



A New Look...

Peter Ross, master of the Anderson Blacksmith Shop, wears a suitcoat modeled after an 18th-century original that hangs in the James Anderson House archaeological exhibit. The fine cut and fabric of the coat are typical of clothing worn by prosperous shop owners of 1780. The re-costuming of the Anderson Shop is the first step in providing more authentic 18th-century clothing for all costumed employees. To find out more, turn to page 1.

These are not the types of clothes frequent visitors to Colonial Williamsburg might expect to see on our costumed employees...



This linen apron, worn by Jay Close, was reproduced based upon an engraving of an 18th-century worker. His waistcoat is modeled after a similar item in our textile collection. The location of the flap, shorter length and closer fit are characteristic of the more "compact, streamlined" look of the later 18th-century, according to Sally Queen, manager, Costume Design Center.



According to textiles curator Linda Baumgarten, nearly one-third of laborers and workers in the 18th century would have worn trousers, often over breeches for protection from sparks or for warmth, much like today's coveralls. The trousers worn by Jay Close, left, are shown in a book on 18th-century gunfounding. Additional information was taken from period ads for runaway slaves.

Jim Slining, right, is wearing "spatterdashes," a leg covering typically used for warmth and protection from sparks. Though his are wool, leather and heavy linen were also used. Jim's waistcoat is of a striped ticking fabric—a common material in period prints. Such fabrics would have varied depending upon the wearer's income, status and the availability of material.

Spattdashes, sleeved waistcoats, trousers, smocks, curved brim hats...these are not the types of clothing frequent visitors to Colonial Williamsburg might expect to see on our costumed employees. Over time, however, these items and more will be phased into our colonial wardrobe.

Visitors to the Anderson Blacksmith Shop will notice a number of subtle differences in the clothing worn by the tradesmen working there. Blacksmiths at the shop have been outfitted in new clothing that more accurately reflects the period of the shop's operation around 1780.

This change is the first step in what will be an ongoing effort aimed at supporting one of our seven-year objectives, "to strengthen the educational program," by making the best use of our resources in interpretation and historical research. The goal, according to Sally Queen, manager of

the Costume Design Center, is to enhance the authenticity and interpretation of 18th-century clothing, accessories and deportment for all costumed employees.

The project was born in 1985, when the HAPO Interpretive Planning Team established the time frame--1780--for the Anderson shop. This date, though somewhat later than the period represented throughout the rest of the Historic Area, was chosen based upon information about James Anderson and his shop.

To achieve their interpretive objective, blacksmiths from the Anderson shop teamed up with the costume design group: Barbara Black, Nancy Glass and Sandy Bradshaw.

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The project will continue this year with the recostuming of four groups—the Visitor Aides, Anthony Hay Shop, Magazine and the Music Teacher's Room



Rick Guthrie's sleeved waistcoat is typical of 1780. It was generally layered over a sleeveless waistcoat for warmth. The horizontal stripes of the fabric appear in period prints. Evidence has been found showing similar fabric used in postillion jackets worn by groomsman and other workers. Waistcoats with tie-in sleeves were also made, which can be seen at the Anderson Blacksmith Shop.



Work smocks like this one, worn by Rick Guthrie, were worn over the clothing of laborers and agricultural workers. Similar in construction to a shirt, this smock gives the wearer freedom of movement to perform a variety of chores. Such smocks were generally made of sturdy linen.

The team shared information they had gathered on clothing and appearance in the 18th century. Primary documentation for the project came from 99 original engravings from the book, *Eighteenth Century Gunfounding*, by Melvin H. Jackson and Carl de Beer.

Information was also provided by original garments in the textile collections at the DeWitt Wallace Gallery and the DAR Museum in Washington, D.C. Textile curator Linda Baumgarten also provided design details.

Additional information about workers' clothing came from advertisements for runaway slaves. These ads gave somewhat detailed descriptions of the clothing worn, colors and materials used. James Anderson's Public Store requisitions provided valuable information, as did quotations describing various tradesmen.

Production of the new clothing began last June and was finished in January. "The entire Costume Design Center, under Barbara Black's direction, shared in the project, from sewing and produc-

tion to fitting," Sally explained. "It was truly a team effort from start to finish."

The project will continue this year with the re-costuming of four groups—the visitor aides, and staff at the Anthony Hay Shop, Magazine and the Music Teacher's Room.

"We hope to have these four groups in new clothing by the end of 1990," Sally said. "Our goal is to have all groups re-costumed with authentically styled, more historically accurate 18th-century clothing within seven years."

"Overall, people have been very receptive to the changes we've made so far. I know there are folks who are impatient to get into new clothes right away. We're doing the best we can to keep people's wardrobes interesting, by holding swap days and other special events."

"We have about 1,050 people in costume today. To make a major change like this and do it in a quality fashion is going to take time. We appreciate the employees' patience and support, and are always open to suggestions about how we can work together to continue meeting our different objectives."

--Patrick Saylor



James Anderson's diary notes the use of soldiers in his shop during the Revolution. Hunting frocks, like this one worn by Ken Schwarz, were common attire for soldiers and militiamen. This hunting frock, made of linen, is modeled after a reproduction in our textile collection.



This work coat, with smaller cuffs and a curved sleeve, shows a typical cut of the 1780s. Such a coat would have been a normal part of a worker's winter wardrobe. Print sources indicate, however, that such a coat would likely have been hung up rather than worn in the shop. Other period touches are shown by the knee buckles and leather garters, and in the cocking of the hat.

CW's Ombudsman provides a 'safe' way for troubled employees to deal with work problems

Katie had a problem. As a new employee, she wanted to please her supervisor and make the best possible impression on her co-workers. For some reason, though, one of her co-workers --who has worked in Katie's department for many years--took an immediate dislike to Katie.

Katie did what she could to try and get along with this person. Nothing, it seemed, worked. The older co-worker was hostile, even downright rude. Over time, Katie became miserable. She considered leaving.

It wasn't that she didn't like the work --quite the opposite, in fact. But the mental strain of daily indifference and hostility from this one co-worker was affecting Katie's work, and even her life away from the job.

She tried talking to her supervisor. "Just ignore him," the supervisor said. This, of course, didn't work. When she went to her supervisor again, Katie was warned that the situation wouldn't change and that she "shouldn't rock the boat." It seemed as though there was only one way out of what had become a bad situation.

Katie's story, while made up, is typical of some of the problems you might face on the job--difficulties between you and a co-worker or your supervisor, an unsafe condition in your workplace, a nagging frustration that never seems to be worked out.

The problem may or may not be "serious" in the sense that it affects your personal health or safety. It may or may not warrant a grievance or formal complaint. Or, you may be afraid to speak out because you fear that your supervisor or a co-worker may "get back" at you in some way.

The bottom line is this: the problem affects you and your ability to enjoy your work, a right to which all are entitled. It may even affect your ability to provide the best possible service to our visitors and guests.

Fortunately for "Katie" and other employees having problems at work, there is a "safe" way out.

In August, 1988, Pete Cruikshank, vice president for Equality Development and Administrative Services, was asked by president Chuck Longworth to serve as the Ombudsman for employees of Colonial Williamsburg. "I wasn't sure what an ombudsman was, so I came back and asked my secretary, Nancy Gulden, to look it up in the dictionary," recalled Pete.

According to the dictionary, an ombudsman is a person who looks into complaints and helps to find a solution that is fair to all involved.

"We have a formal grievance system, but many people don't want to take that drastic step," Pete explained. "They think that if they file a grievance or formal complaint, there will be a black mark against them. They need to go to an objective outside source.

"Some people feel uncomfortable going to their supervisor, especially if they feel that their supervisor is the

problem. My main concern is to see that things are done fairly--not to find out who's right and who's wrong, but to do the right thing."

Often, an employee will call with a question about Colonial Williamsburg's payroll policies, vacation, benefits, work schedules, even parking. "A lot of times I deal with questions about an employee's pay," said Pete. "There's a lot of confusion about payroll advances or the interpretation of a particular policy. Most of the time it's very easy to deal with the problem right over the phone."

Sometimes a problem can't be taken care of over the telephone. If you request it, Pete will visit with you at your workplace or elsewhere.

"By going to the employee, it sends the signal that I really do care," Pete noted. "The person feels so much better when they have someone who will take the time to listen to them and respond with empathy."

Pete also maintains an "open door" policy and welcomes employees to visit him at his Goodwin Building office.

"Sometimes people are reluctant to come to the Goodwin Building. They feel intimidated," Pete continued. "Often, it's the first time they've been here. I'll take them on a tour and try to make them feel as comfortable as possible, so they can be assured that this is a 'safe' place."

Problems between an employee and his or her supervisor can be especially difficult. "Most of the time, it's very hard for a third party to intervene in a problem between an employee and supervisor. There are certain risks involved," Pete commented. "In these cases, there may be alternatives that

help to maintain the anonymity of the employee.

"For instance, information gathered through the Employee Opinion survey may show that a particular supervisor is rated poorly by his or her employees. Or, a history of grievances or complaints from other employees may show a problem. Most often, this information goes to the director or administrative officer and they get involved. Frequently, this results in positive changes."

Just as there are different types of problems, there are different answers that don't necessarily go "by the book."

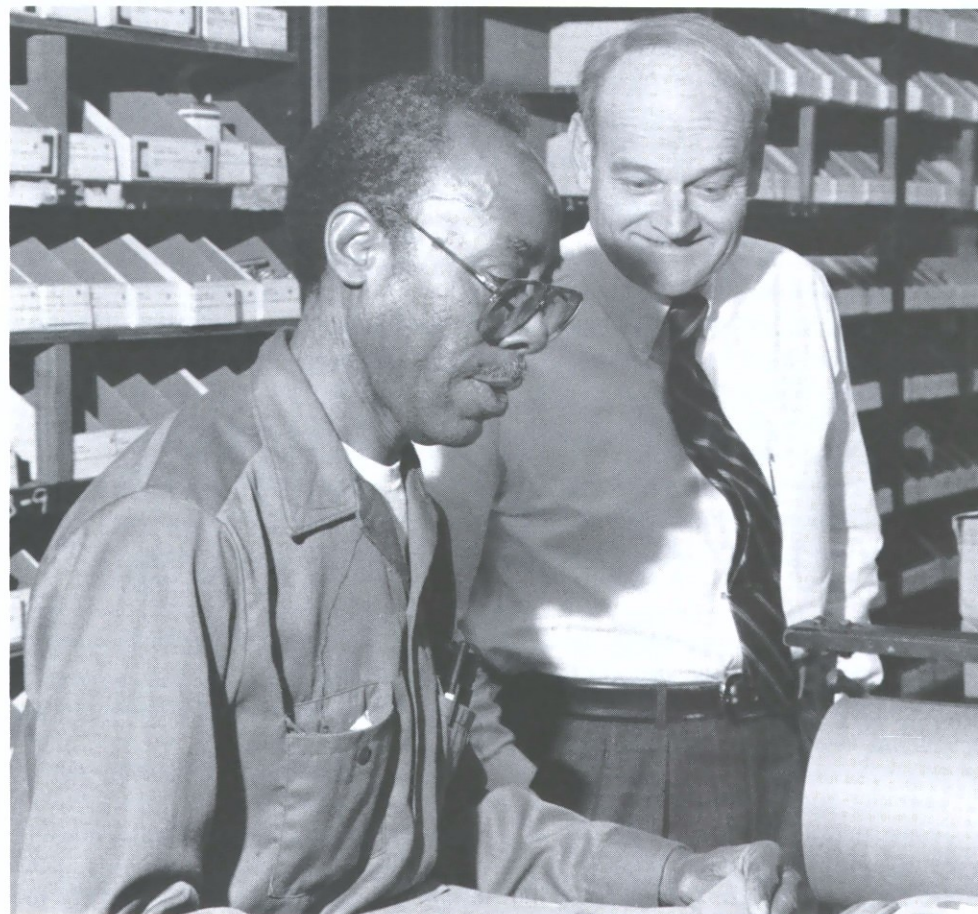
"I try to put aside policies or rules when appropriate and use good judgment," Pete said. "I'll ask myself, 'Does it make sense to make an exception? Will it cause other problems? Are there extenuating circumstances?'"

Sometimes, there just isn't an answer. In these cases, Pete will work with you to find other solutions or resources, such as the Employee Assistance Program or United Way.

"I think people who have used this service have appreciated having a safety valve," Pete concluded. "Sometimes I'll get three or four calls a day. At other times, a week will go by with no calls at all."

"Nancy Gulden has been very important in this process. A lot of times, she'll act as ombudsman by responding to employees' questions on the spot. She's had a lot of experience and generally knows the answer, or where to find one. She's doing an excellent job."

--Patrick Saylor

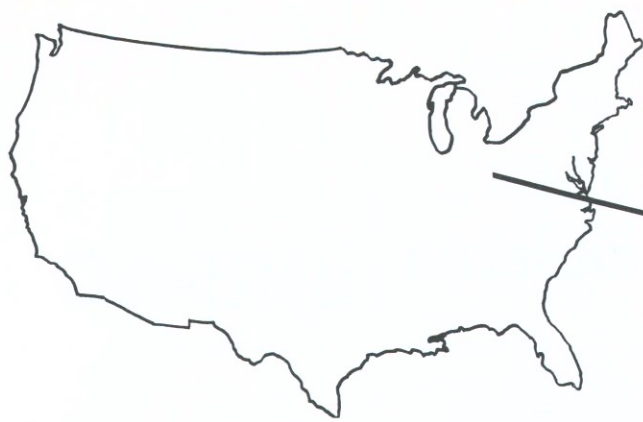


"I wasn't sure what an ombudsman was," said Pete Cruikshank, right. As ombudsman, Pete works to help find fair solutions to workplace problems. This requires a sense of caring and empathy, both of which come easily to Pete, shown with warehouse employee Calvin Ashlock.

