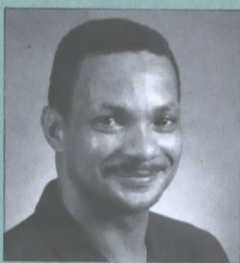
Phyllis is responsible for cleaning 14 rooms a day and sometimes acts as inspectress.



**Shirley Jones is a counter supervisor at the Cafeteria/Grill.**

Shirley grew up in Williamsburg. In 1965 she started out as a line person in the Cafeteria, then moved to the Pantry. For awhile she was a short-order cook at the Grill, when it was off the pool. She became head counterperson, then moved on to supervising the line. She knows the entire operation at the Cafeteria because she's done it all.

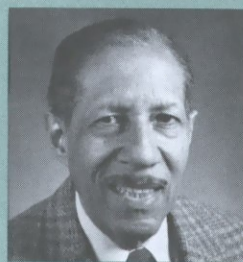
Shirley's husband is landscape foreman, Preston Jones, who works at Carter's Grove and is celebrating his 35th service anniversary. Son Preston Jones, Jr., a journeyman silversmith, is celebrating his 15th.



**James Kee is a sauce cook at the Williamsburg Lodge.**

Upon graduation from high school, James was eager to have an Air Force career, but a medical discharge a few months later had him in the VEC in Newport News looking for work. The lady there was so enthusiastic about working for Colonial Williamsburg and living at the Franklin House dormitory facility, that Jim went for an interview. Dee DeWitt snapped him right up for the Apprentice Cooks Program.

Today Jim makes stocks and sauces in the Lodge kitchen. He especially enjoys the anticipation and excitement that comes when he is making a new item for a large group. He says it's fun to see if the chef is going to like the way he has made the recipe or whether he will make some adjustments.



**Sidney King is a waiter at Chowning's Tavern.**

Before coming to Colonial Williamsburg, Sidney had been a waiter at The Greenbrier, The Homestead, the Country Club of Virginia, and the John Marshall Hotel. One day a friend of his and his cousin talked him in to taking a ride to Williamsburg. They ended up having interviews and Sidney was hired. Sidney has commuted from Richmond for 25 years.

Sidney enjoys playing golf his spare time. Although he sometimes thinks about retiring, he doesn't have any immediate plans to retire to the golf course. He says he just enjoys working.

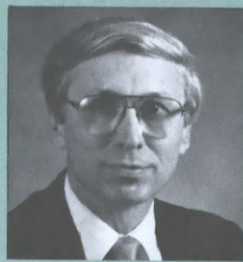


**Robert Lawson is a utility worker at the Laundry.**

Robert came to work a year after his twin brother, Willie, who received his silver bowl last year.

Robert says he has given CW his best through the years and considers CW management has given him their best. To attest to Robert's dependability, 16 out of 20 years he has had perfect attendance.

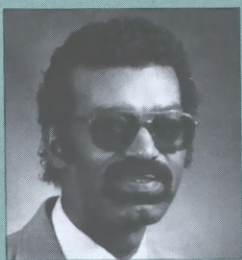
Over the 25 years, Robert has been a washman, truck driver, and has done a little bit of everything. He does whatever needs to be done. Dan Roberts taught him how to wash—how to keep those loads balanced in the washer so they don't shake the Laundry and Franklin Street Offices.



**Hans Lorenz is senior museum photographer in the Division of Collections.**

Hans came to work at Colonial Williamsburg after teaching high school. Even though he was a member of the Audiovisual Department for the first 15 years of his career here, and a member of Collections for the past 10 years, he has never moved out of his original office.

Hans has certainly left his mark on Colonial Williamsburg. During the past year alone, *Antiques* magazine has featured Hans' photography on three covers.

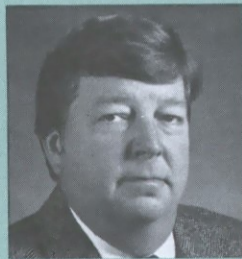


**Matthew Meekins is a landscape foreman in Landscape and Facilities Services.**

Twenty-five years ago Matthew was finishing up working on a construction job, when a friend told him about an opening in Landscape for Colonial Williamsburg.

Matthew applied for the job, was hired, and has been here ever since. He works in the Palace area now.

Matthew has become an excellent horticultural technician. He is expert at identifying insect and disease problems and then selecting the proper treatment.



**Phil Moore is project specialist in Building Maintenance.**

When Phil finished York High School he went to work as a pipe cutter for eight months at the shipyard. His dad had taught him never to quit a job. Phil hated his job, but knew he couldn't quit. Just before Christmas he was laid off!

Phil still remembers that first day of work. "Pop" Dearing in the Sign Shop put him to work dressed in his interview clothes. Mr. Dearing told him he could get at least a half a day's work in, and he made him work there in his white shirt and narrow black tie and black pants.

Phil's ability to draw a "Mickey Mouse" has taken him far in the sign painting trade.

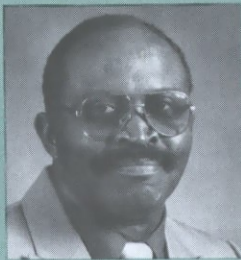


**Delois Morris is a seating coordinator at Shields Tavern.**

Delois started her CW career as a busperson at the Lodge. Along the way she has been a waitress, hostess, cashier, and file clerk. She also worked in the Craft House office. When Shields Tavern opened up she jumped at the chance to get back into public contact work. Delois says, "You know we all get old too soon and smart too late."

Delois loves her public contact work. She knows that when she gets up in the morning she is going to meet all kinds of people—some are going to be nice and some grumpy. It is her challenge to make them all smile.

Delois is part of a large CW family herself. Her husband, Al, is a carpenter; and her sisters are Elaine Burrell in Employment and Annette Minns at the Cafeteria/Grill.

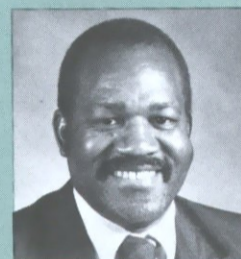


**Lieutenant Palmer is a maintenance mechanic C in Mechanical Maintenance.**

Lieutenant grew up in the Williamsburg area. In the years before 1965, Lieutenant worked at the Inn as a bus person, and in Landscape as a gardener. He also worked at William and Mary, before returning to settle in at Colonial Williamsburg in 1965.

When Lieutenant was job hunting, he told Dee DeWitt he wanted to work outside and have his weekends off. Dee told him the only opening was in construction work and that it might not be regular five-day work. Lieutenant took it and stayed until the project was finished.

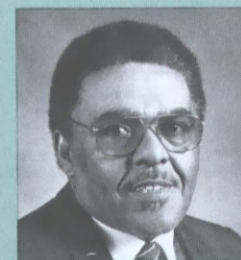
Harry Sutton, the superintendent, took him aside to tell him CW wanted to hang on to him and not let him go! He was transferred into MO&M.



**John Parrott is a polisher in Silversmith Production in Products.**

John's first four years with Colonial Williamsburg were as a gardener in Landscape. He was recruited by his uncle, Richard, who also worked in that division. After hearing his brother, Frank, talk of the Silversmith operation, in 1969 he transferred to being a polisher, working behind the Golden Ball.

