

# NEWS

EXTRA • EXTRA • EXTRA

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## May I Help You? volunteers busy

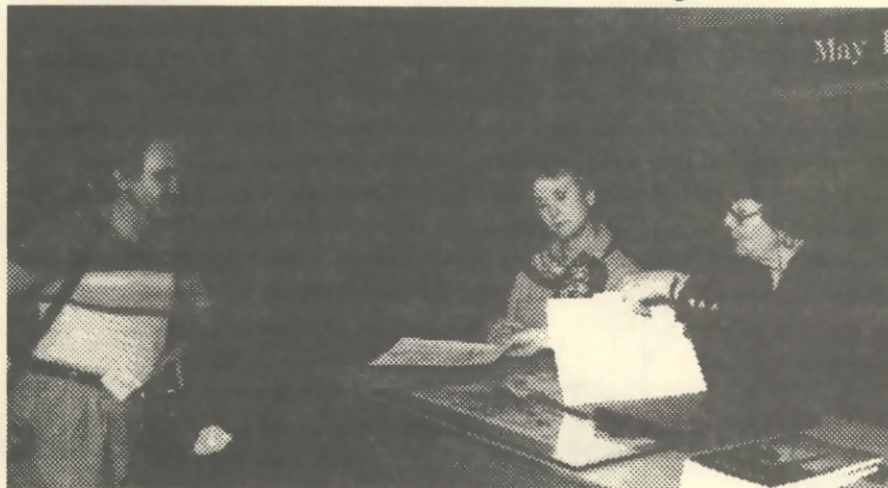


Photo by Patrick Saylor

**Frankie Gillem and Peggy Pickett answer questions at new May I Help You? Desk.**

Volunteers at the Visitor Center May I Help You? Desk were very busy on its first day of operation, Monday, March 25. The desk operates from 9 a.m. to 5 p.m. seven days a week.

The desk replaces the Virginia Attractions desk, which was staffed by Visitor Center personnel until February 1.

"I think the new name is very significant," said Bill Suber, coordinator of Visitor Services. "This is the desk in this building which can do that (help you). The staff can take the time to help people with special concerns."

The volunteer program at the Visitor Center is now six years old and has 35 workers. About 14 of the workers have been volunteering for four to six years; three are brand new; and the others are in between.

Last year volunteers worked a total of 3,477.5 hours--more than the equivalent of a full-time position. Most shifts are four hours a day, one day a week. Some volunteers put in three and four shifts. Some are on call to fill in on short notice.

One volunteer, Ken Buxton, took on the scheduling task, using a computer

program. Another, Gert Berthiaume, works in the office on Mondays. Carol Muller, a former travel agent, volunteered to reorganize the desk. Jack Wilson orders, organizes and stocks all the Virginia travel information.

According to Bill, "Each time something unusual comes up, one of the wonderful volunteers says he can do it. It's truly amazing."

Bill says that most of the volunteers are recruited by word of mouth. Some people just walk in; they are accustomed to volunteering in museums.

Although there are a few college student volunteers, most are retired people who moved to Williamsburg recently. For many of them it was a life-long dream to retire to Williamsburg.

Several volunteers were school teachers, and several are retired military or government employees. Some are housewives, and some have part-time jobs elsewhere. There are four husband and wife teams and one sister team.

In addition to providing travel information, the volunteers provide detailed guidance for visitors with disabilities, including arrangements for special programs and services. Although there is literature on services for the

handicapped available, visitors often have specific questions that take time to answer, usually eight to ten minutes. Volunteers do not handle wheelchair rental, however.

"This is the part of my work where the rewards are immediate," Bill says. "There is a different group every day. Through the desk I have a regular day-to-day contact with the visitor. I can't forget why we're here. I think part of it is that one side of the volunteer is the staff member, but the other side is a visitor who fell in love with the place. They say Colonial Williamsburg has given so much to the community, they would like to give something back."

Volunteers provide needed services throughout Colonial Williamsburg. In times when paid staff has been cut because of economic necessity, they have enabled CW to meet the challenge.

## What's happening

- ✓ Architectural Photography Exhibit, Foundation Library, March 11 to April 19.
- ✓ Nimble Thimbles, Mondays, 5:30-7 p.m., Motor House Caucus Room. For information call Brenda Pruitt at ext. 7658.
- ✓ CW Chorus rehearsal, Tuesdays at 5:45 p.m. in the Center Room, Motor House.
- ✓ Fencing, Tuesdays, 5:45 p.m. in the PTB.
- ✓ Little Women with Katherine Hepburn, Central Library Wednesday, April 3 at 2 p.m.
- ✓ Employee yard sale, Saturday, April 6, between 8 a.m. and noon, corner of First Street and Capitol Landing Road. For information, call Donna Whalen, ext. 7118.
- ✓ Earth Day, Friday, April 19, 11:30 a.m. to 2:30 p.m. Franklin Street Office parking lot.