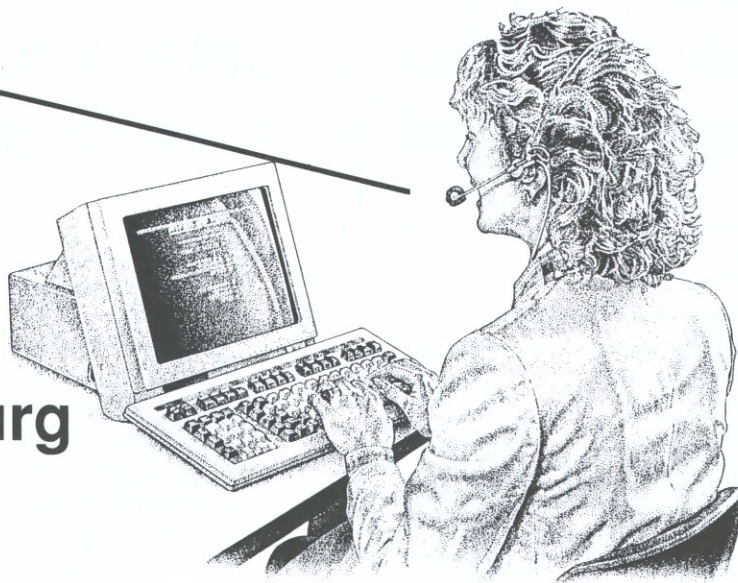
"...many people don't want to take that drastic step...they think if they file a grievance or formal complaint, there will be a black mark against them."

"I think people who have used this service have appreciated having a safety valve..."

If you have a problem that you would like to discuss and you have nowhere to turn, please call Pete at ext 7035 or Nancy at ext 7036. Your call will be confidential unless you request otherwise.



**"Good afternoon,
Colonial Williamsburg
...May I help you?"**



Mrs. Potential Visitor picked up the phone to dial. From that moment on, her impressions rested in the hands of our reservationist.

Employees, who are on the front lines of telephone customer service, provided valuable insight...

Last evening while watching TV in their Cincinnati home, Mr. and Mrs. Potential Visitor learned of the "perfect" 1990 family vacation. "Call 1-800-History for information," the announcement said.

Mrs. Potential Visitor picked up the phone to dial. From that moment on, her impressions and plans for Colonial Williamsburg rested in the hands of our reservationist.

Whether potential visitors, diners or retail customers, we influence the decisions our callers make by how we treat them on the telephone. Although we regularly survey visitors on their experience at Colonial Williamsburg, we have not, until recently, assessed the level of efficiency, hospitality and courtesy we provide on the telephone.

Early in 1989, a task force organized by vice president Dick Schreiber began to tackle the complex issue of telephone customer service. During the first phase of the project, we conducted a study of the six areas within Colonial Williamsburg that receive the most calls:

- Franklin Street operators (229-1000)
- Visitor Center
- Lodging and Dining Reservations
- Group Sales
- Hotel Sales
- Mail Order.

From March through June, we set out to learn as much as possible about how calls are handled within these departments.

We looked at the departments' structure and function; the type and number of calls they receive; the level of customer service they provide, both externally and internally; and problem areas. Our tools included questionnaires, interviews, call logs, and available background documents.

Our study showed that we have a group of dedicated employees who would benefit from improved training and guidelines. We recommended the development of:

- procedures on how to handle calls
- standards to guarantee that each caller receives the highest level of service
- ongoing quality assurance testing to make sure that our efforts are consistently good.

We suggested expanded training to include telephone courtesy courses and incentive programs to encourage better performance.

Managers and employees agreed that every employee should have a minimum level of knowledge on Colonial

Williamsburg's mission, permanent attractions, special programs and events.

In addition, we found that our Direct-In-Dial (DID) numbers are not used to the fullest capability. (A Direct-In-Dial number is a number that can be dialed directly from an outside number without going through the 229-1000 switchboard.)

Often, 229-1000 is printed in outside publications when the direct number would be faster, and the operator would not have to transfer the call.

We also learned that many employees ask the operators to place calls when they can use the *Colonial Williamsburg Telephone Directory* to look up the number and then dial directly.

After this first look at telephone customer service, it was obvious that a number of areas within our system can be improved.

We called upon a group of employees from the six departments studied to evaluate our work and to find other ways to improve telephone customer service. Group members were Jackie Abrams and Elenie Tucker, Visitor Center; Bonnie Austin and Jeanette Wheaton, Franklin Street operators; Becky Baker and Maggie Braxton, Lodging Reservations; Cindy Meyers and Carolyn Evans, Mail Order; Gloria Parker and Linda Katz, Group Sales; and Ursula Walters, Hotel Sales.

These employees, who are on the "front lines" of telephone customer service, provided valuable insight into the details of call handling. The group discussed the first study extensively, offering explanation and personal experience. The group then broke into a sub-committee to develop recommendations for five major problems.

Jackie Abrams, now a secretary in Group Sales, served as the group leader. Jackie led the group in looking at

- the identification, publication and use of DID numbers
- development of a guide on where to transfer the most common types of calls
- improvement of internal customer service
- distribution of duties to other departments
- announcing calls before they are transferred.

The group discussed other areas for improvement. Their ideas included such things as special operators devoted to providing information; an "auto attendant," which offers callers a number of options for directing their call; recorded

Please see "Phone" on page 5

Telephone Tips...

These hints have been devised to help each of us provide more efficient, professional telephone service to our customers and guests. Use them and exceed your caller's expectations!

- Greet the caller with the time of day ("Good Morning," or "Good Afternoon"), your department or organization, and your name. This is one of the most professional ways to answer the phone, and sets a positive tone for both you and the caller.
- When you transfer a call, tell the caller that you are transferring him, and tell him where you are transferring the call. This does two things:
The caller knows he is being transferred, not just listening to dead silence;
If the call is disconnected, the caller knows the department or person he was being transferred to, and can ask for that area when calling back.
- Be sure and let the person to whom the call is being transferred know who is calling, the nature of the call, and that the call is being transferred. Don't just transfer the call without announcing it. This lets the person receiving the call be better prepared by not being caught "off guard."
- Manners are never out of style! Use "sir" or "ma'am" when speaking to a caller. If the person gives you her name, add that personal touch and use it.
- Ask questions! Many callers are not sure who they should talk to in order to get the information they need. Help the caller out by asking questions. This prevents her from being "bounced around" from person to person and becoming frustrated.
- Tell the caller when you must place him on hold. A simple phrase such as, "Just one moment, please" tells the caller that he is on hold. Not letting the caller know can confuse him, and he may assume that the call has been disconnected. When returning to the phone, announce yourself by saying, "Thank you for waiting," and continue the conversation.
- Eliminate noise as much as possible. Radios playing, loud conversations near the phone, and interruptions are both rude and distracting--to you and the caller.
- If you are calling from outside the Foundation and can dial the number directly (all extensions beginning with a "7" may be dialed directly), please do so. When placing a call from inside the Foundation, always dial direct whenever possible. This frees our operators to serve customers and guests better.
- If you have AUDIX, please check your messages often and return your calls as soon as possible. Don't "hide" behind AUDIX and use it as a screening device for incoming calls. Also, remember to change your AUDIX greeting whenever appropriate.
- Finally, treat callers as you would like to be treated. We all have real experiences with rude phone calls--don't let those stories be about you!

Looking for a special treat? Don't miss these programs...

If you're looking for a special treat, don't miss these special programs in the Historic Area. Put on by character interpreters from the Company of Colonial Performers, these new programs add another dimension to the phrase, "living history."

A Look Behind the Scenes: You're invited to speak with a character interpreter about the research, development and techniques involved in creating and portraying people of the past. At the Benjamin Powell site.

When Sickness Strikes: See the effect of an illness on an 18th-century household, as character interpreters portray members of a family endeavoring to maintain their daily routine while the mistress is ill. At the Powell House.

Of Maidens, Wives and Widows: Character interpreters portray 18th-century women during three stages of their lives. At the Powell House.

Grieving for Miss Betsy: Young ladies, as portrayed by character interpreters, mourn the loss of their beloved friend. At the Powell House.

In an Increasing Way: The women of the family, as portrayed by character interpreters, prepare for an impending birth. This experience touches upon the intimate details of childbirth and early infant care. At the Powell House.

This is just a small sample of the many special programs offered during the week. Please check the weekly *Visitor's Companion* for complete listings, including days and times. Employees and family members are admitted free on a space-available basis. Just show your valid employee or dependent's pass.



Sporting the "latest" in 18th-century cosmetics is Susan Pryor, of the Galt Apothecary. Susan was "made over" by Kris Dippre during a special program entitled, "The Artificial Face." The program, one of a series of special programs at the Apothecary, looks at the other side of the doctor's practice by focusing on the availability and use of cosmetic items used to beautify fashionable women of the 18th century. Other programs at the shop have examined smallpox, comparative pharmacy, and amputation. Watch upcoming issues of the *Visitor's Companion* for details on future programs.

Did You Know...

...that fashionable women of the 18th century wore tanned skins of mice for artificial eyebrows?

...that Jasmine was the most popular perfume, because it covered up other scents?

...that arsenic was *not* an ingredient in makeup—but that lead, however, was?

Phone...

music or information for people who are put on hold on 1-800-History; and providing telephone education for all Colonial Williamsburg employees.

These meetings produced immediate benefits to all the departments that took part. Group members were given the chance to understand each other's job duties better and how each department works together within the phone system. Group members also commented that it was nice to meet the people to whom they had been transferring calls to for so long.

In late December, the group presented its recommendations to a management team that included Steve Elliott, Dick Schreiber, George Grattan and Jim Bell. The group is very optimistic about their continuing relationship and looks forward to putting their recommendations into action.

Our goal: to strengthen the level of telephone service within the Foundation and to the public, thus exceeding our callers' expectations.

In January, a task force comprised of Dick Schreiber, George Grattan, Jim Bell, Steve Elliott and Jim Miles met to discuss ways to put the group's suggestions into action. That meeting turned out to be very fruitful in producing decisions that will result in immediate improvements in some cases.

A number of actions are planned that concern our Direct-In-Dial (D-I-D) numbers. These include:

- Installing D-I-D numbers at both Craft Houses. This will allow callers from outside the Foundation to reach the shops directly without having to go through the main switchboard.
- Publishing the most-often requested D-I-D numbers--Reservations, Visitor Center, Group and Hotel Sales, Mail Order, etc.--in the next issue of the *Colonial Williamsburg Vacation Planner*. This will provide direct telephone access to potential visitors looking for information about a particular topic, and should relieve some of the pressure on our 1-800-HISTORY number.
- Operators will give the D-I-D number when appropriate and ask callers to write the number down, reminding them that the requested number may be dialed directly.
- Extra copies of the *Colonial Williamsburg Telephone Directory* will be made available for employees to use at home. Call Arlyne Derringer at ext. 7318 if you'd like extra directories.
- Telephone operators throughout Colonial Williamsburg will be given information on special events, programs and activities at least four to six months in advance, in order that they may better answer callers' requests for information.

The group will discuss other actions in the future, aimed at improving the level of service and professionalism provided our telephone customers and guests. Again, employees from throughout Colonial Williamsburg will be asked to take part and contribute their ideas about developing standards of telephone etiquette for all employees; employee training; and developing proper telephone procedures.

The group also will look into the possibilities of using special telephone operators dedicated to providing information; installing an "auto attendant;" and providing recorded music or information for callers who are on hold.

--Nancy Hicks

Nancy Hicks, business analyst in the department of Business Development and Operations, is coordinator for the task forces that have been working to improve telephone service for callers to Colonial Williamsburg.

Employees will be asked to take part and contribute their ideas for standards of telephone etiquette, training, and proper telephone procedures.

Unsung Heroes:

Danny's working to keep our hotels humming

"I told the child that I was going to kick the door down... 'Click,' and the door opened."

He can be found deep below the surface of the earth or high upon the roof tops. Superman? Close, though this unassuming man would be the first to balk at the title. According to him, the credit belongs to his crew of 20 men, who are "the best mechanics in town."

He is Danny Brantley, Mechanical Maintenance supervisor in the Hotel Properties. Danny's domain includes the Inn, Lodge, Colonial Houses, Providence Hall, Clubhouse, Lodge boiler room, Tazewell chillers, and all the plumbing, electrical and refrigeration needs that go along with keeping the south side of town humming and happy.

"This is the busiest time of year for me, and all the guys, too," said Danny. "We complete the major renovations and get all the guest rooms back in A-1 shape by April. This winter we will install another phase of the HVAC (heating, ventilation and air conditioning) system and renovate a number of bathrooms in the Inn."

Danny began working for Colonial Williamsburg while he was still in school, working first for MO&M and then the Hotel Properties. He does everything from changing light bulbs and plunging commodes to handling major construction jobs and completely gutting dish machines.

"I like the challenge of my job," said Danny. "A lot of the equipment has been here since the late 30's and early 40's. It's nice to be here to see state-of-the-art equipment going in, such as the Tazewell chillers. While



Danny Brantley confesses that he talks to the machinery. If he were to give a performance evaluation to the Tazewell Chillers, they would receive an "outstanding" rating.

they are still running manually, they will soon be completely computer controlled. That's a whole new area to learn about."

Most of the guest requests that Danny gets are to, "make my room cooler" or, "make my room warmer". However, he does get called on to do other "odd" jobs--running electricity out to a diesel car to keep it warm when it is cold outside, for instance. Sometimes, Danny gets to do a little psychology.

"A guest's child had locked himself in the bathroom and would not come out. The child's parent, security officers, hotel managers--no one could convince this child to come out. Finally they called me

to see if I could take the door off the hinges or break the lock.

"I asked the child if he would unlock the door. When I received a negative response, I told the child that I was going to kick the door down and would he please step aside. 'Click' and the door opened."

"My job is what I make it," said Danny. "I'm glad that I've been in a position to make things better, and that I have such a great crew of mechanics and an all-around good bunch of guys working for me."

—Heidi Moore

Marcel receives a gift of love from Commissary friends



Right: Marcel Walter and his friend, Seppi, chat about some of Seppi's latest escapades.

Last July, Chef Marcel Walter lost a dear friend to cancer--his Rotweiler, Luzifer. To help ease the pain, Chef talked often to his co-workers about Louie and other dogs that had been a part of his life here in the United States and during his childhood in Switzerland.

In November, the apprentices and the rest of the crew at the Commissary got together and decided that Chef Marcel needed another dog. A Bernese Mountain dog, a rare breed which gets its name from a mountain community in Switzerland, was chosen. Unfortunately, only three breeders are located in Virginia and none had puppies.

The apprentices called Dr. Meryl Lessinger at the Animal Clinic of Williamsburg to help them in locating a

Please turn to "Marcel" on page 7

Inn nets 13th Mobil Five-Star rating

The Mobil Travel Guide has awarded a Five-Star rating to the Williamsburg Inn for 1990. This is the 13th consecutive year the Regency-style hotel has received the guide's highest honor.