In John's earlier years as a polisher he worked on pewter and brass items. About five years ago he began working on silver and gold, also. He is continually learning new skills in his job. Now he makes an entire item, such as a bracelet, from beginning to end.



**John Stukes is assistant chef at the Cafeteria/Grill.**

Chef Stukes had an uncle, Mackvine Stukes, who was working at Campbell's Tavern about 25 years ago. John was living in Emporia, where he grew up. He was between jobs, so his uncle encouraged him to ride to Williamsburg with him to check out job possibilities.

John worked his way up at the Cafeteria. He began as a kitchen helper, moved to the pantry, then became a carver on the line. Eventually he moved into cooking, working his way up from first cook, to rounds cook, to sauce cook, and finally to assistant chef.

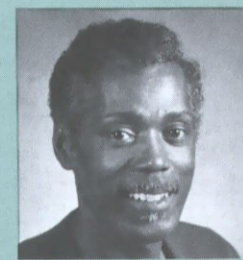
Recently, Chef Stukes was presented with the new special "Lighting the Way" award for his participation in helping a fellow employee.



**Corrie Stulen is a costume project technician in the Costume Design Center.**

Corrie, who grew up in Indonesia, came to Williamsburg with her family in the early 60s from Holland by way of Roanoke. Corrie's husband, Hans, was the first of the family to work for Colonial Williamsburg. Hans, who worked in the Cabinet makers Shop at the time, heard of an opening in the Costume Shop and told Corrie.

Corrie remembers when her skills were really put to the test in 1975. She was involved in costuming a movie star for Art Smith's 18th-century movie on clothing. The costume was a copy in minute detail of an 18th-century dress. It required considerable skill to develop the pattern and have the dress ready in one week, as the actress who would wear it would only be able to come from New York for two fittings before the movie was shot. It was a tight schedule but they made it!

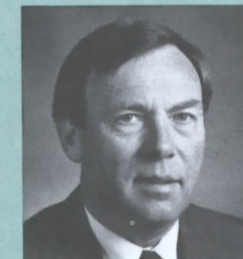


**Percell Tabb is a housekeeping inspector at the Williamsburg Inn.**

Percell was born and raised in Charles City. Through a friend he learned of an opening working nights at the Lodge.

While he was still in high school, he worked after school, riding to work and back with a Charles City teacher.

Long service comes naturally to Percell. His oldest sister, Lena Jefferson, and his first cousins John and Otis Wade received bowls last year. James Jefferson, his older brother, is receiving a bowl this year as well. Percell also has a another sister, Elaine White, who works at the Motor House.

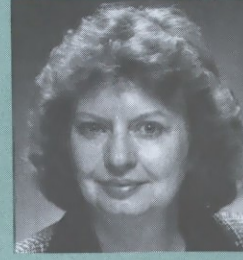


**Doug White is director of Construction Management.**

After graduating from college, Doug was working for the North Carolina State Highway Commission, living in Wrightsville Beach, when he saw an ad in the Raleigh newspaper for an engineer for Colonial Williamsburg.

Doug has been involved in one way or another with just about every CW construction project during the past 25 years.

The Carter's Grove Country Road is a project that certainly has Doug's mark on it. He was primarily responsible for the layout of the road, covering it on foot and in a jeep as Colonial Williamsburg's project representative. His other current projects include the Carter's Grove archeological museum, the AARFAC expansion and the child care center.



**Betty Wiggins is manager of Data Analysis and Visitor Information for HAPO.**

Twenty-five years ago Betty was working for an aerospace research and development company in Los Angeles that promoted and transferred her to Washington, D.C. Within three months she wanted out of that hustle and bustle. Williamsburg seemed the perfect answer and Peter Brown needed a secretary.

Betty has fond memories of her years living in the Historic Area. She feels the fact that she was living in that environment had a lot to do with the approval of her adoption of her daughter Kelly. In 1972 Betty made headlines as the first single parent adoption in Virginia. Kelly is grown up now and also works for us as a Visitor Aide.



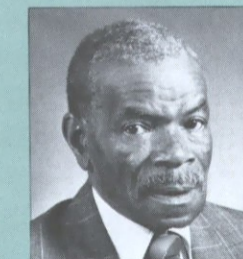
**Lillian Williams is Lodge Banquet Office manager.**

Lillian grew up in the Williamsburg area and attended Virginia State. After she married, she moved to Hampton. Lillian's cousin worked in the same job that Lillian now holds. Her cousin decided to quit because she was getting married. She didn't know how to tell her boss she was leaving. She had Lillian go and talk to Jerry Moore about the job and tell him that her cousin was leaving.

Lillian asked Mr. Moore if he would need anyone. He said, "Yes, I guess I do." And she was hired on the spot! She's been in the position or a similar one ever since. Lillian says it's not boring though, there is something new to do every day.

Lillian is the person at the Lodge who keeps all the personnel records and related paperwork.

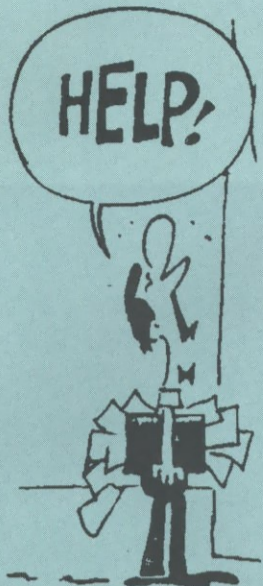
She was voted "Employee of the Year" at the Lodge for 1990.



**David Winston is a waiter at Chowning's Tavern.**

David has commuted from Richmond for the past 25 years! He says the last four to five years the Lord has really blessed him, because he doesn't have to work weekends.

Repeat visitors regularly ask for "Mr. Winston." Some even send Christmas cards. A fellow said to him one day, "Okay, Mr. Winston, I want you to remember my name." David said, "For the life of me, I can't remember your name, but you're from Pennsylvania." The man said, "You're right!"



## Make taxes less taxing!

If you enjoy challenges and helping people, then **WE WANT YOU!** Volunteers are needed to help CW employees, retirees, and others in the community complete their 1990 income tax returns.

Training is provided by the Internal Revenue Office on Federal forms and by the Commissioner of Revenue's Office on State forms. We complete 1040EZs, 1040As, and basic 1040s with some accompanying forms.

You will pick up new skills and meet interesting people. Also, you may learn something that helps in your income tax return preparation!

### Requirements:

Reasonably good in math, have and use a calculator, willing to ask questions and look deeply for answers, enjoy meeting and helping others, ability to maintain confidentiality of "clients" income tax information.

### Training:

Approximately 19 hours of training in January. The training is held in Williamsburg.

### Schedule:

You will be asked to commit to completing income tax returns for a minimum of 3 hours a week for 11 weeks (February - April).

Each shift/site will have two volunteers scheduled so you can trade back and forth and check each other's work.

For more information or to volunteer, please call Sue Houser, Employee Services Coordinator, at 220-7029.

