

Hotel workers will take part in employee opinion survey

Employees in the hotels and restaurants will participate in an employee opinion survey in September.

The survey will gather employees' comments and suggestions about ways to improve working conditions, according to Jim Miles, CWHPI executive vice president.

"The employee opinion survey is an important part of our continuing efforts to improve working conditions for hotel and restaurant employees," Miles said. "The next employee opinion survey for Colonial Williamsburg employees isn't scheduled until sometime in 1992. We decided that we don't want to wait that long. There are a lot of issues that we need to address now. Having employee input is a critical part of the process.

"For more than two years, I have been having lunch with small groups of employees on a bi-weekly basis, to find out what the real issues are in our hotels and restaurants. Discussions are open and differences of opinion are debated frankly. Many of our future plans and policies are based on information I learn during these lunches.

"While I enjoy the lunches and will continue to have them, hotel managers need a way to reach everyone and find out what they're really thinking. That's why we're doing this survey—to seek employee's ideas and suggestions about ways that we can improve our operations and our ability to listen and communicate more effectively.

Starting next week, 11 groups of employees will help the survey consultants put together a questionnaire. These employees come from all types of jobs and have been selected at random from all the units.

In September, hotel employees will be asked to complete the questionnaire during

normal work shifts. In November, the survey results will be shared with employees. Their reactions to the results will be used to develop plans for reinforcing strengths and making improvements where they are needed.

Other Colonial Williamsburg employees will be able to speak out in a similar way some time next year. According to Roger Thaler, vice president and chairman of the Employee Opinion task force, the next employee opinion survey is planned for 1992.

"We haven't decided when or how the survey will be conducted, but our plans are to conduct a survey next year. I want to reassure employees that the program is very much alive."

Palace stable yard program provides hands-on experience

Visitors have gained hands-on experience in the Palace stableyard, thanks to a program begun in July.

In an unadvertised program visitors get to discuss the 18th-century life and work of a servant or slave on the Palace Lands, especially in the stable areas. Visitors have the opportunity to help clean harness and perform other chores.

According to the interpreters who have worked the program, it is fun and well received by our visitors.

The program may be canceled on a day to day basis if visitation warrants. Call ext. 2628 to check.



Nick and Aaron to the rescue!

Over the course of a year, half a dozen or more visitors drop their eye glasses or cameras into the Palace Canal while looking at the fish from the foot bridge, and members of the landscape staff use rakes or other tools to retrieve the items.

That was the case recently when Nick Genitempo and Aaron Williams of landscape maintenance came to the aid of Becky Collins, a visitor from Nashville.

In a thank-you note mailed last week, Collins explained the problem and then told of Nick and Aaron's solution.

"Despite the fact that it was 'after hours' for the grounds crew, a cheerful fellow answered the call," Collins wrote. "He was soon joined by a partner whom he called on his radio. After a little fishing with sticks and rakes, they willingly pulled off their shoes and waded into the canal to quickly recover my glasses. I just wanted 'the powers that be' to know how impressed I was with their marvelous attitude and helpfulness."

A salute to Nick and Aaron for the extra effort it took to exceed this visitor's expectations. And thanks, too, to all the other employees who have braved the deep, cold water of the Palace Canal over the years to retrieve our guests' lost possessions!



What's happening

- ✓ Town Criers Toastmasters, 2nd and 4th Tuesdays, noon, PTB.
- ✓ "From Ear to Ear," African-American musical at Hennage Auditorium, Wednesday, August 21, at 4 p.m.
- ✓ Fencing is taking a break for the rest of the summer.

Friend of United Way: Velva Henegar

Velva Henegar, executive secretary in Education Administration, is a long-time supporter of the United Way and has been a captain for several years.

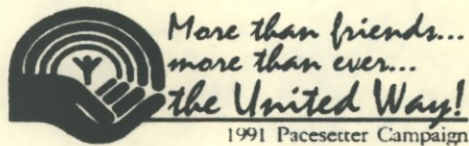
"My son takes part in Boy Scouts. It is nice to know that the United Way agencies are there to help me in case I need them," said Velva. "The contribution I make helps others who need the agencies' services."