"We strive to keep the Inn synonymous with quality, and the Five-Star award confirms it," said John Hallowell, general manager.

"Five Stars mean that an establishment is in an elite category, among the very best in the country," noted Mobil Travel Guide manager Jack Anderson. Each year the guide rates more than 21,000 lodgings and restaurants in the U.S. and Canada on a One-to-Five Star system.

In North America, a total of seven hotels earned the Mobil Five-Star rating this year. Other hotels receiving the award include the Bel-Air Hotel, Los Angeles; Carlyle Hotel, New York; Four Seasons-Clift Hotel, San Francisco; Grand Bay Hotel, Miami; Mansion on Turtle Creek, Dallas; and Stanford Court, A Stouffer Hotel, San Francisco.

All the star-rated establishments are listed in the 1990 Mobil Travel Guide. The guide is published in seven regional volumes plus a special edition for "Major Cities." Published by Prentice Hall, each volume sells for \$9.95 at Mobil service stations, bookstores and other retail outlets.

Schadler named "Chef of the Year"

Hans Schadler, executive chef at the Inn and member of the American Academy of Chefs, was named "Chef of the Year" by his peers in the Virginia Chef's Association at their 1990 awards banquet held in early January in Richmond.

The Virginia Chef's association, a local chapter of the American Culinary Federation comprised of chefs from Williamsburg to Richmond, annually selects one of their own as "Chef of the Year" to recognize individual efforts in several areas.

Chef Schadler's growing list of achievements includes the Governor's

Cup Award, 1988 and 1989; ACF Presidents Award, 1989; vice president of the Virginia Chef's Association; representative to the ACF convention in Las Vegas, 1989; his work with the Virginia Marine Institute and Virginia Department of Agriculture and Consumer Affairs; his work with apprentice programs in Williamsburg and Richmond; his close association with the Virginia wine industry; his able chairmanship of the Culinary Certification Committee for the local ACF chapter; and his constant pursuit of culinary excellence at the Inn.

Shields Tavern wins landscape honors

Shields Tavern has won an Honor Award in Landscape Architectural Design, from the Virginia chapter of the American Society of Landscape Architects. The honor award is given to the entry which represents the most outstanding advancement within the profession of landscape architecture.

The awards are given in four categories. This year, 38 entries were received. Of 28 entries received in Category I, only Shields received an Honor Award. The entry was judged on several criteria, including quality of design, func-

tional success, context or relationship to surroundings, and overall significance to the environment and the profession.

"This award brings recognition to the Foundation, our division, departments and staff for the outstanding work they do," said Bill Gardiner, vice president of F&PM. "It is indeed a great honor for which Kent Brinkley (landscape architect) and Gordon Chappell (director of Landscape and Facilities Services) are primarily responsible, as leaders of a host of people who made it possible."

Marcel...

breeder with puppies to sell. Finally, a breeder in New York was found. John Kogelman and his family met the plane in Richmond and picked up the puppy.

Thursday after Thanksgiving the Commissary was in full tilt, getting ready for Grand Illumination. Everyone was working late--chefs, cooks and apprentices, who were giving their gingerbread houses the final touches.

"The apprentices planned to surprise Marcel with the puppy and a party that evening," said his wife, Helen. "But he surprised us by going into work--he was supposed to be off that day! I called up and offered to bring chicken for dinner

because, unknown to him, we had already made the arrangements. Marcel surprised us again. He thought pizza would be a better treat."

"Theresa, a recent graduate of the apprentice program, called me into the cookie room with a 'problem,'" said Marcel as he picked up the story. "As I walked back there, I noticed that everyone had disappeared, but I didn't think anything about it.

"Then, I walked into the lunch room. Everyone was there, including my wife. They handed me this puppy with a Swiss cow bell around its neck. I didn't know it was mine....Ruby Austin, pastry cook, said I could have one, if I wanted it."

Another winner...



Alicia Ballew, an apprentice at the Commissary, entered and won first place in the professional class of the third annual Christmas baking competition, held at Chambrel, a retirement community in Williamsburg. Alicia entered a storefront scene made of gingerbread, marzipan, chocolate, icing and peppermints, just to name a few of the delectables.

Russell Tabb receives AH&MA certification

Russell Tabb, manager, Governor's Inn, has been named a Certified Hotel Administrator, the most prestigious award given by the Educational Institute of the American Hotel and Motel



Association. Recipients of this honor must demonstrate both industry experience and academic achievement in hotel operations.

Russ has worked for 37 years with Colonial Williamsburg, in a variety of hotel and restaurant positions. Prior to his appointment at the Governor's Inn, he served as assistant manager of the Lodge and assistant manager of the Laundry.

He earned a diploma in Hotel Operations from the Educational Institute in 1977, and completed a series of five advanced courses this year.

The folks at the Commissary, at Marcel's request, named the puppy. They gave Marcel three names from which to choose. Seppi, which is Swiss for a herd dog, seemed the most appropriate for the fuzzy ball that will grow to weigh approximately 130 lbs.

"It means so much to me that the apprentices and everyone at the Commissary gave me this puppy. I know that he was expensive, not to mention the freight cost from New York to Richmond. Apprentices don't make much money and they gave what they had for me," said Marcel.

—Heidi Moore

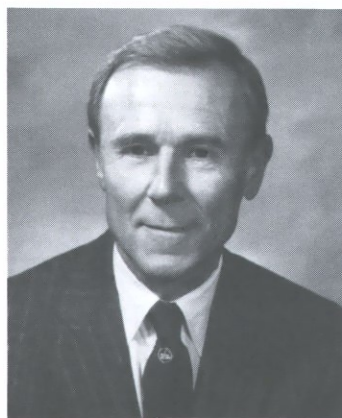
Who are We?

Colonial Williamsburg Hotel Properties, Inc., is made up of many hotels and restaurants, all of which are dedicated to providing the best in service, quality and hospitality. We are also behind-the-scenes employees, providing administrative, maintenance and other services in support of our front-of-the-house operations!

- *The Williamsburg Inn and Sports Complex*
Golden Horseshoe Golf Course
Clubhouse Grille
Providence Hall House
Historic Area houses
- *The Williamsburg Lodge and Conference Center*
Tazewell Club Health and Fitness Center
- *The Governor's Inn*
- *The Motor House and Cascades Complex*
Cascades Restaurant
Motor House Grille
Commonwealth Hall
- *The Colonial Taverns*
King's Arms Tavern
Christiana Campbell's
Josiah Chowning's
Shields Tavern
- *A Good Place to Eat*
- *Wallace Gallery Cafe*
- *Hotel Services*
Hotel Maintenance
Upholstery Shop
Multilith
Audiovisual Services
- *Commissary*
- *Laundry*
- *Conference Services and Reservations*
Lodging Reservations
Dining Reservations
- *Hotel Sales*
- *CWHPI Administration*

Viewpoints from the President

1989 an important and interesting year



Charles Longworth

"You, the people of Colonial Williamsburg, did very well in 1989. You again showed your courage, character, experience and skill."

The final cold days of December eliminated my lingering hopes for 1989 being a banner year for visitation. We had begun with high expectations and ambitions that the year would start our seven-year plan with a bang, setting the stage for a good run of change and achievement through 1995.

We were doing very well--not quite up to the budget, but very well until the September rains. Then it all went down the drain, so to speak, when we seemed to see the sun only midweek.

After the weather dried out a bit, we had the snow and the cold. Site visitation records indicate that even if people came to town, they reduced their number of site visits, choosing instead to stay in by the fire. This, in turn, reduced store traffic and product sales. Thus, by the end of the year, we were diverging rapidly from our plans.

Was 1989 a disaster? You have to look at that question from various viewpoints.

Educationally, I thought it a huge success. We continue to provide more and better programs and our capacity to teach history in exciting and engaging ways is clear to most of our visitors.

We opened the slave quarter at Carter's Grove and the military encampment; enriched the performances at the Play Booth Theater, made great progress on the Courthouse; removed bus traffic from within the Historic Area with the new bus turnaround; expanded historic trades by opening the brickyard and tailor's shop; and began construction on the Folk Art Center expansion and the new archaeological museum.

The research and planning for the reinterpretation of the Magazine and Anthony Hay Shop, and upcoming reinterpretation of the Wythe House, Printer/Bookbinder, Gunsmith Shop, Music Teacher's Room and the Raleigh Tavern assures us of new and well founded programs for future years.

All of our front line employees--whether interpreting, gardening, shoveling snow, serving lunch or any of the multitude of important daily accomplishments that combine to give our visitors experiences that exceed their expectations--performed with enthusiasm and skill. I thank and salute you for all you do to make Colonial Williamsburg a success.

Special recognition goes to the countless employees, many not otherwise associated with the Wallace Gallery, who worked ceaselessly in mid-August to rescue the objects on display at the gallery and to dry out the building after the disastrous flood. The gallery is now back together, reopened, and is more beautiful than ever. Trix Rumford, Carolyn Weekley and the gallery staff, and Graham Hood and the curatorial staff, have done an extraordinary job in the gallery's resuscitation.

They weren't the only ones to cope with disaster. The men and women of

Construction, Maintenance and Property Management coped with a series of challenges after they cleaned up from the August flood. There were two substantial snows, an ice storm, and cold that froze pipes and stalled machinery. More heroes.

And finally, Dick Schreiber, Randall Foskey, and all who promote and sell the Colonial Williamsburg experience, dealt with the challenges of the weather for four long months, constantly looking for ways to keep visitation up and expenses down. They did well.

So you, the people of Colonial Williamsburg, did very well in 1989. You again showed your courage, character, experience and skill.

Last year was notable for some other reasons. We completed our seven-year plan and began using it to guide our actions and coordinate our activities. I really believe the plan will help us all to do a better job and have a good time doing it.

We also got the results of our second employee opinion survey and have worked hard to respond to the many things you said we should change or do better. Believe me, that is a continuing

process and one that has my attention, energy and commitment.

I look forward to a series of meetings with you early in the spring to talk about the employee opinion survey and progress on the seven-year plan.

When I look back on 1989, I think that it was an important and interesting year, in which we began to make important changes--in the way we deal with each other, in recognizing that we rely upon each other, and in appreciation for the fact that each of us has an important job we want to do well.

That we came out short on the budget does not make me happy at all, for it means that we went backward on our goal of strengthening our financial resources. We'll have to do better this year. I think we can. We're a better place than we were at the beginning of last year.

I close by quoting from a letter I received in late November. It made my day: "But most of all...it was the attitude of the people that made our vacation so enjoyable. You are very fortunate to have employees of such caliber...and so were we." Amen.

--Charles R. Longworth

How are we doing?

In this issue we begin a new feature, "How are we Doing?" In each issue we'll feature a letter or two from recent visitors, telling about their experiences and impressions about Colonial Williamsburg, the service they received, and/or the people they encountered.

Our goal in sharing these letters with you is to "keep a pulse" on how our visitors see us, and whether or not we meet or exceed their expectations.

This month's letter is a poem, written by Gretchen DeLucia of Valencia, PA. Entitled, "My Love Affair with Williamsburg," it describes her feelings about what has become a very special place to her.

My Love Affair with Williamsburg

*I've come home again, my love
To your cobbled streets and fine
foods--Your mull-ed cider
and spoonbread,
To your spinning wheels and oxcarts,
Your windmill and your millinery*

*I've stayed away only as long
as I had to,
Hurrying
and
Scurrying
through the 20th century
Like your multitudinous squirrels,
Busy,
Busy,
Busy!*

*I've come back to revel
in your glorious
Golds and Reds
Weaving overhead;
Leafy bowers
Accented by hues of brick and grey-blue,
gentle yellow,
dark gold,
and maroon.*

*The memory of Christmas last
Has pulled me
For endless months
The GRAND ILLUMINATION!
With blazing fires burning in
cressets
High above the road,
Pipers piping, fife and drum,
Cold outside, yet warm within*

*When first we met, you were a blushing
bride,
Bedecked in Spring--
Tulips, daffs and blossoms galore
I came to you in my own blush
Of first sweet bliss.
I've never been the same since!*

*Happier, lighter, more carefree
Knowing your faithfulness,
Knowing you long for me
as I for you,
Knowing we shall surely meet again
And again,
And always again.*

--Gretchen DeLucia

The Quality Spirit

Sometimes, you've just got to take a risk...

Three true stories, from here and elsewhere:

Returning to his hotel from an early morning run, the guest crossed the lobby, bidding, "Good morning" to the custodian getting the area ready for the day. "Closed," the sign at the coffee shop entrance said. The guest turned and surveyed the area.

"May I help you find something?" the custodian asked.

"I was hoping to get a cup of coffee to drink as I clean up and rush to the airport," the guest replied.

"I think I can help you out. We've got some back in the breakroom." The custodian smiled, and then disappeared. Two minutes later, he returned with a cup of coffee, two packs of sugar, an envelope of creamer, and a stirrer. "Here you are, sir," he said, handing them over to the grateful guest. "Let me know if you'd like another."

The same guest returned to another hotel after an early morning run. Spotting a stack of newspapers inside the gift shop door, which was ajar, he poked his head in to see if anyone was around, hoping he could head back to his room with a newspaper to accompany the cup of coffee he had picked up from the table outside the dining room.

Seeing no one out front in the gift shop, he stepped toward the front desk. "May I give you the exact change for one of the newspapers in the gift shop there?" he asked. "Sorry," was the reply. "That's another department."

A little girl was enjoying her day on vacation until her two scoops of ice cream fell off her cone. There they lay on the hot asphalt before her, melting into a sorry pool. Before her parents could decide whether to return to the queue in the ice cream store, a groundskeeper appeared. Kneeling and smiling at the little girl, and glancing at her parents, he said, "Come with me back to the ice cream counter. We'll fix you right up."

With little girl and family in tow, the groundskeeper unobtrusively sidled up to the counter in the ice cream store. "We had a little accident here," he told his co-worker. "Could you replenish her cone with two scoops of ice cream, while I clean the pavement outside?" "Glad to," the scooper said, smiling at the little girl as the groundskeeper disappeared. "What flavors?"

Risks come in all sizes, just like opportunities. Each requires a decision. Succeeding on some of our major objectives as an organization depends on a multitude of personal decisions, by each of us. Sometimes those decisions involve sticking our necks out a little bit.

What's required to make a decision that involves a risk? An understanding of what's desirable, some initiative, and confidence.

And support from managers and co-workers.