## Routine immunizations for adults

by Dr. John D. Hamrick, CW medical consultant

**T**hese are some of the current recommendations regarding adult vaccinations:

### Tetanus Vaccine

After a primary series of immunizations, everyone should receive a tetanus booster injection every 10 years. More frequent administration should be avoided if possible, since one may have considerable pain and swelling at the injection site.

### Influenza Vaccine

Influenza (flu) season typically begins in December and can extend into the Spring. The best time to receive the vaccine is late October and early November. The vaccine is available to everyone, but is

especially advised for patients with chronic lung or heart disease, those in chronic care facilities, patients with diabetes and chronic kidney disease, and patients on long-term aspirin therapy.

### Pneumococcal Vaccine

This vaccine helps prevent one of the most frequently seen types of pneumonia. One injection is effective in preventing this type of pneumonia for at least five to six years (and perhaps longer). It is recommended also for people over 65 years old, as well as those with chronic heart or lung disease, alcoholism, diabetes, kidney disease, AIDS, and sickle cell anemia.

### Measles

Outbreaks of measles recently have occurred among people previously

vaccinated against the disease. If you were born prior to 1956, you are probably protected. If you are a young adult and received only one dose of measles vaccine after your first birthday, revaccination is recommended, especially if you are traveling to a foreign country or if you are going off to college.

### Rubella

The importance of this vaccination is to protect a pregnant woman's baby from developing severe complications, which could occur if the mother contracts rubella while pregnant. Vaccination is recommended for all women of child-bearing age who have not been vaccinated previously.

It is, of course, recommended that you consult your doctor to decide which is appropriate.

## 1990 Colonial Williamsburg Recreation Awards Tuesday, October 23 — Cascades



Right, Luther Jenkins, Joseph Sciegaj and Kathy Falzone discuss who had the best bowling score on the season.



Are all those trophies his? No, not really, but they do belong to his teammates. Ronnie Wilson lead his volleyball teams, both named the DC Players, to first place finishes in the recreational and co-ed leagues. The DC Players competitive team also won the end-of-season volleyball tournament, making it a clean sweep!

## Team Sportsmanship Awards

Every season the teams in each of the softball leagues vote on which team displayed the most sportsman-like conduct during the season. Here are the winners:

**Men's League**  
**Mod Squad**  
**Co-ed Competitive**  
**Lodge**  
**Co-ed Recreational**  
**Collections**



The Seven-year objectives—a closer look...

# To be a leader in protecting the environment in the W

## Energy and Technology Committee

Dave Coleman, chair

- > Monitors indoor air quality
- > Monitors emissions of CW vehicles
- > Monitors noise and light pollution
- > Monitors the emission of chloro-fluorocarbons
- > Monitors water quality
- > Promotes energy conservation

## Community Awareness and Action Committee

Larry Henry, chair

- > Supports and encourages community-wide recycling efforts
- > Supports programs to protect the Williamsburg area environment
- > Monitors growth and development of the Williamsburg area
- > Supports preservation of historic properties, especially those located on Route 5

## Environmental Action Committee

Appointed by president Chuck Longworth Gardiner, vice president, Facilities and Property, to oversee six areas of environmental concern. Listed, council members include Dennis Waite, Lou Lamana and Peg Waite.

## Communications Committee

Mike Kipps, chair

- > Assists in giving information about recycling efforts to employees and the community at large
- > Sponsored open house at Colonial Williamsburg's Recycling Center
- > Sponsoring an Environmental Exchange Day, tentatively scheduled for Spring, 1991



## Colonial Williamsburg RECYCLES

Start a recycling effort in your area! Chuck Trader will get you started. Give him a call at ext. 7680 and he'll send you information.

Volunteers are needed for committees. Call Bill Gardiner or any one of the council members for more information.

John Walker works from 6 a.m. to 2 p.m., saving several feet of landfill space each day by preparing refuse for recycling.



## Recycling—a CW success story

Much like we protect the Historic Area with the greenbelt, we are interested in protecting the environment outside of our protected "community." It's one of our seven-year objectives.

Chuck Trader, general manager of the Commissary and Laundry, was tapped to head up CW's recycling effort. A 60" bailer for cardboard and glass crushing equipment were purchased. John Walker was assigned to run the machinery on a full-time basis. A

truck was be used just recyclable restaurants the Product Distribution "This has effort of several divisions," Wooley, and his cider jugs vending area and

# ing the quality of Williamsburg area...

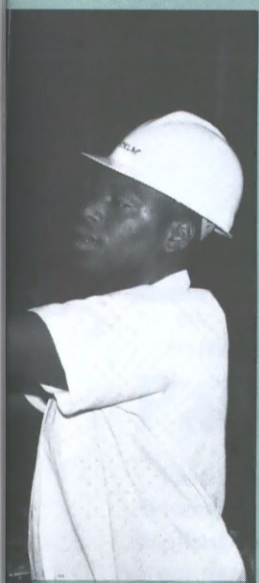
## ction Council

this past summer and headed by Bill  
erty Management. The 12 members  
In addition to the six chairpersons  
son, John Hallowell, Wesley Green,

## Hazardous Materials Committee

**Tom Allen, chair**

- Monitors chemicals used by Conservation, Landscape, Hotel Properties and other CWF businesses
- Ensures that every area that utilizes chemicals has a person who monitors usage of chemicals, such as copier solvent, and keeps building occupants informed



paper generated by Franklin Street  
offices. Lou Lamana, manager,  
Custodial Services, is starting a  
pilot recycling program in the  
Franklin Street Office building."

Colonial Williamsburg is  
receiving help from the outside, as  
well. ALCOA has donated  
aluminum drink can collection  
boxes for use in non-historic areas  
and near the vending machines.  
They are also assisting us in  
locating collection containers  
suitable for use in the Historic  
Area so that our guests can help in  
the recycling effort as well.

All collected materials are  
handled by the Williamsburg  
Recycling Center, located off  
Mooretown Road. The funds  
generated by the collected and  
recycled trash help pay for the cost  
of the equipment and manpower.

"We've already seen a reduction  
in the number of trash pick-ups,"  
said Chuck. "Dennis Watson at  
the Distribution Center has  
dropped his trash pick-ups from  
three per week to two. The  
Commissary, which had trash  
picked up seven days a week, is  
now down to three pick-ups."

tory!

dedicated to the effort, to  
st for picking up  
refuse from each of the  
and hotels, as well as  
is vending areas and the  
n Center.  
s been a cooperative  
everal departments and  
said Chuck. "Rollin  
upervisor in Landscape,  
ws bring in the empty  
and boxes from the  
eas within the Historic  
he mounds of computer

## Recycling and Solid Waste Committee

**Chuck Trader, chair**

- Recycles cardboard, glass, aluminum cans, computer and other types of paper
- Installation and operation of Colonial Williamsburg's recycling center
- Promotes recycling in all areas of Colonial Williamsburg.
- Provides opportunities for our guests to join in our recycling efforts by providing containers in the Historic Area in which to put aluminum drink cans
- Promotes the use of products made from recycled materials, such as paper towels, toilet paper, copy and other types of office paper

## Green Space and Land Use Committee

**Tory Gussman, chair**

- Assesses potential uses of currently owned real estate
- Assesses each parcel of land for threatened plants and wildlife



**Bill Gardiner**

*"I'm enthused with how much the  
council has accomplished in a very short  
time. The president appointed the  
council in the early summer. We sought  
folks who had special talents in this area.  
We have a broad cross-section of  
Colonial Williamsburg employees  
represented on this council and its six  
committees. We know that what we're  
doing will make a difference."*

### Unsung heroes...

Judy Pearce, pastry chef at the Commissary, didn't plan to pursue a career in desserts. "I enjoy it and now I want to go as far as I can," she says.

