

Visitors continue to say CW people are the best

CW people are ever the best at providing friendly, courteous service to our visitors and guests. Here are some comments from recent visitors:

Elizabeth Oppenheimer, of Richmond, recently visited with her teen-aged grandchildren. She was so impressed by historical interpreters **Tom Hay** and **Steve Holloway**, that she shared it with Jane Strauss of the department of Historical Interpretation. Mrs. Oppenheimer said she was impressed by Tom's "grasp of the period," and found Steve to be "especially accommodating and informative."

"We find Williamsburg personnel friendly, courteous and always willing to help," wrote Mr. and Mrs. Roy Chew, of Ephrata, Pennsylvania, on their guest comment card. "The interpreters enjoy interacting; it makes the visit pleasant and educational." They were especially complimentary of **Walter Johnson** of Security and Safety. "He was very helpful in time of need," they wrote, "...courteous and competent."

It isn't just visitors who benefit. David Secrist, assistant manager at Shields Tavern, recently wrote of some special help he received from **Calvin Lee** and **Herman Hatchett** of the Laundry. "December 29 was a very busy day for the restaurants. Shields ran out of linen napkins and only had enough to serve the first dinner seating," Secrist wrote. "I called the Laundry at 5:30 p.m. on the chance that someone was there. Calvin answered and listened to my problem and offered to help any way he could."

To make a long story short, Calvin, Herman and others at the Laundry jumped in and

solved the problem. Their "attitude and quick reaction to our situation really helped us prevent a possible disaster," wrote Secrist. "People like [this] make me proud to be a part of the Colonial Williamsburg team."

Sometimes, good service pays off in some unexpected ways. **Mildred Lewis**, a waitress at the Lodge, recently received a "huge" tip from a guest who had recently won the lottery. He remembered her "friendly and kind service" from previous visits, "before he was rich." A desk clerk and bellman were also tipped heavily.

Hats off to **Tom, Steve, Walter, Calvin, Herman, Mildred** and everyone who works to go far beyond what our visitors expect.

Nicholas Pappas to retire April 1

Nicholas Pappas, foundation architect since 1982, will retire on April 1.

Since joining Colonial Williamsburg, he has been directly involved with major restoration and reconstruction projects such as the John Greenhow Store, James Anderson's Forge, Shields Tavern, the Dr. Barraud House, the slave quarter at Carter's Grove and the Courthouse. His responsibilities have included monitoring preservation standards and practices in the Historic Area and general oversight of our architectural conservation and architectural research efforts.

"Nicholas has demonstrated many times during his career at Colonial Williamsburg his deep commitment to the fundamental mission of the Foundation, his ability to balance standards of historical authenticity with the needs of visitors and the requirements of interpretation," said president Chuck Longworth in a recent memo to administrative officers and

directors. "His amiable professionalism has made him such a good colleague to all of us who have been privileged to work with him. Nicholas has made a significant contribution to the work of historic preservation at Colonial Williamsburg."

Share the Weight Watchers success

In the past five years, participants in the Weight Watchers-at-Work sessions at Colonial Williamsburg have lost over 3,000 pounds. In the current 10-week session, members have already lost over 245 pounds. You can join this successful program.

The next 10-week session begins March 20. The group meets on Wednesdays, from noon until 1 p.m. Participants receive support and encouragement from the group, share menu ideas and recipes, increase their self-confidence, and plan strategies to help overcome weight-related challenges.

The registration fee of \$99 (if 24 or less join) is due Monday, March 11. Please call Sue Houser at extension 7029, #1 for more information.

What's happening

- ✓ Architectural Photography Exhibit, Foundation Library, March 11 to April 19.
- ✓ Nimble Thimbles, Mondays, 5:30-7 p.m., Motor House Caucus Room. For information call Brenda Pruitt at ext. 7658.
- ✓ CW Chorus rehearsal, Tuesdays at 5:45 p.m. in the Center Room, Motor House.
- ✓ Fencing, Tuesdays, 5:45 p.m. in the PTB.
- ✓ Hammerman of Williamsburg Central Library, Wednesday, March 6 at 2 p.m.