Let's take a reality check

Whether you're a manager, supervisor, or on the front lines, ask yourself this question. Are you helping to provide or are you a part of a work environment where employees can take initiative, to respond to our visitors the way each of us, putting ourselves in the visitor's shoes, would like to be responded to?

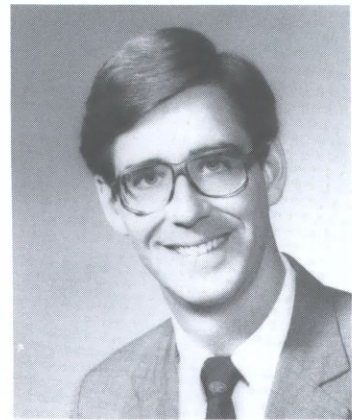
Particularly in large organizations, it is easy to feel small, unimportant, or unauthorized to make little decisions that "cross lines"—even if they seem obviously desirable. Sometimes we are overly cautious; sometimes we really haven't been "empowered."

Yet ready or not, the opportunities will keep coming.

Opportunities come behind the scenes, too, in the support we provide our co-workers. We are constantly challenged to simplify and improve what we do, at less cost to the organization. Progress in quality, productivity, and efficiency comes from initiative and perseverance in a supportive work environment.

Maybe you've got a good story about how you or a co-worker made a decision or took a risk to make something work better. Let's take some of those lights out from beneath the bushels. Give me a call (ext. 7160) or drop me a note and let me and our other readers know about them.

--Steve Elliott



Steve Elliott

"Are you helping to provide a work environment where employees can take initiative, to respond to our visitors the way each of us would like to be responded to?"

National Council members will act as CW ambassadors

The Colonial Williamsburg National Council, a new advisory group, has been formed to assist Colonial Williamsburg by helping to identify and solicit new sources of philanthropic support. Members of the council will serve as Colonial Williamsburg "ambassadors," telling about our mission and goals to a variety of audiences.

Invitations to serve on the council are extended by president Chuck Longworth. Members serve a three-year term and are eligible for a second three-year appointment.

By providing a liaison with individuals, corporations and other foundations across the country, the council will help stimulate an increased awareness of and interest in Colonial Williamsburg's role in historic preservation and interpretation. Throughout the year, council members will be kept informed about current issues of concern to Colonial Williamsburg.

Members of the group are co-chairs William Kimball, president of Kim-

ball and Company of San Francisco, and Edward Joullian III, chairman, president and chief executive officer of Mustang Energy Corporation in Oklahoma City; Colonial Williamsburg trustees George Beitzel, former senior vice president and director of IBM, and Charles L. Brown, former president, chief executive officer and chairman of the board of AT&T.

Other members are John Dyson, chairman of Wakefield National, Inc. of New York; Harry Figgie, chairman and chief executive officer of Figgie International of Willoughby, OH; James Thomas of Maguire Thomas Partners of Los Angeles; Hall Thompson, president of Thompson Realty Company of Birmingham, AL; Joseph Hennage, president, Hennage Creative Printers of Alexandria, VA; and James Wheat, chairman of WFS Financial Corporation of Richmond. President Chuck Longworth and vice president Roger Thaler also serve on the council.

—Grant Healey

CW receives \$350,000 bequest

Colonial Williamsburg has received a bequest of approximately \$350,000 from Richard A. Popham of Charleston, OH. Popham was best known for his work as plant manager of the Manhattan Project at Los Alamos, NM, where he was in charge of production of the first atomic bombs during World War II. He died February 5, 1988 at the age of 74, leaving no survivors.

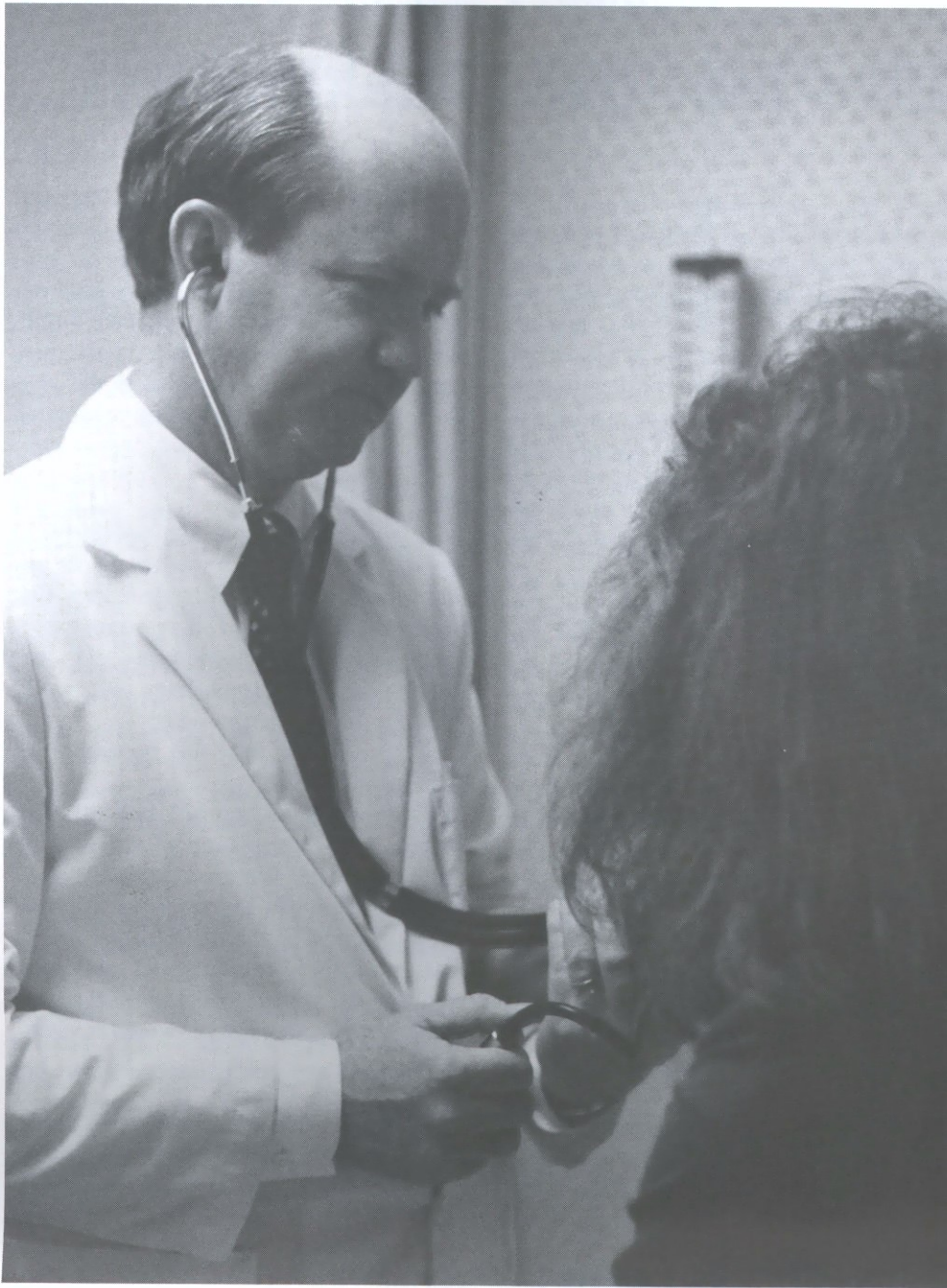
Professor emeritus at the time of his death, Popham had taught for 36 years in the Botany department at Ohio State University. He wrote two textbooks on plant anatomy and more than 40 papers that were published in scientific journals.

A longtime friend of the Foundation, Popham left the bulk of his estate to Colonial Williamsburg, according to Ken Wolfe, director of Planned Giving. The gift will be used to support the Foundation's educational programs.

--Evelyn Cassidy

Dr. Hamrick works to keep us 'fit as a fiddle'

"...he makes you feel that you're the most important person that he is dealing with that day..."



The doctor is in...Dr. John Hamrick has served as Colonial Williamsburg's medical consultant since 1985.

Open your mouth and say "AHHHHH!"--the doctor would like to have a look...

As Colonial Williamsburg's medical consultant, Dr. John Hamrick provides physical examinations to our security, bus driver and chauffeur forces, and to directors and administrative officers. He conducts disability evaluations and OSHA pulmonary function (heart and respiratory) screenings. He also talks with employees about AIDS, alcohol and drug related problems at work, and even employee parking.

Dr. Hamrick became our medical consultant five years ago when Dr. Armistead Williams retired. Pete Cruikshank, then vice-president of Human Resources, sought out an able replacement for Dr. Williams. Pete also was on the board of Williamsburg Com-

munity Hospital. He asked doctors at the hospital who they visit when they get sick and one name kept coming up --Dr. John Hamrick.

"John was flattered and very pleased to be offered the position of medical consultant for Colonial Williamsburg," said Pete. "The emphasis placed on hospitality, courtesy and overall friendliness by him and his office staff is wonderful. When you visit him, he makes you feel that you're the most important person that he is dealing with that day. He is never too busy to talk with you."

Dr. Hamrick closed his private practice three years ago after he became CW's medical consultant, so that he could handle all the telephone calls, lunch meetings and consultations that come with the job.

ASK YOUR DOCTOR
About prescriptions:
<input type="checkbox"/> Why do I need this medication?
<input type="checkbox"/> Is a less expensive generic drug available?
<input type="checkbox"/> Are there any side effects?
<input type="checkbox"/> How soon should my symptoms improve?
<input type="checkbox"/> Are there any special instructions?
About tests:
<input type="checkbox"/> What will this test show you?
<input type="checkbox"/> How accurate is it?
<input type="checkbox"/> How will it affect my treatment?
<input type="checkbox"/> Are there any risks or side effects?
<input type="checkbox"/> Do I need to do anything special before or after the test?
<input type="checkbox"/> How much will it cost?
About treatment and surgery:
<input type="checkbox"/> What are the benefits and risks?
<input type="checkbox"/> How soon will it improve my condition?
<input type="checkbox"/> Are other treatments available?
<input type="checkbox"/> Can you refer me to another physician for a second opinion?
<input type="checkbox"/> If surgery is needed, can it be done on an outpatient basis?
<input type="checkbox"/> If hospitalization is needed, how long will I be there and what will it cost?
Other concerns:
<input type="checkbox"/> _____
<input type="checkbox"/> _____
<input type="checkbox"/> _____
<input type="checkbox"/> _____

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When you call for an appointment, he tries his best to work you into his appointment schedule. If you have an emergency and Dr. Hamrick cannot fit you in that day, you are referred to an associate who can.

"It's refreshing to work with a large number of people who are healthy. Colonial Williamsburg employees are very talented, with a variety of activities--they are fascinating to talk with," said Dr. Hamrick.

When visiting Dr. Hamrick's office—or any doctor, for that matter—you should bring along any past medical records and, most importantly, a list of questions and concerns. "Sometimes patients get flustered and forget some of the things that might be bothering them," said Dr. Hamrick.

"I am here for all employees and I am on their side to help them with their problems. I couldn't do this job if this position was a disciplinary-type role."

Dr. Hamrick writes columns in upcoming issues of the *CW News* to provide timely medical information about health issues and concerns. If you have a topic that you would like Dr. Hamrick to address, please call Sue Houser, ext. 7029.

--Heidi Moore

Job Fair will be held March 12

The fourth annual Colonial Williamsburg Job Fair will take place Monday, March 12 from 9 a.m. to 7 p.m. at Commonwealth Hall.

This is your opportunity to come and learn about other areas around Colonial Williamsburg, current and future job openings, and opportunities for career advancement. This year, almost 30 different departments and programs will have booths set

up, with representatives on hand to tell Job Fair visitors about the work they do.

If you're considering a career change and want to know more about different job opportunities at Colonial Williamsburg, stop by. If you have friends or family members who are interested in a CW career, bring them along. We'll be looking for you...at the Job Fair!





Future executives (from left) James Sparks, Jr., son of Norah Pierce and James Sparks, Sr.; Roger Charity, son of Tina and Roger Charity; Gavin Sands, daughter of Geales and John Sands; Meredith Wenger, daughter of Linda and Mark J. Wenger; and Jonathan Wielicki, son of Barbara and Bruce Wielicki, turned over the first shovels of dirt for our new child care center. Construction should be finished in time for the center to open September 1.

Construction begins on CW child care center

Colonial Williamsburg's Child Care Center will soon be a reality, now that construction is underway. Ground was broken at a special ceremony next January 16 at the construction site, held to the Group Arrivals Building.

According to project director Barbara Wielicki, construction should be finished in time for the center to open September 1.

When finished, the new child care center will serve up to 142 children of Colonial Williamsburg employees. Ages served will range from 6 weeks to kindergarten age. According to Barbara, children will be grouped according to their age. The groups and their capacities are expected to be approximately:

- Infants (20)
- Toddlers (30)
- Two year-olds (36) and
- Preschool (age 3 and up) (44).

Twelve spaces for kindergartners needing child care before and after school will also be provided, Barbara says. The number of children accepted into each group is somewhat flexible, except for the infant group. Children attending on a part-time basis will also be accepted.

The child care center will be managed by CW, through a "Voluntary Employee Benefit Association (VEBA)." A not-for-profit group, the VEBA will have its own board of directors representing a balance of Colonial Williamsburg and parental interests.

"It will function much like a stand-alone business," explained Barbara. "However, it will receive direct support from Colonial Williamsburg in the form of providing the building, maintenance and repairs, utilities, and corporate services, such as maintaining accounting records, etc."

The center will have a staff of 27 persons at full capacity. The staff will include a director and assistant director; 12 classroom teachers; and 15 aides. Staff ratios will be four-to-one for infants; five-to-one for toddlers; six-to-one for two year-olds; and ten-to-one for older children.

"Quality child care programs are defined mostly by the ratio of children to staff, and the quality of the staff," noted Barbara. "Our ratios are generally much better than those required by the state. We're also hoping to supplement our staff through a volunteer program, perhaps using grandparents or parents."

The center's educational program is being developed by Fried and Sher, Inc. of Herndon, VA. Fried and Sher is a consulting firm that specializes in high-quality child care centers.

"Our objective is to offer quality child care at reasonable rates that are competitive with the local market, and offering schedules to meet the needs of employees," said Barbara. "The center will be open from 6 a.m. to 6 p.m. Monday through Friday. Depending on parents' needs, we may offer evening or weekend hours."