## Judy's goal is in the dough!



Photo by Patrick Saylor

*"The best part of  
Judy's job is  
knowing that guests  
enjoy her work."*



**D**ining guests at the Inn, Lodge, Cascades and Taverns will probably never meet Judy Pearce in person. All the same, her work brings pure pleasure to the many diners who enjoy our scrumptious desserts.

Judy, a pastry chef at the Commissary, starts her day at 6 a.m. It is her job to see that the day's dessert orders are prepared for our restaurants and taverns. Once that is completed, she starts preparing for the next day or works on special orders that must be finished ahead of time.

Judy didn't dream of becoming a pastry chef. Rather, she worked her way into it.

"I have a large family, with five children," Judy explained. "I decorated cakes for friends while at home with the children. I started working for a friend who owned a bakery and who needed a cake decorator. Since all the children were in school, working full-time was easier. I then went to the Williamsburg Pottery to

manage their bakery before returning to Richmond to manage the first bakery."

A friend who was a vendor told Judy about a job opening at the Commissary. She came in and introduced herself, and started working as a pastry cook in August, 1984. It wasn't long, however, before she moved ahead in her career.

"In 1986, Gene Liberati, former Commissary manager, challenged me to become a pastry chef," Judy said. "After two years of study I met the competency requirements and was certified by the American Culinary Federation." Judy was promoted to pastry chef in 1988.

Judy admits that she couldn't have done it on her own. "My family was really supportive," she explained. "I spent a lot of time away from them, but they stuck right behind me until I was certified."

"Marcel Walter, executive pastry chef, has been my biggest influence. He worked very closely with me and filled in the gaps with

things I had to learn. I'd still be a pastry cook if not for him."

The best part of Judy's job is knowing that our guests enjoy her work. "It's a good feeling to know that I've turned out a product that people enjoy," she said. "Sometimes we get letters about things that we've done. It gives a real boost to everyone that's involved."

Judy says she's glad that she pursued her goal, and recommends the same for anyone considering a change. "Any time you have a desire to do something that you haven't been able to obtain, you should go out and work toward your goal," she advised. "Don't let anyone tell you that you can't do it without trying first."

As for the future, Judy looks forward to bigger and better things. "My goal is to be the best I can be, in whatever I do," she concluded. "I might not become the top female chef in the world—I just want to be the best I can be. Someday I hope to be an executive pastry chef."

—Patrick Saylor

### Who's in charge? We are!!

Are we the masters and mistresses of our future or are we helpless in the face of external forces—competition, higher fuel prices, a weak economy? Are we in charge or are we simply observers of the forces that affect us? In Patrick Henry's words, "Are we so meek and pusillanimous...?"

During the summer and fall most of us have participated in meetings organized around the idea of meeting the challenges that we had such a negative impact on visitation this year. You all know, of course, that our business is down substantially and that the year's results will leave us with a large gap from our budget and our seven-year plan. We have frozen positions, reduced our capital expenditures, and introduced plans to reduce employment to better match wages and salaries with income.

But we are not helpless. Each and every one of us can contribute personally to attracting more visitors and to climbing out of the slump we have seen in 1990. How? How?

There is no magic. Absolutely no magic. The answer is plain and simple and is what we have been practicing and preaching for years.

The answer is in showing every single visitor to Colonial Williamsburg that he or she has made the best vacation decision in history. That means that each of us must be the ultimate in hospitality, courtesy, consideration, and skill.

If we are front line personnel dealing directly with visitors, it is our job to make certain our smile and our interpretation, our service, exceed that visitor's expectations.

If we are behind the scenes, we must do all we can to make sure

we support those on the streets, in the shops, stores, exhibition buildings, taverns, restaurants, and hotels so they are fully ready to do their jobs, and so they know that we are behind them.

It is just basic stuff. Every time we win a friend, we have an agent out there somewhere raving to his or her friends about Colonial Williamsburg. Or, we can have a critic, or someone who is lukewarm. "It was okay but I'm not recommending it" or "I'm not sure I'd go back". I don't want to be the one who prompts lukewarm reactions.

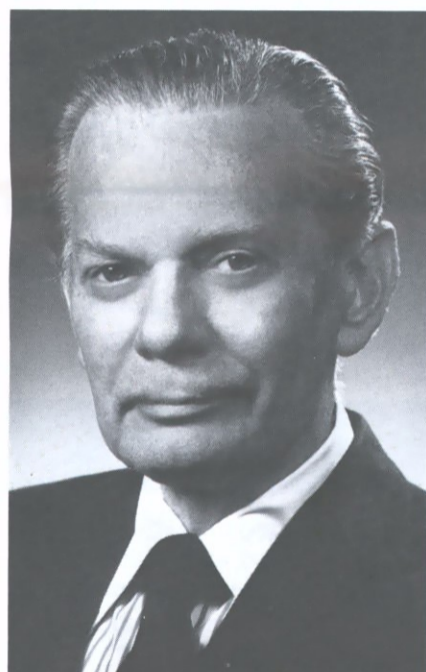
I want the visitors I talk with to know that they have met one friendly and enthusiastic president. I know I can make a difference, and I know you can, too.

So, let's not let the world run us. Let's meet the challenge and take the world by the tail and give it a twirl.

—Charles Longworth



### David Brinkley retires



David Brinkley retired from the board of trustees of Colonial Williamsburg on November 10 after twenty-four years of service.

He was constantly sought for board service because he is a wise and able man, and, of course, perhaps the most widely known and respected television journalist in the world. But he has served on but one board in his long career—Colonial Williamsburg—and this is the only organization for which he has ever raised money.

Most of you know, I'm sure, that David has been chairman of our Raleigh Tavern Society since it began twelve years ago. He has

agreed to continue in that important job so we will be seeing him around here in the future. For that I am very grateful.

One of David Brinkley's most important contributions to Colonial Williamsburg was the suggestion of the History Forum. Several years ago he observed that we needed a forum for ideas to parallel our forum on antiques and material culture, and our Garden Symposium. The extraordinary success of the History Forum, now just ended for the fourth year, is a tribute to David Brinkley and his role as a trustee.

—Charles Longworth

### Passing on the quality spirit

This issue celebrates 825 years of service to Colonial Williamsburg by 33 twenty-five year employees. They received gorgeous silver bowls November 28 at a pull-out-all-the-stops dinner at the Cascades.

Earlier the same day, the Twenty-Year Club met and added 54 new members to its membership rolls of 756 current and retired employees.

As an organization, we value our long service employees for their hard-earned experience and developed skills. We prize their mature judgment and their dedication to Colonial Williamsburg's mission and standards of excellence.