1991 Leave of Absence policy for military reservists

During 1991 any regular employee who is a reservist and is recalled to active duty will be granted a leave of absence and paid the difference between his or her regular pay and military pay for up to six months.

The reservist may elect to continue coverage under Colonial Williamsburg's health and life insurance programs for the entire leave period, with the exception of the extra coverage for Accidental Death and Dismemberment, which is not allowed under our insurance contract.

Our new policy, adopted earlier this year, places us among the most progressive of employers. Colonial Williamsburg has long supported its military reservists and their important contributions to our country.

For more information, please talk with your supervisor or call Mary Anne O'Connor at ext. 7122.

VITA

Free Income Tax Assistance
Thursdays, 2 -8 p.m.
Call ext. 7029, #2 for an appointment.

Human Resources announces reorganization

Lynn Bloch, director of Employment, has announced her resignation effective later this year. She will be relocating with her husband to another state.

In anticipation of Lynn's departure, Kathy Whitehead, vice president of Human Resources, announced the following changes which become effective March 11.

Pam Reiss will become director of Employment and retain her present responsibilities as CW Affirmative Action Officer.

Barbara Wielicki will assume Pam's current responsibilities for employee and labor relations, the employee assistance program and hospitality and courtesy. Barbara will retain her responsibilities

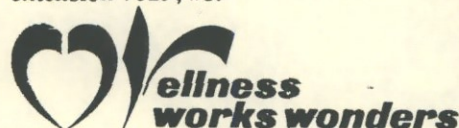
for the child care center, recreation, fitness and the VITA programs and other employee services. Barbara's new title will be director of Employee Relations.

Lynn's new title will be director, Human Resources Special Projects. There will be no changes to the other Human Resources department: Compensation and Benefits, Human Resources Development, and Human Resources Information Services.

TOPS—Take Off Pounds Sensibly

If you are interested in an alternative, self-directed weight loss group TOPS - Take Pounds Off Sensibly - may be for you. The area captain, Gwen Rutherford, will be at the Personnel Training Building at noon on Friday, March 15, to talk about this program.

TOPS is a non-profit national organization that features low annual membership fees. Your diet and weight goals are set and monitored by your doctor. TOPS provides group support which relies on members taking active roles in the meetings by leading programs and collecting money. For more information, call Sue Houser at extension 7029, #8.



Turn trash into cash at yard sale

It's time to do some spring cleaning and make a few extra dollars, too! The employee yard sale, sponsored by the Hospitality and Courtesy Committee, will be held on Saturday, April 6, at the corner of First Street and Capitol Landing Road between 8 a.m. and noon. The rain date, if we need one, is April 13.

Call Donna Whalen, ext. 7118, for your application, which is due on Friday, March 29.

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

Keep in mind that this is a yard sale, not a hobby and craft sale.

Don't miss this opportunity to turn trash into cash. Please call Donna Whalen, ext. 7118, for more information.

Visitor Center hours of operation

Beginning Monday, March 11, the Visitor Center will be open from 8:30 a.m. to 6 p.m. The satellites at Merchants Square and the Greenhow Lumber House will be open from 9 a.m. to 5 p.m. The Robert Carter North Quarters will close until further notice.

Please contact Rob Weir on ext. 7615 if you have any questions.

Join the campaign for healthier babies

The March of Dimes WalkAmerica in Williamsburg will begin at William & Mary Hall on Sunday, April 21. Sign up to receive a sponsor sheet and collect a minimum of \$25. Ask your friends or family members to sign-up and walk with you—or ask your fellow employees to form a team. Teams from one area could challenge other teams to recruit the most walkers and raise the most money for the March of Dimes.

When you join this campaign, you will help make a difference in the lives of our tiniest citizens. The March of Dimes focuses on the awareness of quality prenatal care so that prematurity, birth defects, and infant mortality rates are reduced. The State of Virginia ranks 33rd in the nation in infant mortality.

Call Sue Houser at extension 7695 today to register for the Colonial Williamsburg Team and receive your T-shirt. Together we can help all babies get a healthier start in life! Volunteers are needed to help coordinate this event for Colonial Williamsburg employees, retirees, and family members. If you would be interested in working on this event, please call Sue.

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