CW Child Care Tuition Rates

The following tuition rates are effective through May 30, 1991.

<i>Infants</i>	\$90/week
<i>Toddlers</i>	\$90/week
<i>Two year-olds</i>	\$68/week
<i>Preschoolers</i>	\$68/week
<i>Half-day before or after kindergarten</i>	\$34/week

If you'd like more information about Colonial Williamsburg's child care center, please call Peggy Bender at 220-7185 (ext. 7185).

At this time, no decision has been made about the enrollment process for the child care center. "We're considering a couple of options," Barbara explained, "including an 'open enrollment' period or a lottery of some type. In either case, we will give employees plenty of advance notice so that everyone has an equal chance to enroll their child in the program."

Tuition rates for our child care center are competitive with those of other child care centers in Williamsburg (see box). Employees needing financial assistance may find help through the new Tax Advantage Program. Subsidies for low-income employees are also available from the city and county.

"We'll help any employee who needs financial assistance to determine their need, identify the resources available, and begin the enrollment process," Barbara noted.

Meetings will continue throughout the spring and summer for employees interested in enrolling their children in the center. Watch upcoming issues of the *CW News*, *CW News EXTRA* and bulletin boards for more information.

VITA volunteers are ready to help during tax time

Exemptions, deductions, credits... W2s and W4s...1040As, 1040EZs, long forms, short forms.. what does it all mean? If you're like most of us, filling out your yearly income tax returns is no simple matter.

That's why Colonial Williamsburg provides free tax assistance to employees, retirees and their dependents, through the Volunteer Income Tax Assistance (VITA) program.

VITA volunteers are trained to fill out your 1040EZ, 1040A, and simple 1040s, plus appropriate state income tax forms. They're here to help clear up any confusion you might have about your tax return, and to explain any exemptions, deductions or tax credits you might be able to claim.

The VITA site is open by appointment only, Tuesday and Thursday evenings from 5:30 to 7:30. Or, you may drop your tax information and forms off in Room 102 in the Franklin Street Office building Monday through Friday between 9 a.m. and 5 p.m. You will be contacted when your completed tax forms are ready to be picked up.

How to make filing taxes less 'taxing...'

Whether a VITA volunteer prepares your income tax return or you do it yourself, you will need to have the following information on hand:

- A copy of your 1988 federal and state income tax returns with all the appropriate forms.
- All 1989 federal and state tax information, along with any instructional packets you may have received in the mail.
- All W2 forms and 1099s. These are your statements of income, such as interest earned, Social Security and/or unemployment compensation you received during 1989, etc. If you're married and filing jointly with your spouse, you will need this information for both of you.
- If you have dependents who go to a caretaker, or children who go to a babysitter so that you (and your spouse, if married) can work, you may be eligible to take the Child and Dependent Care tax credit. You must know the amount that you paid for dependent or child care in 1989, and your caregiver's Social Security number, so that the form may be completed.

NOTE: You are required to give the Social Security number(s) for any dependent(s) you claim who were two years of age or older on December 31, 1989.

- If you plan to itemize your deductions using Schedule A, you will need a list of all taxes, interest and contributions you paid during 1989. You'll also need a list of any medical expenses not covered by your insurance and any eligible miscellaneous expenses.

- If you have an IRA or similar account, you should know how much you contributed in 1989. If you took money out of a time savings certificate or certificate of deposit before it matured, you'll need to know this, too.

Colonial Williamsburg's VITA volunteers are eager and willing to complete your income tax forms. They're also available to answer any questions you might have if you choose to fill out your own forms, and will check your forms to make sure everything's properly prepared.

If you have questions or want to make an appointment, call the VITA line at 220-7326.



Order of the Pineapple: 'A goal we can all work toward'

"You feel very humble when you receive the Order of the Pineapple. It makes you very aware of hospitality and courtesy."

—Willie Parker

"The Order of the Pineapple makes people aware that they are appreciated, and that is so important."

—John Austin



Do you know someone who is worthy of the Order of the Pineapple? Someone who consistently exceeds expectations for our visitors and/or fellow employees? If so, tell us about them!

Send their name, and why you think they should be nominated, to Donna Whalen, FSO. Be sure to include your name, work location and phone number.

Watch your bulletin boards the week of February 5 for the Hospitality and Courtesy Committee's special Order of the Pineapple nomination form.

The Order of the Pineapple Selection Committee developed special certificates to give the 1989 Order of the Pineapple recipients. To add just the right Colonial Williamsburg touch, the sub-committee had them printed at the Historic Area Print Shop.

Laura Viancour, former chair of the committee, called **Willie Parker**, master of the shop, to check on the progress. At the same time, she added a surprise, by having Willie order a certificate with his own name on it.

"Willie has consistently demonstrated the highest level of hospitality and courtesy toward guests and co-workers...he is often cited for his outstanding work with families, children and groups with special needs," writes a co-worker.

"You feel very humble when you receive the Order of the Pineapple," said Willie. "It makes you very aware of hospitality and courtesy. Hospitality and courtesy makes for a much happier work environment. We cannot be lax in the way we treat visitors and each other."

From Raleigh Tavern Society members to first graders, visitors respond to **Tom Spear's** sincere warmth and kindness. "He is always in a cheery mood and is pleasant to be around...he is the epitome of hospitality and courtesy," writes a co-worker. Another adds, "Tom often comes in on his day off to assist various committees working on special projects. He has always gone out of his way to assist the office staff in any way possible."

A supervisor at the Governor's Palace since November, Tom was shocked when he heard there was a pineapple with his name on it. "I think that hospitality is something that you should normally do, not something that you get special recognition for. There are a lot of mighty nice people around here. People are what you expect them to be," said the North Carolina native.

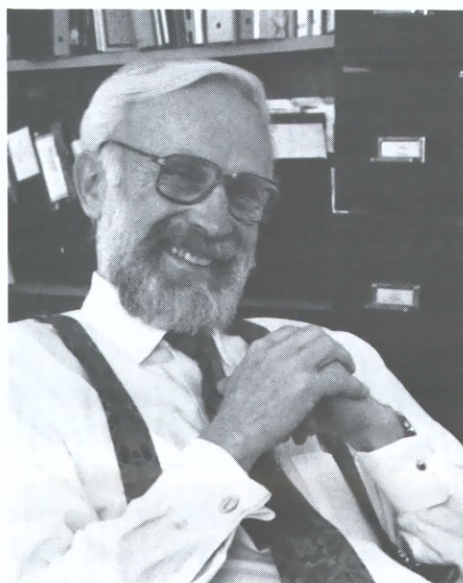
"I've taken some kidding about getting the pineapple, which I think is great! Someone in the department decided that I should be called 'Bubba' because everyone from North Carolina should be called 'Bubba.' Now that I'm at the Palace, they call me 'Sir Bubba.' I really love this place, the people that work here and my job. I know that sounds corny, but this job is the reason that I came to CW."

As a young track star at Cape Elizabeth High in Maine, **John Austin** excelled in the 100 and 220-yard dash, working very hard, by his own admission, to win—"just for the glory of winning."

"Getting the Order of the Pineapple is so very different from those days," said the senior curator for Ceramics and Glass. "In every case, I did what had to be done and I did it because I was the



Willie Parker



John Austin

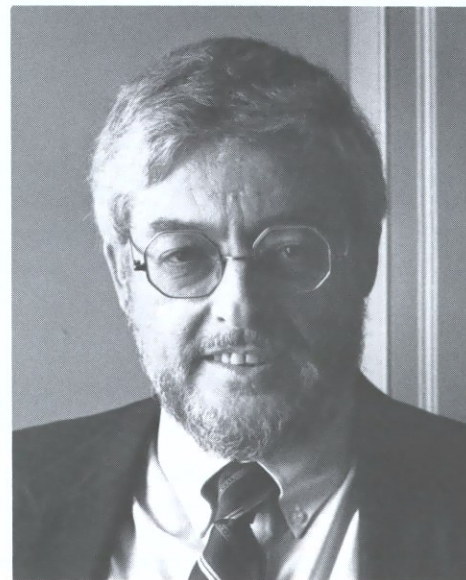
logical one to get it done. I'm very embarrassed over all of the recognition."

A co-worker writes, "John's entire lifestyle is one of giving to others, but quietly and without fanfare and the kudos so many expect for good deeds. With his foot in a cast, John drove to Fredericksburg on a boiling hot Sunday to pick up an intern when she had car trouble and no money to return to Williamsburg via bus."

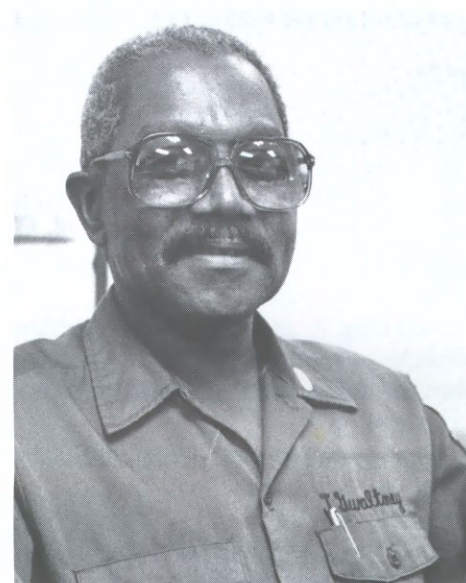
"John is kindness personified and was constantly attentive to a former employee who was in the final stages of cancer. After his death, John handled the disposition of the young man's belongings and made the funeral arrangements, as the deceased was estranged from his family."

"A former employee of this department, now elderly and in poor health, has had to liquidate her belongings to satisfy medical expenses. John has spent countless hours with her, with an auction house, attorneys and her son, in an effort to ensure she receives the best possible compensation for her property, as she is too incapacitated to do it herself. He is truly the most giving person I know."

"The Order of the Pineapple makes people aware that they are appreciated," said John, "and that is so important. The fact that my colleagues recommended me for this award means a lot to me."



Tom Spear



James Gwaltney

Valerie Perkins works in Accounts Payable and sees to it that the things we purchase are paid for. Whenever she has a question about whether merchandise has been received or returned, she calls **James Gwaltney** at the Main Warehouse for answers.

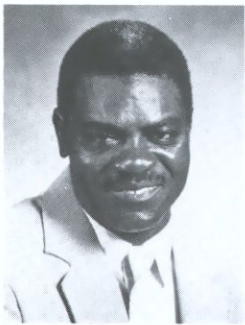
"He is always willing to help me, no matter how many times I call each day. I know that the warehouse can be a very crazy and hectic place," said Valerie. Ask anyone in Accounts Payable and they echo Valerie's sentiments.

Working in our CW Main Warehouse, James seldom has contact with our visitors or many others outside the Warehouse. "This does not diminish his enthusiasm or performance," wrote a co-worker. "He knows his efforts ultimately affect our guests...he's a true team player."

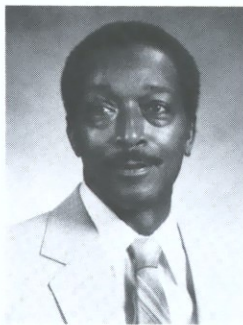
"I find James is one of our genuine 'heroes.' He has a hard, sometimes monotonous job, but every day, year after year, he is there with a smile on his face...he is one of those behind-the-scenes employees who is seldom seen or heard, but who is doing that little extra that makes CW's organization and people the best."

"I think the Order of the Pineapple is a good thing," said James. "It's a goal that we all can work toward and obtain."

—Heidi Moore



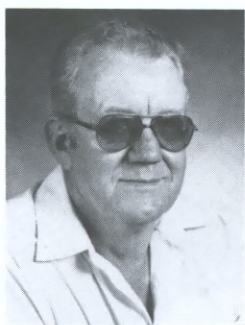
Carl Ashby
Landscape



Neil Black
Historic Trades



Bland Blackford
Archives & Records



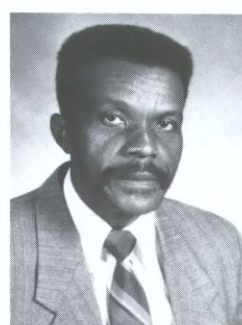
Perry Brantley
Mechanical Maintenance



Marge Cook
Historical Interpretation



Katherine Curtis
Laundry



William Edwards
Building Maintenance

25-Year Employees share advice for a successful career



Fran Hubbard
Motor House Front



Annie Jackson
Facilities Services

"Learn everything you can about the Foundation. Participate in as many different programs and experience as much of Colonial Williamsburg as possible."

"Work as hard as you can. Establish your reputation."



Ward James
Landscape



Lena Jefferson
Cafeteria



Charlotte Johnson
Inn Dining Room

"Be flexible, but stand up for your convictions, particularly in your area of expertise."

"Take your job seriously—don't half-step."

"If you're looking to achieve something in life, Colonial Williamsburg is the place to do it. Just set your mind to your goal and go for it."

"Lots of opportunities here. Read communications and ask questions if you don't understand. Have good attendance...you are no good to your employer if you are not here."

"Don't complain."

"Use the right tools and pay attention to safety on the job."

"Best benefits around. Good opportunity for advancement if you are motivated and do your work well."

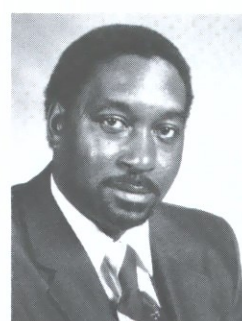
"Learn to get along with the people who are already here, especially your supervisor."

"Study your field as you work. Continue to learn both on the job and through other schooling."

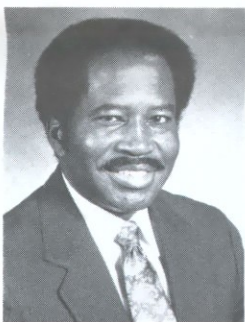
"Do the best you can. Work up to your ability."

"Do your work so you can be proud of it. Then you're happy working."

"Put your best foot forward. Stay off the street. Some new employees come back to me and say, 'thanks for the advice.'"