Often, at service anniversary and retirement parties, we hear two comments that deserve discussion. They're intended as

praise but really are challenges to all of us with a long-term commitment to Colonial Williamsburg.

The first comment goes something like this: "Mary's the best; they just don't come any better." To younger and still-learning folks, our "old hands" are walking legends. We view them as somehow having achieved as-close-as-humanly-possible perfection at some point in their career and continuing to practice their trade at that high plateau.

But, in fact, the best and the longest are quick to point out that you get good and stay good by always trying to do better. Trying new ways and striving to do it better (and quicker and at less cost) keeps the job interesting and makes the organization stronger, which benefits all of us.

Secondly, we've all said or heard that "no one can ever replace John." And in many respects that's true. Each of us is unique and approaches our job as the individual he or she is.

But Lord help us if we mean that "no one is going to be able to do this job as well as John can." Think about it. That would mean mankind is on a continuous downhill slide!

The challenge to each of us, as Hubert Alexander expressed so well in the September-October release of *Colonial Williamsburg Today*, is to leave a place better because we were there.

The challenge to managers and each excellent and long-service employee is not only to keep getting better—but to have prepared at least one, and

preferably several, up-and-comers who can *keep* building on his or her successes.

Think of *that*! That's a formula for upward progress far into the future and a way of leveraging one's life-long learning for maximum impact now and for years to come.

Then, when ill health or a promotion or retirement opportunity draws a senior employee from the work force, there's no hole. The employee continues to have an impact on the improvement of the organization—through those minds and hands he or she has trained and prepared to carry on the tradition of life-long learning, high standards . . . and passing it on.

—Steve Elliott

# Historic Trades awards excellence

*Awards have been made to Heather McCoy and Jan Bomar (pictured, right and left), as well as Phyllis Putnam, Joe Jones and Evelyn Black. Further nominations may be made to team members at any time. For more information call, Marilyn Wetton, ext. 2731.*



"We have a lot of unsung heroes, people who are national treasures, in the Historic Trades department," says Marilyn Wetton, manager of Textiles. "As an outgrowth of our work with Quality Teams, we decided to reward excellence in the department."

The goal of the Historic Trades department is "to more accurately re-develop, preserve and interpret 18th-century historic trades and their role in society." Outstanding contributions in support of this goal will be rewarded under a new recognition program.

Under the program, craftspeople are recognized for doing work that is authentically and historically correct; conducting research, experimenting and re-learning the skills, technology and processes of their trades, ensuring the survival of this information by maintaining these skills through productive work or documenting the results in print or other media; and presenting this and other research information.

Nominations for recognition are made by members of the Historic Trades department. Consideration may also be given for individuals and groups outside the department.

Recognition is given for individual achievement, cooperative efforts in which two or more persons work together on a project by sharing research, etc., by support personnel, or for an entire unit for that unit's efforts.

Nominees are judged by a committee representing a cross-section of staff, from front-line interpreters to managers. Committee members are rotated on a regular basis to ensure the widest possible range of members.

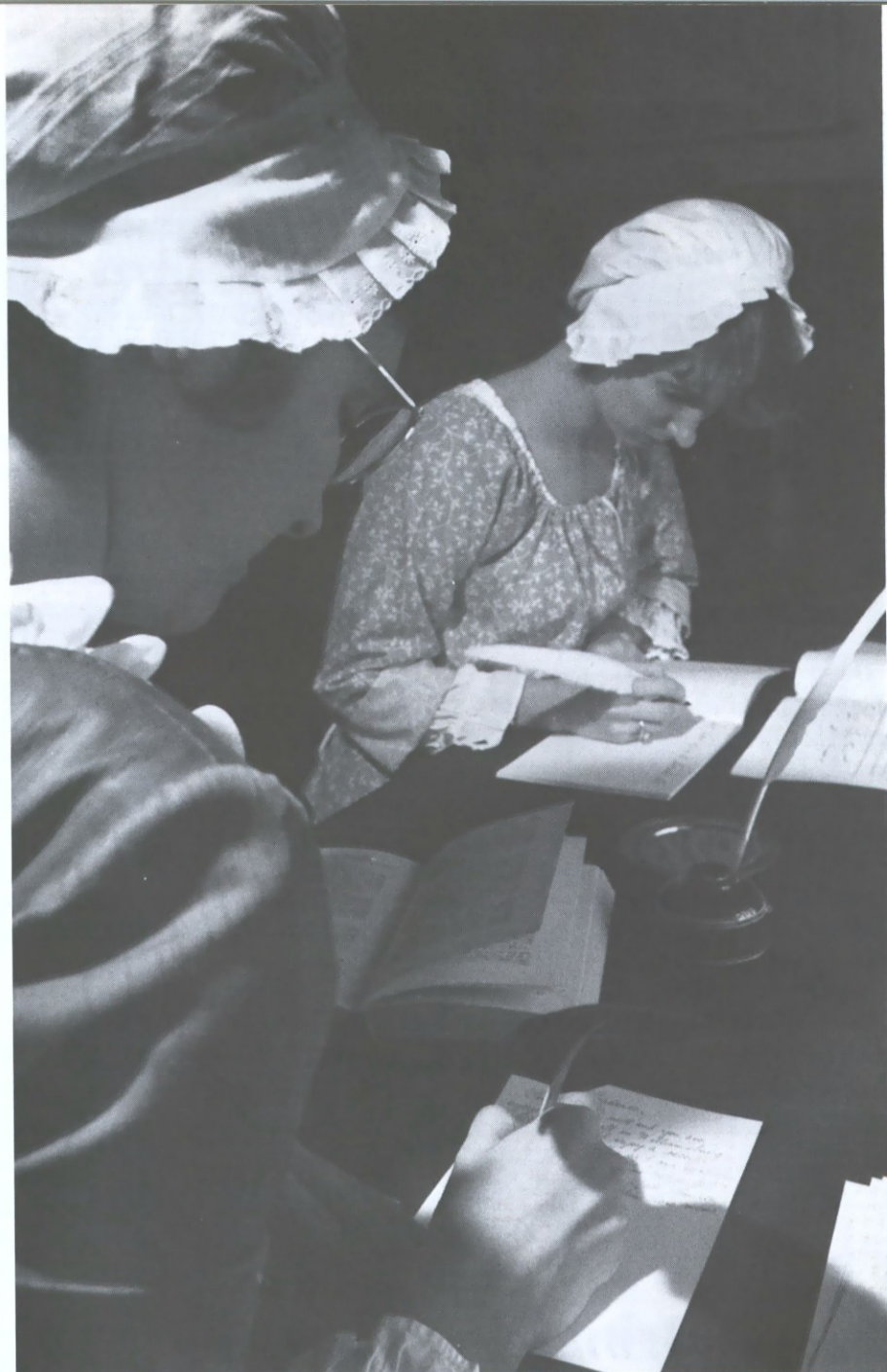


Photo by Patrick Saylor

Rewards are made on a monthly basis and presented during shop or department meetings, or privately.

Current members of the committee are Elaine Shirley, Coach and Livestock; Jay Close, Anderson Shop; Janea Whitacre, Millinery; Evelyn Black, administration; Doc Hassell, Geddy Foundry; Jon Boag,

Wheelwrights; and Marilyn Wetton, Textiles.