## Summerlin, Taylor receive Lighting the Way Awards

This month's recipients of the Lighting the Way for Hospitality & Courtesy recognition award are:

**Wendy Summerlin  
Roosevelt Taylor**



This program, which began in August, 1990, was created to broaden employee recognition and to acknowledge individuals who have performed a specific act that demonstrates outstanding hospitality and courtesy to our visitors or our fellow employees.

Up to ten employees are recognized each month, based upon nominations received by the Hospitality and Courtesy Employee Recognition subcommittee.

Each recipient's name appears on a special Lighting the Way poster and in this publication.

All of us are familiar with outstanding acts of hospitality and courtesy that have gone unrecognized. The Hospitality and Courtesy Committee feels that Lighting the Way provides the Foundation-wide recognition that these individuals deserve.

Nominations can be made by phone or in writing. Submit them to Rita Joyner, Barrett House, or to any member of the Hospitality and Courtesy Committee.

## Income tax day almost here

April 15 is less than 17 days away! Have you completed and filed your federal and state income tax forms? Free income tax assistance (VITA) is provided in the Franklin Street Office Building by volunteers on Thursdays by appointment—call ext. 7029 #2. Help is also available on Mondays at K-Mart (on By-Pass Route 60) between 10 a.m. and 4 p.m. and on Fridays at James City County Human Services Center (on Olde Towne Road) between 1 p.m. and 4 p.m.

## Colonial Walkers tour CW

The walking challenge for the months of April and May is to walk 12 hours in and about Colonial Williamsburg. The drawing in June will be for a \$25 CW gift certificate. Call Sue Houser at Ext. 7029 # 3 to receive your form and start recording your 12 hours.

## Reduced operating hours at Library and Woodlands Grill

Both the Foundation's Central Library and the Woodlands Grill have announced reduced operating hours, due to the economy.

The Grill will operate on a five-day-a-week schedule. It will be open 7 a.m. to 8 p.m. and will continue to serve breakfast, lunch and dinner. During April the grill will be closed Monday and Tuesday; during May, June and July it will be closed Sunday and Monday.

The Central Library will be open 8:30 a.m. to 5 p.m., Monday through Friday. There will be a book drop outside the entrance to the library on the second floor for those patrons wishing to return books before 8:30 a.m.

## Gift shops now on spring/summer schedule

Please note the following operating hours for the gift shops:

<b>Inn Gift Shop</b>	7 a.m. to 9 p.m.	daily
<b>Lodge Gift Shop</b>	7 a.m. to 9 p.m.	daily
<b>Woodlands Gift Shop</b>	7:30 a.m. to 9 p.m.	daily
<b>Little Patriot</b>	8 a.m. to 8 p.m.	daily
<b>Cascades Gift Shop</b>	7:30 a.m. to 9:30 p.m.	daily
<b>Governor's Inn</b>		
3/23 - 4/10	8 a.m. to 6 p.m.	daily
Beginning 4/11	7 a.m. to 9 p.m.	Th. - Sun.
	8 a.m. to 8 p.m.	Mon. - Wed.
<b>Golden Horseshoe</b>		
3/31 - 4/11	8 a.m. to 5 p.m.	daily
Beginning 4/12	7:30 a.m. to 6 p.m.	daily
	7 a.m. to 6 p.m.	daily
<b>Tazewell Sports Shop</b>		
	6 a.m. to 8 p.m.	Mon. - Fri.
	8 a.m. to 7 p.m.	Saturday
	11 a.m. to 5 p.m.	Sunday

## Moving up, moving in

Congratulations to the following employees who have received promotions:



**Frances Edwards** - Mail Room supervisor  
**James Gwaltney** - Warehouse foreman  
**Richard Henning** - manager, Purchasing  
**Alfonzo Patterson** - sergeant, Security & Safety  
**Lonnie Robinson** - lieutenant, Security & Safety

## Savings on mammograms

If you are female and 40 or over, have you had a mammogram recently? Reduced price mammograms—a great savings at \$50—are available at the Williamsburg Community Hospital or the Chesapeake Mobile Imaging Service van during the week of April 15-19. Call Sue Houser at ext. 7029 #5 to schedule a mammogram at this reduced price.



The *Extra* is published weekly by the Communications Department. Deadlines are 5 p.m. every Tuesday. Call Sally Riley, ext. 7968, for assistance. Send announcements to *CW News Extra*, GBO.