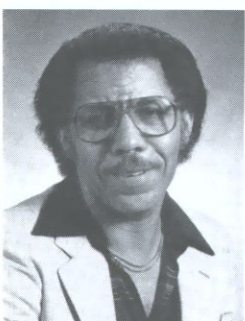
Willie Lawson
Laundry



Domon Lewis
Conference Services



Gladys Manning
Historical Interpretation



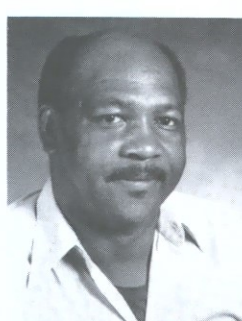
Charles Mitchell
Cascades



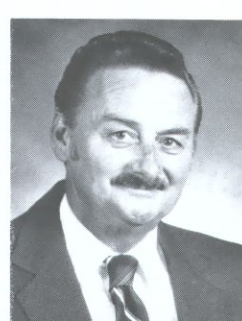
Clyde Moore
Facilities Maintenance

"Take all the schooling you can that CW provides for your job. It will help you a whole lot."

"It is important that you do your very best at whatever you do. And you must enjoy it to do it well. Have a feeling of loyalty to your employer. Learn all you can. Never stop learning. Be aware of others' feelings. Be sensitive to the needs of your co-workers."



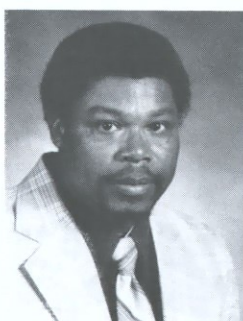
Richard Parrott
Automotive Shop



Steamboat Stevens
Building Maintenance



Janette Tynes
Lodge Pantry



John Wade
Commissary



Otis Wade
Lodge Banquets



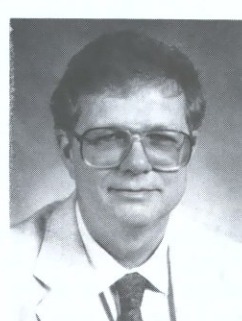
Peg Waite
Property Management



Curly Wallace
Commissary



Susie Wallace
Motor House
Housekeeping



Vernon Wooten
Publications

Congratulations to these 1989 Silver Bowl employees!

Band members 'give back' to Fife & Drum Corps

The Fife and Drum Corps received a special gift recently, from a rather unusual source. Members of "Cellar 201," a local high school rock band donated \$300--proceeds from a concert they held--to the Corps, of which they are members.

Cellar 201 is made up of Lafayette High seniors Don Kranbuehl, drums; Hank Wells, bass; and Tad Howard, guitar and vocals. All have been members of the senior corps for three or four years.

"We wanted to play a concert to get some experience," said Hank. "It worked out to be a charity event, and we chose to give the proceeds to the corps. It seemed a natural thing, to give something back after getting so much out of the experience."

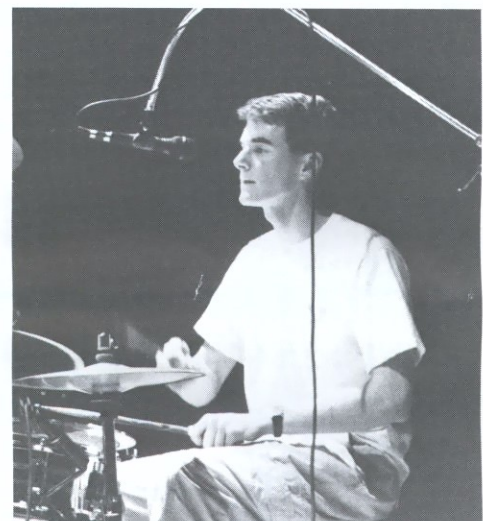
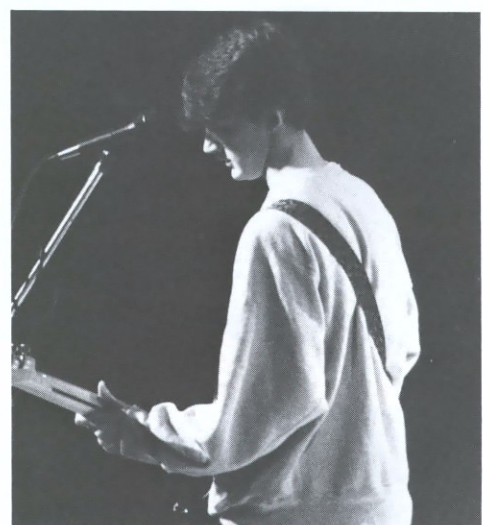
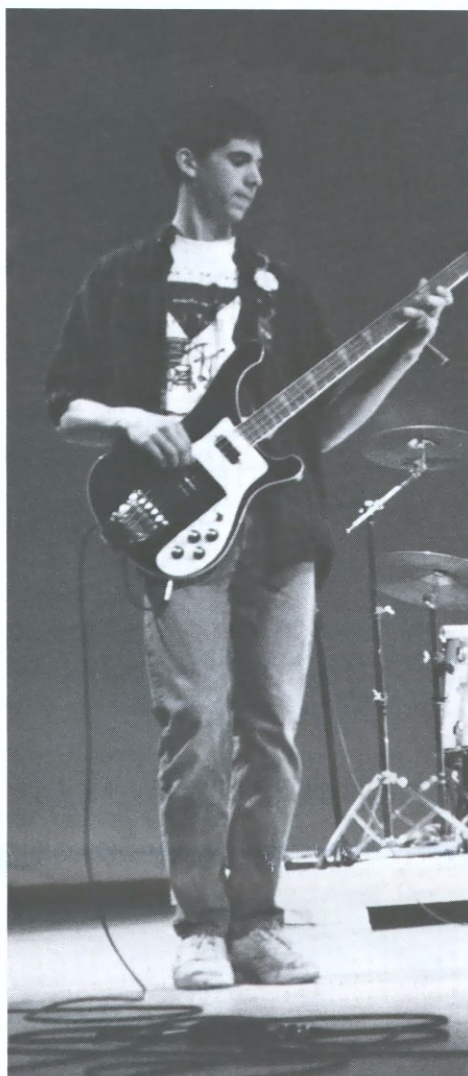
Hank, Don and Tad play a mix of progressive and classic rock, ranging from covers of songs by such groups as Cream and U2 to original songs written by Tad. The group chose their unusual name based on their practice area--a basement--and its address.

Switching between music of the 18th and 20th centuries might seem schizophrenic to most of us. Cellar 201 does the job with finesse and professionalism which belies the fact that they've only played together for a year or so. And they obviously have a good time doing it.

"We're all friends, and have the same schedule," explained Tad. "That makes it a lot easier to work together and have some fun."

—Patrick Saylor

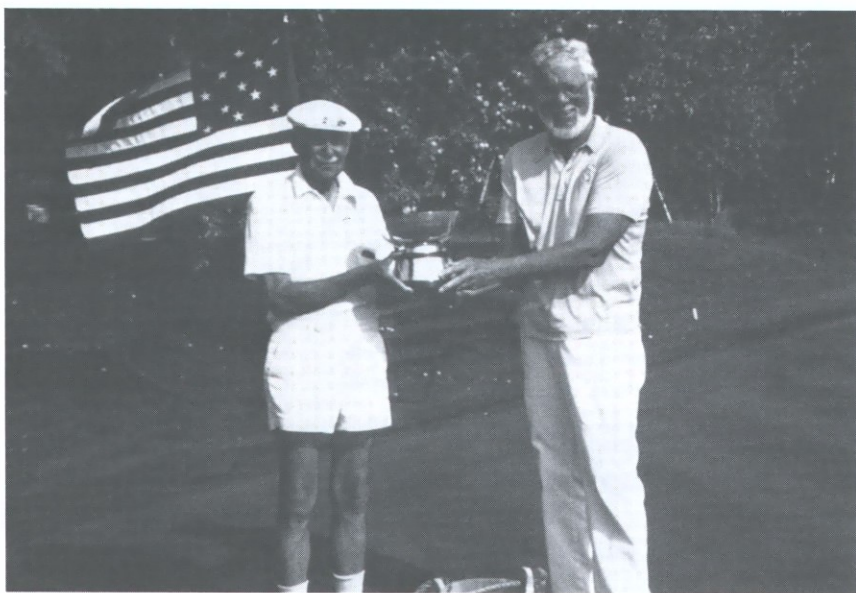
Above: Hank Wells, Tad Howard and Don Kranbuehl, members of the Senior Fife and Drum Corps. Below: Clockwise from left: Hank, Tad and Don work it out as "Cellar 201."



"It seemed a natural thing, to give something back after getting so much out of the experience."

—Hank Wells

Inn lawn bowlers triumph over New England



Spalding Inn bowling pro presented the silver trophy to Don Parker, president of the Inn Lawn Bowling Club. The trophy was made by the late Bill DeMatteo.

In the 17th renewal of a long-standing rivalry, the "Virginia Colonials" from the Williamsburg Inn Lawn Bowling Club triumphed over the "New England Colonials" based at the Spalding Inn & Club in Whitefield, New Hampshire. In three days of tournament play recently, the southerners took 24 of the 42 mixed treble matches played,

with Virginia fielding six teams to New England's seven.

Following a traditional opening ceremony, in which revolutionary banners of Virginia and New Hampshire were presented by the Virginians, Spalding Inn keeper Bill Ingram declared the green open for play. Determined to avenge four straight losses in as many years, the Virginia contingent won four of six matches in the first round and five of six in the afternoon, to post a formidable 9-3 score at the end of the first day.

The New Englanders came back strong the second day, posting a 4-2 record in the third round. Rounds four and five in the afternoon were split 6-6, with Virginia building a 17-13 edge by nightfall. Round six on the third day went to Virginia 4-2, with an even 3-3 split in the final round, giving Virginia an overall 28-14 tournament win.

The teams had the pleasure of returning the silver trophy south for the ensuing year. Hand-fashioned in sterling by former Colonial Williamsburg master silversmith the late Bill DeMatteo, it has recorded 17 annual contests in two

series since 1960. New England has won 12 of these tournaments. Virginia's wins now total five.

For the second year, Canadian bowlers from the Toronto area were welcomed. So as not to disturb the integrity of the Virginia-New England tradition, however, the Canadians were distributed evenly on either side.

There were many close matches, with seven one-point decisions--two in extra ends--and six 2-pointers. Virginia's team of Don Parker (skip), Ide Duffield (vice-skip) and Mary Hopke (lead) was the overall winner, with a 6-1 record. The Virginia teams took 509 of the total 936 points scored, and 263 of the 706 ends played.

In addition to those listed above, other local bowlers from the Inn were: skips Art Devletian, Alden Eaton, Jim Donnelly and Ray Townsend; vice-skips Ernie Hopke, Helen Parker and Ben Lorenz; and leads Frances Knight, Aurise Eaton, Muriel Lorenz and Hazel Nelson

—Don Parker

It's My Job...



Biggs Fetner, left, and Harold Twining are our chauffeur/messengers. Their job is to keep people and things moving around Colonial Williamsburg in a fast and efficient manner.

Messengers know CW inside and out

One of the most impressive things about Colonial Williamsburg--especially to new employees--is the sheer scope of our organization. We are big--not just in terms of the many things we do and the number of people that do them, but in sheer physical size.

The Historic Area alone is 173 acres, a mile from one end to the other. Add to that our many hotels and support facilities--the Inn and Lodge over here, the Costume Design Center over there, the Products warehouse on the east edge of town, and Carter's Grove even farther away.

Most folks probably have no idea just how spread out we are. Most of us rarely venture far from our work site unless we have to. In fact, there are probably very few of us who know Colonial Williamsburg truly well.

Two people who *do* know are Harold Twining and Biggs Fetner. Harold and Biggs are our chauffeur/messengers. Most of us have probably seen them--probably without realizing it--as they go about their appointed rounds.

Harold and Biggs provide a valuable service to Colonial Williamsburg, by keeping people and things moving about in a quick and orderly fashion. Theirs is an important function because, like so many of us, they are often on the "front line" of contact with our visitors. When they're not working directly with visitors themselves, they are serving someone who is.

"Most of our work during the week is serving as messengers, delivering things quickly from place to place for people who can't wait for the regular interoffice mail," explained Biggs. "During evenings and weekends we

spend a lot of time as chauffeurs, transporting trustees, VIPs and others visiting Williamsburg."

"We each average about 40 miles a day--around 12,000 miles a year," added Harold. "That might not sound like a lot, but it really is when you consider that most of the places we go in town are only a mile or two apart."

Harold, who has been a chauffeur for about a year and a half, previously worked as a stage technician for the Company of Colonial Performers--a job he still does part-time. Biggs has been a chauffeur since May. Before that, he was a part-time bus driver for Bus Operations.

The best thing about my job is that I'm outdoors," Biggs said. "I also get to meet a lot of people, which I enjoy. It really gives you an insight into how Colonial Williamsburg works, and where people are. I've met people in places I never knew existed as a bus driver."

Harold agrees with Biggs, adding that hospitality and courtesy are crucial to the success of their jobs. "When we pick people up we treat them as we'd like to be treated if we were guests. Everyone is the same, whether it's a guy from down the street or a VIP like Mr. Annenberg."

"For many people that come in, we might be their first contact with Colonial Williamsburg," said Biggs. "How we present ourselves makes a big impression. It requires diplomacy."

When you see Harold or Biggs, be sure and say hello as they work to help exceed our visitor's expectations. It's their job.

--Patrick Saylor

The dog days ...of winter?

A dog's life isn't all it's cracked up to be. Just ask Wesley Greene of our Landscape Maintenance department, and Eddie Ratcliffe of MOM, about their adventures with a lost dog in the Historic Area on a snowy day in early December. Wesley shared this account of their experience:

"About 4 p.m. on that dark and snowy afternoon, Eddie put a message out on the radio that a German Shepard dog had been lost in the Merchants Square area. As he spoke, I observed a fairly large dog enter Scribner's Bookstore.

'Unit 21 to Unit 11.'

'Unit 11.'

'Say, Eddie, does that dog have a red collar on?'

'10-4.'

'It just went into the bookstore.' (As I spoke, the dog came back out of the bookstore. No dog books, I guess.)

'Unit 11 to Unit 21.'

'Unit 21.'

'Wesley, I've got the owners with me. Can you catch the dog?'

'Does it bite?' (There was a pause while Eddie spoke with the owners.)

'Unit 21, they say it doesn't bite.' (Easy for them to say.)

'What's its name?' (Eddie told me the name, but neither he nor I can remember it.)

"I walked over to the dog, called its name and reached my hand out to it. The dog responded by baring its teeth.

'Unit 11 to Unit 21.'

'Unit 21.'

'Have you caught the dog?'

'No, and I don't think I will, Eddie.'

'Well, which way is it headed?' (I started to say, 'anywhere it wants!')