The committee will consider activities completed after January 1, 1990. Nomination forms are available in the Historic Trades office, Margaret Hunter Workshop.

## Our visitors write...

*Editors note: 18 British executives participated in a 19-day study tour of 27 American organizations known for outstanding customer service. They stopped at Colonial Williamsburg on June 17. The group was headed by Professor Brian Moores of the University of Manchester Business School, Manchester, England. Here are excerpts from his notes about his experience.*

Prior to coming to Williamsburg, the group visited Stew Leonard's [a food store chain], American Express, the Chubb Corporation [an insurance company], Johns Hopkins Hospital, the Marriott Corporation and Nordstroms. Yet to come were visits to Disney World, Nieman Marcus, American Airlines and Federal Express, just to name a few.

One recurring theme was the move towards "empowering" front line staff to respond constructively and imaginatively to customer problems.

At Ukrop's, for example, check-out clerks allow customers who have forgotten their checkbooks to return the following day with payment.

Food processing is done in full view of the public, a feature which they share with Stew Leonard's. This idea of the "show" is one so deeply rooted in the Disney culture that the Stew Leonard staff regularly attend the very insightful seminars that Disney offers.

One single factor exhibited at all the companies is attention to

detail. Clearly, outstanding customer service does not just happen. It comes from an almost zealous attention to a thousand and one little things. Williamsburg scores highly in this respect—no one departed **not** reflecting positively on the attention to detail which is a cornerstone of the whole restoration program.

A second common characteristic was the influence of a senior individual, often the company's founder, who was spearheading the customer imperative. Stew Leonard's abides by the simple maxim: Rule #1: The customer is always right! Rule #2: If the customer is ever wrong, re-read rule #1.

The staff of Federal Express know that Fred Smith, the company's founder, will not accept anything less than a dedicated drive towards one major goal: he wants to be able to advertise that **every** parcel picked up by 5:30 p.m. anywhere in the U.S. will be delivered by 10:30 a.m. the following morning. With a 99.7% success rate, they still have some way to go but one senses that the challenge is not perceived to be an impossible one.

After we enjoyed a two and one-half hour guided tour which was followed by champagne brunch at the Inn, we adjourned to the Director's lounge to hear something of Williamsburg's Quality Assurance initiative from Pete Cruikshank.

Although the stopover in Williamsburg was too short, the participants still talk favorably of the day spent soaking up the atmosphere at Williamsburg and hearing a little of how that atmosphere is created.

Pete's presentation convinced us that Williamsburg is not resting on its laurels and it was fascinating to hear how employees intend to achieve even higher levels of customer responsiveness. The group was particularly taken with the first of your seven year objectives: **exceed** visitor expectations. As with other organizations, you are no longer satisfied with customers who are merely satisfied.

Next the group plans to include an overnight stay in Williamsburg and many members have expressed an interest in returning with their families.

# Two inducted into the Order of the Pineapple

This quarter, we welcome two new people to the Order of the Pineapple. The Order recognizes people who show outstanding hospitality and courtesy toward our guests and fellow employees.

**Janie Hughes**, in her job as mail order clerk at the Distribution Center, talks with people from around the world, including England and New Zealand. Janie's job doesn't end when she says good-bye and hangs up the phone.

"Janie constantly goes far and beyond her necessary duties to satisfy the customer," wrote a co-worker. "She takes time to personally write her customers to keep in touch."

A special note of commendation comes from Pamela Getson: "With only three weeks lead time, you arranged for the ordered heart box to be hand-carried from point to point for engraving and on to me by Federal Express, arriving precisely when promised. I opened the box to find the wrong initials and monogram style on the box.

"I called on a Friday morning prior to the Saturday afternoon wedding. You somehow got a different box engraved correctly and delivered to me by overnight mail. It arrived on Saturday morning at 11:30 a.m. and we left for the wedding at noon!

"I am a 25-plus veteran of mail order companies...but your personal service in this specific situation tops any and all that I have encountered."

Janie, surprised by the special

recognition given to her, said, "I always try to be pleasant and think about them and their initial need. I listen very carefully to the first thing a customer says--it tells you everything that they want. It's important to meet customers' initial requests and to follow through."

"I get a lot of satisfaction from our customers, too," Janie continued. "It's very rewarding to hear 'you're so lucky to live in Williamsburg and work for CW.'"

Like Janie, **Linda Couch's** file bursts at the seams with high praise from guests and fellow employees.

Writes a visitor aide: "Linda Couch brings joy to the Visitor Aides' long day on the 'street'. All of us look forward to seeing her bustle up in her inimitable way, leading her always-happy groups.

"Of those of us who enjoy 'interacting' as an 18th-century character ourselves, Linda is especially supportive. She never fails to help us along with our 'parts' and she enjoys all this as much as we do. She truly exceeds visitor expectations...and she exceeds visitor aides' expectations, too!"

Linda was pleased that so many people took the time to write. "It has let me know that they are pleased with what I do. They are willing to say it to someone."

She finds delight in her character, "Mrs. Vobe," and feels that "Mrs. Vobe" deserves the award as much as she! "Mrs.



Janie Hughes

Vobe was the proprietress of the King's Arms Tavern and her husband was named Thomas," said Linda. "My husband's name is Thomas, and up until 1985, we owned our own florist shop in West Point. I use my own experience as a business woman to answer guests' questions."

Fittingly, her pineapple presentation took place in the Purdie kitchen, behind the King's Arms Tavern, on what she thought was the last interpretation of the day. Still in the character of Mrs. Vobe, she greeted Bill Gardiner with a typical 18th-century tavern owner's greeting: "Do come in, we're only keeping two to a bed tonight!"

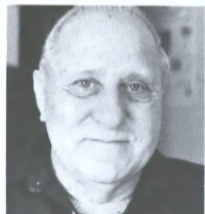
If you know of someone who is outstanding in hospitality and courtesy, tell Donna Whalen, coordinator, Hospitality and Courtesy Committee. You may call her on ext. 7118, or send her a note of nomination through interoffice mail.



Photo by Heidi Moore

Linda Couch

## Retirements



**Alfred Smith**, maintenance mechanic, M & OM, retired October 1 with 35 years of service. Al was

responsible for maintenance of air conditioner, plumbing and electrical systems in the Governor's Palace, Brush-Everard, Wythe and Peyton Randolph Houses.

"My favorite job was as an electrician," said Al. "I enjoyed making decisions on my own. Even with the best safety measures, if you work with electricity, you have a few close calls and I've fried a screwdriver or two."

A typical day for Al included answering service calls and keeping employees and guests comfortable in our exhibition buildings.

"I really enjoyed my 35 years here and I enjoyed the people that I worked with," said Al.

Al and his wife, Helen, have four daughters and five grandchildren. Al is an active

member of Grace Baptist Church. He plans to fish, do odd jobs and "as little as possible."

**Eunice Redcross** retired from the Laundry October 1 with 24 years of service.

"I've done Laundry work since I was 13 years old," said Eunice. "I loved working here and it's a pleasure to work with the people." Eunice has worked every station in the Laundry, but her favorite is flatwork.