Making a donation to the United Way is easy through payroll deduction. If you prefer, you can make a lump-sum donation.

"I like giving to the United Way because you can donate to several agencies at the same time," Velva said. "You help more than just one organization."

"Already, our department has matched our dollar goal and we have cards that are still out. I challenge my fellow captains to meet or exceed their dollar goal and to strive for 100% participation."

Ask your United Way captain for details. If you haven't received your donation card, or don't know who your United Way captain is, call Virginia Cooke, ext. 7068.



Carter's Grove Run/Walk slated for September 7

A challenging and satisfying event begins at 9 a.m. on Saturday, September 7 — the Annual Carter's Grove Run/Walk. Many employees have conquered the Carter's Grove Run/Walk. Are you one of them?

This year the 10-kilometer walk is a slightly shorter version of the runners' 8-mile run. It is still a challenging walk and a lot of fun.

The entry fee is \$12 (\$15 after September 1). Registration forms are available from Donna Cassell at ext. 7250 or Sue Houser at ext. 7029 #3. You will be joining other walking and running enthusiasts interested in supporting the United Way—helping your community and getting yourself fit. A great way to start your weekend!

Hobby and Craft Show deadline approaches

If you're planning to participate in the Hospitality and Courtesy Committee's hobby and craft show, you must submit your application by September 1. There is limited space available and slots are going fast. Call Donna Cassell, ext. 7250, or Brenda DePaula, ext. 7349, for more information and an application.

Free screenings, tests offered at Health Fair

The Health and Safety Fair at Commonwealth Hall Thursday, October 17, promises something for everyone. Williamsburg Community Hospital offers several free screenings and tests.

When was the last time you had your eyes examined? Now you won't have an excuse for not having your vision tested: it's free. You also can have your hearing checked at no charge.

Your cholesterol and diabetes levels can be screened by just having your finger pricked. You will receive immediate information about your levels and, if needed, receive nutritional counseling to improve them.

Sickle Cell Anemia is checked by drawing blood from your arm. This is a more involved process and the Sickle Cell Anemia Association of the Peninsula will contact you (personally and confidentially) later with your results.

Physical therapists will be available to examine your back and determine how flexible you are. You can learn about your posture alignment and how you walk and bend.

The Emergency Care Center staff will check your blood pressure.

Have you been tested for oxygen saturation? This simple test is done without any pain or blood letting. You put your finger into a machine, and it tests the oxygen level in your blood. This is an interesting test to see how well blood circulates throughout your body and if oxygen is at correct levels.

You and your immediate family are invited to the Health and Safety Fair. Watch your bulletin boards and future *Extras* for more information.

Folk Art Library closed for move to new building

The Folk Art Library is temporarily closed in preparation for its move to the new building of the Abby Aldrich Rockefeller Folk Art Center.

Workers are packing books and materials, and special shelving is being constructed. The date that the Library will reopen has not been set, but will probably be sometime in October.

The Library staff is sorry for any inconvenience this may cause. If you need to use a book in the Folk Art Library during this period, call Susan Berg on ext. 7419.

Bowling mini-league begins September 10

You are invited to join the next bowling 10-week mini-league forming at Williamsburg Bowl. We bowl on Tuesdays, beginning at 6:15 p.m. Bowl with your spouse and/or co-workers. You will meet people from all over Colonial Williamsburg.

Registration forms are available by calling ext. 7029 #4 or coming by Room 150 in the Franklin Street Office Building and picking one up. The cost to bowl is \$7.80 without shoe rental or \$9.15 with shoe rental each night. This includes three games at \$2.30 each, \$6.65 prize fund, and \$.25 for secretary/treasurer. Shoe rental is \$1.35.

Are you going to the Phantom of the Opera?

We have a lot of "phantom" balances that need to be paid if you're going to the "Opera." This is a gentle reminder that all balances are due by Tuesday, August 27. If you're not sure whether you've paid your balance or not, call Virginia Cooke, ext. 7068.

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 via interoffice mail to *CW News Extra*, GBO. Or, FAX them to Sally Riley, ext. 7702.