'East on the Duke of Gloucester Street.'

'Stay with him, Unit 21. The owners are on their way.' (Thanks, Eddie.)

"Just then, the dog made a tactical mistake by doubling back into the outdoor seating area at the Trellis Restaurant. There is only one way out of this area, so I went and stood in it. The dog made one circle around the area and came back to face me. I could see him sizing me up, and was deciding that maybe I would go stand somewhere else when the owners arrived.

"They had a tearful reunion with 'man's best friend,' and I went back to shoveling snow."

Around Town...

Tazewell Club mid-day memberships available

Mid-day memberships at the Tazewell Club are now available at a reduced rate to Colonial Williamsburg employees and retirees. Hours are from 9 a.m. to 3 p.m. Monday through Saturday, and from 11 a.m. to 5 p.m. on Sunday. Single, couple and family rates are available, as is payroll deduction. If you're interested in joining the club, call Bob Sweel, manager, at 220-7479 (ext. 7479).

Raleigh Tavern Bakery moves

Due to construction, the Raleigh Tavern Bakery has temporarily moved to the Purdie Kitchen behind the King's Arms Tavern. The bakery is open daily from 9:30 a.m. to 5 p.m.

Join your 'CW Family' at the Employee Open House, March 30, 31 and April 1

Here's a list of activities for Open House 1990. We'll have an updated list of activities on all bulletin boards by mid-March and at the Registration Tables during the weekend.

This is your chance to meet your friends, get to know your fellow employees, and see other areas of Colonial Williamsburg... Join us!

Retirees are especially welcome and encouraged to come see how we've changed...

Friday, March 30

Open House Kickoff — New for 1990 is the Open House Kick-off! Held in front of the Franklin Street Office Building, we'll have the Open House Registration Desk open from noon to 3 p.m. so that you can register early! Kick-off festivities start at **noon**.

Happy 250th Birthday, Prentis Store! It's the Prentis Store's birthday, but the presents are for us! Prentis Store will offer an additional 10% off on **all** merchandise in the store. This is in addition to the 25% percent discount we already receive! Remember to show your valid employee or dependent's pass. This discount is good **all weekend!**

Hands-on Crafts — Sponsored by Historic Trades, we'll have a hands-on craft activity (location to be announced). **1 p.m. to 3 p.m.**

Departmental Open House — This is an opportunity for you to see and learn about other departments. Retirees are especially welcome and encouraged to come and see how we've changed! Archaeological Documentation, Archaeological Research, Architecture and Engineering, Department of Collections, Department of Conservation, and the Distribution Center will be open for tours! More locations to be announced! Check the registration desk during the kick-off for up-to-date information. **2 p.m. to 4 p.m.**

Free movie! Williamsburg Theatre hosts this event, featuring "Ghostbusters II." **FREE popcorn! 4:30 p.m.**

Saturday, March 31

Complimentary Opening Breakfast at Shields Tavern — Featuring our newest tavern, the opening breakfast will be held at Shield's Tavern. Please sign in and get your name tag for the weekend (don't forget your friends!). You **must** have this name tag for admission to all events. Wearing one will identify you immediately to those who are serving breakfast and leading tours.

The breakfast features ham biscuits, danish, coffee, tea, juice, milk and hot chocolate. Be sure to pick up your Open House balloon before you leave! **8 a.m. to 10 a.m.**

Carriage Rides — While you're at breakfast, sign up for the Carriage Rides. You will need a ticket for a specific time and place. Sign up early and--please--be on time for your ride. The rides last approximately 15 minutes, departing from the Capitol and arriving at the Courthouse, or departing from the Courthouse and arriving at the Capitol. **9:30 a.m. to 11:30 a.m. and 1:15 p.m. to 3 p.m.**

Commissary Tours — What Open House would be complete without a tour of the Commissary? Be prepared for a treat for the eyes, nose and tastebuds. Sample some cookies at the end of the tour. **9 a.m. to 11 a.m.**

Lodge Kitchen Tours — Enjoy a tour of the largest kitchen (besides the Commissary) that we have! When they get cooking, the Lodge kitchen staff can produce more than 3,000 meals in a day! Punch and cookies will be provided at the end of the tour. **9:30 a.m. to 11:30 a.m.**

Tazewell Club Tours — Enjoy a tour of the poshest health club facility in town! Punch and cookies (we "left out" the calories!) will be provided at the end of the tour. **9:30 a.m. to 11:30 a.m.**



Lecture/Demonstration at the Galt Apothecary — Topics to be discussed include 18th-century surgery, pharmacy and smallpox. Space is limited to 15 participants. Presentations last 30 minutes. Lectures start at **10 a.m., 11:30 a.m., 1:30 p.m., and 3:30 p.m.**

Visit the stables and Take an Ox-Cart Ride — "Talk with the animals" at the stables! View cattle, sheep and oxen. Children can enjoy an ox-cart ride through the pasture next to the stables.

10 a.m. to noon and 2 p.m. to 4 p.m.

Tour the David Morton House — Richard Nicoll, Coach and Livestock manager, invites us to tour his home. **11 a.m. to 1 p.m.**

Tour the Robert Nicolson House — Richard Schreiber, vice president and chief business officer, invites us to tour his home. **Noon to 2 p.m.**

Hands-on Crafts: Press Room — The Print Shop was the center of activity in colonial times. Help cast the type and operate an 18th-century printing press. Keep your printed copy, too! **12:30 p.m. to 2 p.m.**

Hands-on Crafts: Wheelwright — Put a spin in your afternoon! See and perhaps take part in a demonstration of tiring a wheel. **1 p.m. to 3 p.m.**

Hands-on Crafts: Geddy House — Try your hand at 18th-century needlework. Take your completed project with you! While you are sewing, your children can enjoy 18th-century games. **2 p.m. to 4 p.m.**

Visit the Wigmaker — The staff of the Wigmaker will give demonstrations on weaving hair on a tress loom, rolling hair with clay rods and papers, and combing and styling hair. **2:30 p.m. to 4:30 p.m.**

Tour the Greenhow Tenement — Steve Elliott, vice president and chief administration officer, invites you to tour his home. **2:30 p.m. to 4:30 p.m.**

Sunday, April 1 —

All events will take place on the grounds of Bassett Hall.

Free Old Fashioned Family Picnic — This picnic comes complete with a tent (but NO ants), just in case it rains. **Noon to 3:30 p.m.**

Pony Rides — Children can enjoy pony rides in the field next to Bassett Hall. **Noon to 2 p.m.**

Bassett Hall Tours — Visit the Williamsburg home of the Rockefellers and learn more about them. **Noon to 4 p.m.**

Volleyball Games — Enjoy competition? Challenge your friends and co-workers to a friendly game of volleyball. **12:30 p.m. to 2 p.m.**

Puppet Show — Children of all ages will enjoy the puppet show! **1 p.m. to 2 p.m.**

Horseshoe Games — Try your hand at tossing a few horseshoes! **1:30 p.m. to 4 p.m.**

Products Auction — Following the puppet show, enjoy a fast-paced auction of items from our Historic Area stores. **2:30 p.m. to 3:30 p.m.**

General Accounting touches each of us

“Most people don’t see what goes on behind the scenes. When you think about it, it’s really amazing,” said Jeff Duncan, manager of General Accounting. “It amazes me and I see it every day.”

Jeff refers to the efforts of the General Accounting staff, a group of 22 people whose work—while invisible to most—touches each and every one of us at Colonial Williamsburg in some way.

For instance, in 1989:

- The Accounts Payable section processed more than \$100 million in payments to vendors.
- The Payroll Office oversaw nearly \$55 million in payments to or on behalf of Colonial Williamsburg employees.
- The Disbursements Office coordinated the disbursement of these funds, handling nearly 136,000 checks in the process.
- The Accounting staff, in various ways, accurately recorded, reconciled and reported to the ad-

ministrative officers, directors and managers of more than 300 departments the results of these and other transactions on a monthly basis.

“I think that teamwork is the main point,” Jeff continued. “For example, disbursements are a major accomplishment, done by only two people. Experience is another bonus. We’ve got four employees who have more than 20 years of experience in accounting. They’ve really been a major asset in bringing new people on board, providing training, and doing research for financial information.

“Everyone works hard, but they’re never afraid to set aside their work to answer a question—whether it’s an employee looking for an expense check, a manager trying to reconcile a department account, or a vendor looking for a payment.

“The biggest thing is that we do it all accurately. That’s our main function.”

—Patrick Saylor



Above: Accounts Payable, from left: Georgia Thompson, Julia Sanders, Ivy Canady, Valerie Perkins, Sylvia Ashlock, and Nellie Swann. Not pictured: Janet Higgs.



Right: Judy Brown, of the Disbursements Office. Not pictured: Carol Teel.

Below left: General Accounting, from left: Mary Gummo, Rendell Spratley, Linda Seibert, Patty Aadahl, Susan Close, Tim Crittenden, Linda Baker, Valerie Sheffler, and Carol Robertson.



Right: Payroll, from left: Tom Jones, Collette McKown, Judy Martin, and Melissa Etchberger.

Retirements

Frank Cross

1962: B. Altman’s Department store in New York opens the first Colonial Williamsburg Shop and **Frank Cross** is hired as assistant director of Merchandising.

“I was hired in the Rockefeller’s board room in New York,” said the retiring senior director in Products. “I was hired to build a travelling exhibit which was drafted by Cresap, McCormick and Paget, and designed to sell Colonial Williamsburg products through stores outside Colonial Williamsburg.”

Frank developed products for the first 20 years of his career with Colonial Williamsburg, building the Williamsburg Shops program into almost 100 retail outlets across the United States. When he wasn’t setting up shop in someone else’s store, he was registering our trademarks in the United States and abroad, including the “CW 4 XX” hallmark. Vice president Dick Schreiber credits him with more than half of the reproductions and licenses that Colonial Williamsburg owns.

Frank and his wife of 59 years, Barbara, have occupied the Red Lion Inn for the past 26 years. “She has been my greatest supporter,” said Frank. “In those days they ‘hired’ the spouse, too. My wife was responsible for all the entertaining that helped to establish business contacts

“Though I’m retiring from Colonial Williamsburg, I’m not retiring from the business. I plan to consult with muse-

ums and manufacturers. I also plan to take it easy.”

January 1, 1990: B. Altman’s Department store is dark, quiet, empty. So is Frank Cross’s office

Rozelma Evans

The shirt finisher is the only station at the Laundry that **Rozelma Evans**, counter person, didn’t work during the past 37 years. During the past 20 years, she greeted employees and guests alike with friendliness and hospitality that last year earned her the prestigious Order of the Pineapple.

“After the work was done for the evening, we would get the costumes ready for the Common Glory,” said Rozelma as she recounted stories of the past. “Betty Crocker hosted a national contest for the 50 best cooks in the United States. We had to unpack their gowns, tag them and get them ready for delivery to the ladies’ hotel room.

“I have John Wayne’s autograph as a special thank you for taking care of his clothing during the filming of the Perry Como special. I also have an autograph and memento from President Reagan for taking care of his clothing.”

Rozelma doesn’t regret the 32 years she has spent at the Laundry, and, in fact, would do it all over again. “I worked with some really nice employees and guests,” she reflected.

Since she retired January 1, sewing buttons is the closest Rozelma has come to a needle and thread. She plans to care

for her 80-year old mother and her grandson.

Myrtle Jennings

By her own admission, accounting work isn’t the most exciting work to do, though she did enjoy working with the figures and balancing. **Myrtle Jennings**, accounting clerk, simply liked getting dressed in the morning and having something to do.

During the past 15 years, Myrtle worked a three-day schedule in Accounts Receivable. For the past few years, she worked with the Merchants Square rents, royalties, retiree insurance, future Craft House orders, commissions, and COBRA.

“I really didn’t think that I would be here this long,” said Myrtle. “The biggest challenge was trying to get it all done in three days. My fingers would fly on the adding machine from the time I got there until I went home.”

Myrtle has already filled her days with activity now that she is retired. She and a group of friends walk five miles each day. A devoted grandmother, she spends lots of time with her granddaughter. Myrtle, with her husband, Sydney, is making strides on their restoration project, a 1917 Model T Ford.

“We plan to have it on the road by spring. My job is to get the canvas top and interior finished,” Myrtle said.

—Heidi Moore



“In those days they ‘hired’ the spouse, too...”

—Frank Cross



“I have John Wayne’s autograph as a special thank you for taking care of his clothing...”

—Rozelma Evans

On-Site

Campbell's Tavern

By Leslie Bell

Huzzah, huzzah! Hear ye, hear ye! It's the news from Campbell's Tavern!

Congratulations to George McCarron, old #18, who was named manager of Chowning's Tavern. Way to go, George!

Sasha Diggs visited for the holidays from sunny Florida. Mike Barefoot left us for sunny Florida, where he began school in January.

During the holidays, two Christmas baskets were delivered to former employees. Our Christmas decorations were artistically arranged by Carrie Radcliffe and Don Warden. Our Christmas party was arranged by Bee-Bea Bowden and Gary Randall.

Until next time...

Dept. of Historical Interpretation

By Lin Pearson

By now it's February, and I sincerely hope the Farmer's Almanac is right in predicting a mild winter. Late fall was anything but mild; however, we survived.

We're losing Wendy Howell to Foodways, but look forward to seeing her in the kitchens. Good luck!

Congratulations to our new managers, supervisors and lead interpreters. Here's to a smooth transition and a winter of easy shifting of gears.

To those supervisors rejoining our ranks, welcome home! To Shirley Jenkins, who is retiring, enjoy! To those maintaining their status as supervisors, see you soon!

Many thanks to all of you for dedication above and beyond the call of duty over the years, for being there during this past year of "changing over," and for all the little things you've done for which you were never thanked. We really did appreciate it. Good luck to all!

Happy New Year to all. We're looking forward to 1990, with all its proposed changes, and hoping for a really great year. Best wishes for good health, prosperity and good friends.

Williamsburg Inn

By Elizabeth Parsons

December was a very busy and wonderful month at the Inn. John Hallowell held an open house for all employees. Viester Ruspis achieved 100 percent of her goal for our Christmas basket. Evelyn Coleman was hostess for our employee Christmas party, which was a success.

As we said goodbye to 1989, we also bid farewell to these employees who left for other jobs or moved to new places: Starbuck Bennett, John McMillan, Tom Steinhauer and Ervin Keith.