"I would do it all over again and not change a thing," she said.

Unlike most of our retirees, Eunice found retirement "boring," so she came back to work as a casual, working three days per week. Eunice has a son, daughter and four grandchildren. Son Ben Parker works in the Upholstery Shop.

Eunice is an active member of the Little Zion Baptist Church in Grove, where she grew up and still lives.

**James Berkley** retired on December 1 after 14 years in

Building Maintenance, working with J.P. Bass, labor foreman.

James came to work at CW because he had friends who worked here. Over the years, he has done all kinds of work from patching holes in the streets and parking lots to putting in pipes and moving furniture.

He has worked both inside and outside, but prefers working outside.

Now that he is retired, he hopes to pick up some occasional light work and to do some fishing.



**Irene Street**, inspectress at the Inn, also retired on December 1 with 40 years of service. "I

decided that the work was getting too hard, I was getting too old, and 40 years was enough," said Irene.

Irene has worked in Inn housekeeping the whole time, with exception of two weeks that she worked at the Lodge. She has been an inspectress since 1980.

"I enjoyed meeting people, including celebrities, the most," said Irene about her job.

She's looking forward to retirement as an opportunity to pursue her passions: travelling and baseball. "I plan to relax. Travelling is my first choice," she said. "I'm planning a trip to Hawaii sometime this spring."

Irene has attended the World Series, with the exception of the last two years, since 1965. "I'm a Cincinnati Reds fan, but I wanted Oakland to win the series," said Irene. She is active in the Ebenezer Baptist Church in Lanexa and is active in the pastor's aid, trustee board and senior choir. Her sister, Susan Banks, works at the Inn and her niece, Clarissa Brinkley, works in the Costume Design Center.

## Freddie is CW's first "loaned exec"



Freddie Cottrill

Freddie Cottrill, executive secretary, helped the Greater Williamsburg United Way this fall as a "loaned executive". For three days for each of the past eight weeks, she joined four other people from Virginia Power, BASF, Boy Scouts of America and Anheuser-Busch to lend assistance to the United Way campaign.

Companies' executives donate time to secure corporate pledges and help other companies execute a successful employee campaign, similar to the one CW does each year.

"We work to locate untapped businesses and to encourage them

to participate as well," said Freddie. The loaned execs also help with the local kick-off and acted as speakers and sponsored tours of the agencies serviced by United Way.

"There are a lot of good hearted and giving people in charge of these agencies," said Freddie. "As a result of the work that I have done, I would like to help one of the agencies. They help a lot of people, but they could help a lot more. If it weren't for the college students, agencies, such as Housing Partnerships, couldn't accomplish nearly as much."

## On-Site

### Architecture and Engineering

by Phil McCormick

Seasons greetings! May you sense God's smile upon you this Thanksgiving Day, Hanukkah, Christmas and through the New Year of 1991.

Join us in welcoming **Wendy Petrey** as architectural projects secretary and **Erik Griekspoor** as mechanical designer. Erik, a native of the Netherlands, has filled the vacancy created when **Doug Finch** was promoted to director of Operations.

**Will Gwilliam**, **Scott Spence** and **Mark J. Wenger**, members of the Historic Architecture Committee of the Virginia Society, American Institute of Architects (VSAIA), helped plan several sessions for "Building Virginia '90", an annual industry-wide building and design conference, held in October at the Richmond Centre. **Roy Underhill**, Interpretive Education, returned for another demonstration of "18th-Century Carpentry."

**Stacy Chapman**, vice president of the new Colonial Chapter of Professional Secretaries International, PSI, which meets in Williamsburg, says bylaws have been distributed. She and member **Wendy Petrey** attend monthly meetings.

**Mark J. Wenger**, along with **Nick Pappas**, foundation architect, and **Tom Taylor**, architectural conservator, attended the annual meeting of the Association for Preservation Technology (APT) in Montreal, Canada in September. Several courses dealt with the protection needs of buildings and collections, especially of house museums exposed to long-term wear by visitors. Others looked at the costs to provide and maintain protection. Mark says the recent trend is to emphasize value by implementing simple and practical preservation techniques versus sophisticated engineering systems.

**Scott Spence**, director and member of the Committee for Historic Resources of the American Institute of Architects, participated in the annual meeting in October at San Francisco. He attended business and educational sessions, and an awards ceremony recognizing exemplary work by

members of the Historic American Buildings Survey (HABS) and Historic American Engineering Record (HAER) teams.

**Joe Spruill**, following an architectural projects staff meeting, gave us a tour of Bruton Heights School. He is coordinating development of the building and site in the Educational Center.

**Bob Cowling** attended the educational seminar "Computer Tools for Space Forecasting and Management" at Chicago in July. The sponsor was IFMA, International Facility Management Association. In helping to make CW a better place to work, Bob will apply computer aided design to integrate floor plans with space and furnishings inventory lists for short and long-term space planning.

**Phil McCormick** attended the 1990 Sign User Conference in September at Snowbird, UT. The intensive three-day course was presented by IDENTITY Magazine and Brigham Young University. It was the first program of its kind to address the problems, challenges and successes of corporate signing and it brought together the buyer, the designer, the specifier, and the manufacturer/installer. Phil displayed examples of our corporate identity program. Thanks to **Glen Duff**, Publications, for the loan of graphics, and to **Sonnie Rose**, for complimentary copies of the *Colonial Williamsburg Journal*.

### Musical Notes

by Tim Sutphin

Many things happened in the Department of Music during the fall. Fifes and Drums have brought in a new class of recruits for training. The Department says farewell to **John Shoosmith**, who has left his full-time position in pursuit of higher education. Welcome to **Jack Underwood** as the temporary drum supervisor.

**Don Kranbuehl** has been promoted to Sergeant Major, and **Billy White** has been promoted to section leader, fifes.

The corps participated in special programs this fall that included a Hennage concert on October 31; and a football game between the University of Richmond and William and Mary. They traveled

to Youngstown, OH to play at the opening of a new museum.

The fall concert series is underway and enjoying good attendance. Governor's Evening Music series on Thursday nights presents works by Haydn and Mozart. The Capitol Concert series ended in late October but will pick up again around Christmas.

### King's Arms

by Kathie Denoy

Congratulations to **Guy Adams**, waiter, who graduated from William and Mary with a BS in Liberal Arts.

**Angie Pegeuse**, hostess, graduated from William and Mary with a degree in anthropology.

**Robert and Lori Abbate** welcomed their first child, a daughter—Joann Kimberly—on July 6.

**Al Covert**, waiter, and **Renee Knopp**, waitress, were married on August 11. They honeymooned in Hawaii for two weeks. We wish them the very best.

### Finance Division

by Lisa Carson

We welcome three new employees to the division. General Accounting welcomes **Carrie Anderson**, staff accountant and **Martha Whitehead**, accounting clerk B in Payroll.

Internal Audit welcomes **Steve Dreybus**, internal auditor.

We said farewell to **Debbie Savee**, internal auditor, who has gone to join the staff at Binn's Department Store as controller.

Congratulations to **Melissa Etchberger** on her recent promotion to payroll technician.

### African-American Interpretation and Presentations

by Michelle Carr Youman

Shhhh! I can't hear!!! You see, here, you are suppose to pretend to be reading a magazine and that's how you get the real good gossip. That's right, they think you are reading so they really do get down with the juicy stuff. I know by now you are probably wondering where in the world am I? Child, I was so desperate for scoop, I'm at the beauty salon. Don't try to play it off, you know you listen to the conversations and LOOK at the pictures in the magazines.

You should see these women in here...bad hair! Look at that one over there, her roots need two retouches.

Speaking of roots, did you hear about **Dylan Pritchett** and **Carla Cowles**? Well you know I don't repeat gossip, but they went to Africa with a tour group. They said it was beautiful and had a great time. They were telling me so much I couldn't even write it down to tell you all. So if you see them around, don't forget to ask them about their trip.

Oohh, my ears are burning under this dryer.

Speaking of ears, did you all see the new program **Ear To Ear**? It was developed by **Dylan Pritchett** and performed at the Hennage Auditorium by **Christy Coleman**, **Sylvia Lee**, **Dylan Pritchett**, and **Robert M. Watson**. It was quite a success. If you missed it, you must see it the next time it's performed.

Shoot, can you believe it? This lady brought ALL of her bad children in here. Now I really can't hear a thing. Did you hear about the PBS Special produced at CW? Well PBS did a special Childhood Project to replace the Civil War documentary. They used our **juvenile performers** for children's games and **Dylan Pritchett** was the storyteller. I can't wait to see it.

Do you fall asleep under the dryer? You should see this lady, mouth open and head back. I know how she feels. I'm so tired with my new addition. That's right, I had a precious 7 lb. 4 oz. baby girl named **Tiffany Nichelle**. Welcome to the world, **Tiffany**. She's a happy baby and big sister **Kendra** loves her, thank goodness.

**Dylan Pritchett** has a new addition to his family: a baby girl named **Shannon**. She's as pretty as a picture. Welcome **Shannon**, to the world. Big brother **Dylan, Jr.**, doesn't want to trade her in. Congratulations!

Shew! I am finished, dipped, dried, and styled! Did I get enough scoop for you? Well next time I'll tell you about the **Oral History Program** on February 15th. The topic will be **Brown vs. The Board Of Education**. Did you know...? I'll tell 'ya later.

Have a happy and safe new year!

### Anniversaries in November and December

#### 10 Years

Larkin Hundley, F&PM  
R.K. Butler, King's Arms Tavern  
Dick Schreiber, Business Operations  
Bud Flora, ED&AS, Purchasing  
Dean Georgeson, C.C.P.  
Laura Hurt, Conference Services  
James Jones, Commissary  
Diana Freedman, Publications  
George Chapman, Laundry  
Ernest Clements, F&PM  
Lester Shenk, F&PM  
Tom Taylor, Architectural Research  
Louise Frazier, Lodge  
Thomas Samuel, F&PM  
Donald Wilson, F&PM

#### 15 Years

Aubrey Davenport,  
King's Arms Tavern  
Kathy Whitehead, Human Resources  
Harry Gosha, Shields Tavern  
Roy Condrey, F&PM  
Hazel Taylor, Lodge  
Anne Schone, Interpretive Education  
Velva Henegar, HAPO Administration  
Ida Richardson, Cafeteria/Grill  
Dolores Brown, Bus Operations

#### 20 Years

Joyce Hedgepeth, Historic Trades  
Elsie Lewis, Costume Design Center

Hildegard Leckliter,  
Historical Interpretation  
Marie Caulford, Business Operations  
Ernest Wallace, F&PM  
Polly Barnes, Development Office  
Julia Harrod, Lodge  
Denise Ellis, Cascades  
Edna McGilvary, Cafeteria/Grill  
Mary Redcross, Inn  
Elnora Hailey, Inn  
Barbara Luck, Museums  
Frank Parrott, Products Silversmith  
Phyllis Harvey, Visitor Center  
Elnora Cowles, Lodge

#### 25 Years

Willie Fitts, Historic Trades  
Corrie Stulen, Costume Design Center  
Roy Black, Historic Trades  
Willie Boyd, Custodial Maintenance  
Betty Wiggins, HAPO Administration  
Shirley Bratcher, Custodial Maintenance  
Frances Duncan, Governor's Inn  
James Jefferson, Inn

#### 35 Years

Frederick Smith, F&PM  
John Foster, King's Arms Tavern  
Robert Canady, Chowning's Tavern  
Alice Berkley, Inn

#### 40 Years

Bene Street, Inn

### Welcome

Erik Griekspoor, Architecture & Engineering  
Carrie Anderson, General Accounting  
Martha Whitehead, Payroll  
Steve Dreybus, Internal Audit

### Remembering friends...

Elizabeth C. Ashby (retired), Laundry  
Mary R.M. Goodwin (retired), Research  
Bernice P. Hudson (retired), Finance  
Arnold E. Johnson (retired), Campbell's Tavern  
Marjorie D. Bjostad, Historical Interpretation  
James A. Dickinson, Historical Interpretation  
Ethel Spruill Rea (retired), Collections  
Harold O. DeWitt (retired), Employment  
Moses Pretlow (retired), Inn  
John W. Robbins (retired), F&PM

## Boating opportunities on the Duke?

When torrential rains fell on Williamsburg on October 23, for many it brought back scary thoughts of the Great Flood of August 12, 1989. The accumulation of leaves in the storm sewers caused water to back up quickly on the Duke of Gloucester Street, flooding it from curb to curb.

While Facilities and Property Management crews worked frantically to clear the drains of fall debris, employees took the opportunity to enjoy boating on the "Dog River," much to the delight of our guests and fellow employees.

F and PM crews proved successful in their task. And, all good things must come to an end, as Steve Haynes found out. He nearly went down the drain, boat, paddles and all!



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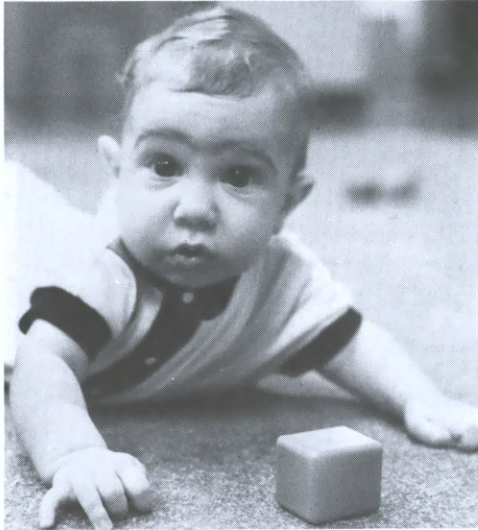
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## ***This month...***

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**Looking back**  
**25 years ● page 3**

**Wellness Works**  
**Wonders ● page 7**

**Hotel Properties**  
**News ● page 10**

**People in the**  
**News ● page 15**

Matthew Hicks attends the infant care program at the Colonial Williamsburg Employee Child Care Center. Read more about it on page one.

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### **Annual Employee Jewelry Sale**

December 3-22

40% off sterling, 14kt gold, Vermeil

Tarpley's ☛ Mary Dickenson Shop ☛ Golden Ball