King's Arms Tavern

By Herb Harris, Marjorie Stieffel and Tal Ambrose.

Happy New Year from everyone at King's Arms Tavern!

Good luck and goodbye to Dave Clemmons. We wish you much success on your new job in San Diego. Adios, Brian Grimsley, Scott Callis and Lambert Holm.

Congratulations, Lori Abbate. We wish you the very best. Congratulations to Patti Willard on your graduation from

the College of William and Mary. We wish you much success.

Welcome back, Philip Forgit. We're glad you survived the earthquake. Good luck as our new shop steward.

Congratulations to our newest waiters: Lyle Harlow, Judd Hark, Muriel Liberto, Karen Gallagher, Loren Reller, Doug Higginbotham and Ann Tysiak.

A big thank you to everyone who made the holiday season a success!

Museums Division

By Barbara Banks

The Furniture Lab recently completed conservation of the Benjamin Bucktrout Masonic Master's Chair. This project involved a great deal of research and laboratory analysis. Because of the variety of materials and conservation problems present in the chair, the project drew upon the skills of many in the Conservation department.

Those who contributed to the effort included Wallace Gusler, Leroy Graves, Carey Howlett, Jon Prown, Steve Ray, Julie Reilly and Albert Skutans, as well as intern Martha Edwards and technician Angela Kotakis.

The chair is currently on loan to the Minneapolis Museum of Art for the exhibition, "The American Craftsman and the European Tradition," for which Wallace Gusler is guest curator.

At Ramblewood Lodge, Charlie Kendrick, assistant conservator of Arms and Metals, supervised the treatment of more than 400 objects of Sheffield Plate known as the Kirby Collection. It is on exhibit in the Wallace Gallery. Assisting Charlie were Steve Ray, assistant conservator of Objects; technicians Karin Goldstein, Angela Kotakis, Sue Taylor, J.P. Mullen; intern Sue Kirby; and Joyce Meyers, whom we borrowed from Historical Interpretation.

Loreen Finkelstein, associate conservator of Textiles, has been working on objects to go in the exhibit, "Selections from the Textile Collection" at the Wallace Gallery. Loreen, along with Barbara Black in the Costume Design Center, is an editor for the newsletter of the Southeast Region Chapter of the Costume Society of America.

A flood recovery party was held at the 'DeWett' Wallace Gallery in recognition of the flood recovery teams' efforts. Treats and eats were everywhere. Our featured film was, "Friday the 18th." Sweatshirts were given to team members. It was a ball. Thanks to Ms. Rumford and everyone who helped to make it a success.

"Treasures of American Folk Art from the Abby Aldrich Rockefeller Folk Art Center" is on exhibit at the National Museum of American Art, Smithsonian Institution, in Washington. The exhibit is on display through February 17.

Information Systems

After a long absence we're back and ready to report on what's happening in our department. First of all, Information Systems has reorganized! We'll give you our news by departmental sections to help you learn our new structure.

The **Administration** is comprised of Jim Bell, director; Renate Daigneault, office manager; Joan McIntosh, department secretary; and Martina Rouse, information clerk.

The newly-organized **Business System Team (BST)** is comprised of Pete Watson, applications consultant; Verna Nye, applications analyst/programmer;

Nancy Moore, microcomputer systems analyst; and a team leader to be announced. The members of the BST are responsible for working with the following groups to develop systems needs and solutions: Hotel Properties, Products, and Admissions Marketing.

The BST will be busy in 1990, installing new versions of the HRGAS (Hotel Reservation Guest Accounting System), IRIS (Integrated Retail Information System), and the Mail Order systems. Also, we will be implementing a new system for the hotels called Yield Management, and we are planning to implement a new point-of-sale system across the entire Foundation. We will be working with our PC clients to help maximize the use and benefits of their systems and applications, as well.

The **Administration/Finance Information Systems (A/FIS) Team** includes John Rossi, applications consultant; Mike Binsfeld, applications analyst/programmer; Jeannie Burch, applications analyst/programmer; Peg Wagner, microcomputer systems analyst; and a team leader to be announced. This section is responsible for lending IS support to Accounts Payable, General Ledger, Human Resources and the Development office.

The **Education and Research Information Systems (ERIS) Team** is responsible for providing IS support to departments in Education and Research functions of the Foundation. Team members include Wayne Williams, team leader; Mark Ferguson, applications consultant; and Beth Nagle, microcomputer systems analyst.

The **Systems Administration and Operations (SAO) Team** is responsible keeping our mainframe computer and telephone systems up and running smoothly. It includes Jim Fallen, team leader/manager; Carol Marley, lead systems operator; Gregg Arriaga, systems operator; Terri Davis, lead systems operator; Jenny Otey, lead systems operator; and Nettie Williams, supervisor, Telephone Operations.

Our telephone operators are Bonnie Austin, Diane Cloutier, Katherine Davis, Catherine Dodd, Sally Gray, Evelyn Kilmon, Barbara O'Connell, Linda Paxton, Shirley Payne, Laura Taber, Nereida Velasco, Estelle Ware, Jeanne Westwood, Maureen Whaley and Jeannette Wheaton.

The telephone operators will be trained on a "Personal Computer Server (PCS)," which is a better processor than our current equipment. It has a larger capacity, the screens are better organized, and it will process information faster. Eventually, the Hotel Properties system will be integrated into the system. The biggest advantage to this change is that it is on the UPS, or uninterrupted power supply.

The **Telecommunications** team is comprised of Rick Gunther, manager; Pete Wrike, telecommunications consultant; Arlyne Derringer, telecommunications assistant; Ellen Coleman, network control analyst, Voice, and Ron Buck, network control analyst, Data. This team is responsible for helping customers arrange new telephone service, update existing service, administering the AUDIX system and other telecommunications matters.

The **Customer Support Services (CSS)** team is responsible for providing technical training and support for customers throughout Colonial Williamsburg. Members of the team are Tom Shanks, manager; Cynthia Allen, computer training specialist; and Dennis Smith, microcomputer support analyst.

Patty McIntyre, Mary Hall and Dianne Gilette in Archives and Records on their January service anniversaries.

Well, that's about all for now. You thought we were going to write a book, didn't you? See you next time--same place, same column.

Reporters: Joan McIntosh, Administration; Pete Watson, BST; Mike Binsfeld, A/FIS; Beth Nagle, ERIS; Carol Marley and Jeanette Wheaton, SAO; Ellen Coleman, Telecommunications; Cynthia Allen, CCS; and Donna Cassell, Archives and Records.

Laundry

By Stephanie Brown

Thanks to Jim Gordon, who pinched for Fred Clark while he was away. We missed Mr. Clark, but always enjoy working with Mr. Gordon.

Congratulations to Calvin Lee on finishing a course in Dry Cleaning. It was sponsored by the International Fabric Institute (IFI), and was held in Roanoke.

Congratulations to the following on making perfect attendance: Fred Clark, Thelma Cassell, Donald Morman, Herman Hatchett, Ann Taylor, Rozelma Evans, William Lawson, Robert Lawson, William Crew, Cleveland Johnson, Shirley Billups, James Young, Jeannette Brown and William Wallace. Keep up the good work!

Welcome to all the new employees who have joined us since the summer. We hope your employment at the Laundry will be happy.

We are embarking on getting a new washer. Can you believe that? With all our space, we'll be getting a new washer in the washroom soon.

Goodbye to Rozelma Evans, who has retired. Rozelma worked at the Laundry for more than 30 years! She will be greatly missed by all of us. Miss Roze (my name for her), you are an inspiration to us all and we love you. Miss Roze will be taking care of her grandson, Man-Man.

Remember, love conquers all!

Collections

By Laurie Suber

We've had some important milestones in Collections! John Austin was honored with the Order of the Pineapple award in December. We've always known that he's a "Pineapple Person," but are glad that the Foundation made it official. It couldn't have gone to a more deserving individual, John!

We also have a new employee in our ranks. Monica McConnaghy is our assistant registrar. Monica is continuing the good work she began as an intern in our department. I think I saw sparks flying from her fingers as she entered collection management data into the computer! We may have a new world's record in progress. After six months of hard work, Phase I of our data entry into the mainframe computer is complete.

Our entire staff has been extremely busy with several big projects. The annual cleaning of the exhibition buildings requires assistance from almost everyone in our building, working together with Conservation and F&PM. The buildings look great. If you look closely, you can almost see them bracing themselves for another million visitors!

Coinciding with cleaning the buildings were the usual preparations for Antiques Forum--another sellout! Two of our staff are giving afternoon lectures

in the Hennage Auditorium, and volunteer John Hyman will present a lecture one evening.

As if those projects were not enough to keep us off the streets and out of trouble, we also helped put the Wallace Gallery exhibits back together in time for the January opening. For the most part, the gallery looks like the same old friend we knew before the freak flood. A few changes have been made, though. Curators are never satisfied to leave well enough alone!

Architecture and Engineering

By Phil McCormick

Lawrence Leslie (Facilities Maintenance) and Phil McCormick were recognized for 15 years of service in December. Anniversary dates for Lawrence and Phil are December 16 and 23 respectively.

Kent Brinkley has transferred to Landscape and Facilities Maintenance. A farewell party was held during which he was presented with a book on gardens.

Larry Rowland coordinated the eighth annual Energy Management Conference January 15 and 16. This was the second consecutive two-day program, with four guest speakers on day one, and a choice of three workshops on day two.

Bill Gardiner welcomed all with an overview of the energy picture, locally and globally. Lead-off speaker was Dr. James T. Rhodes, president, Virginia Power. Manufacturers' exhibits, refreshment breaks and buffet lunches were offered daily.

Moses Gayles has been accepted in the Masters in Architecture program at Catholic University. On his last day with us he was treated to lunch and given two books published by CW.

Scott Spence, assisted by Mark J. Wenger, is teaching a class at Hampton University on how to do a HABS (Historic American Building Survey) set of measured drawings. The course is a pilot program of the American Institute of Architects' Historic Resources Committee, of which Scott is a member, and HABS, U.S. Dept. of the Interior.

The objective is to increase measured drawing courses in schools, with other schools engaged in similar pilot programs. HABS drawings, including many of the 18th-century Williamsburg buildings, are part of the Library of Congress.

As a first project, the Hampton U. students are documenting the Wigwam Building, one of the oldest buildings on campus, a three-story brick structure of the 1870's, built and used by American Indians

Will Gwilliam and Kent Brinkley are conducting beginners' and advanced sketch classes for 22 CW employees.

Representatives of the A&E team, with interested parties from other departments, attended a slide presentation on the principles of moisture vapor and water related to the building envelope. Guest speaker was Joseph Lstiburek, former director of Research at the Housing and Urban Development of Canada, and developer of the Air Drywall approach to air sealing. These principles are pertinent to preservation of our historic buildings and newer facilities.

Anniversaries — January and February

10 Years

Mark R. Wenger - *Historian, Foundation Architect's office*

Heidi Moore - *Employee communications coordinator, External Affairs*

Roy Underhill - *Director of Interpretive Development, HAPO*

Charlie Blaha - *Training specialist, Human Resources*

Peter Van Tol - *Director of Purchasing and Materials Management., ED&AS*

Pat Parkin - *Staff accountant, Finance*

Mary Halwachs - *Floating secretary, Office Services., ED&AS*

Kevin Cooke - *Broiler cook, Inn, CWHPI*

David Cooper - *Maintenance service worker, Hotel Services, CWHPI*

15 Years

Sara Howard - *Supervisor, Inn, CWHPI*

Libbey Oliver - *Manager, Flower section, F&PM*

Joan Gordner - *Historical interpreter, HAPO*

Nancy Moore - *Analyst, Information Systems, Administration*

Isiah L. Frazier - *Senior gardener, Golden Horseshoe, CWHPI*

Claire Johnson - *Historical interpreter, HAPO*

Peggy Howells - *Museum Studies administrator, HAPO*

Hazel Nelson - *Historical interpreter, HAPO*

Harriet MacNeil - *Historical interpreter, HAPO*

Carrie Wallace - *Visitor aide, HAPO*

Georgia Phillips - *Visitor aide, HAPO*

Beverly Haken - *Historical interpreter, HAPO*

David Salisbury - *Journeyman, Historic Trades, HAPO*

Jean Hancock - *Sign-in/Orientation coordinator, Human Resources*

Mary Hall - *Clerk, Archives and Records, Administration*

Bridget Smith - *Clerk, Commissary, CWHPI*

John Hill - *Keeper of the Magazine, HAPO*

Bob Rowe - *Supervisor, Blacksmith Production, Business Operations*

Daryle Combs - *Assistant supervisor, Visitor Aides, HAPO*

Bob Albergotti - *Visitor aide, HAPO*

Ralph Gill - *Assistant foreman, Maintenance, Hotel Services., CWHPI*

Sara Cousins - *Manager of Visitor Aides, HAPO*

Anna Woodall - *Foreman, Facilities Maintenance, F&PM*

20 Years

Prince Wallace - *Shields associate, CWHPI*

Dave Harmon - *Superintendent, Golden Horseshoe, CWHPI*

Joe Rountree - *Director of Publications, Administration*

Willie Parker - *Master, Printing Office, Historic Trades, HAPO*

Marcia Miles - *Secretary, Lodge, CWHPI*

Lee Whitby - *Supervisor, Bus Operations, ED&AS*

25 Years

Phil Moore - *Project specialist, Facilities Maintenance, F&PM*

Harold Amos - *Painter, Facilities Maintenance, F&PM*

John Davis - *Senior curator, Collections*

Robert Lawson - *Utility worker, Commissary, CWHPI*

James Kee - *Sauce cook, Lodge, CWHPI*

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Welcome!

Debora Green - *Secretary, AARFAC*

Lillian O'Donnell - *Information Systems*

Donald Warden - *Host, Campbell's Tavern*

Patrick Lawlor - *Host, Campbell's Tavern*

James Freeman - *Senior custodian, Wallace Gallery*

Monica McConnaghy - *Assistant registrar, Collections*

Vinson Berry - *Assistant Restaurant Manager, Lodge*

Deceased

William G. Daniel (retired) - *Utilityman, Cafeteria*

Lena Fennell (retired) - *Salesperson, Craft House*

Nathaniel Smith, Laborer - *F&PM*

Robert F. Simms (retired) - *Antique Furniture Maintenance, Collections*

John W. Bowden (retired) - *Equipment operator, Landscape Maintenance, F&PM*

William T. Knight (retired) - *Head houseman, Inn*

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