



CanadPRIDE

CANAD INNS ONE OF MANITOBA'S TOP 25 EMPLOYERS

The tradition and success of Canad Inns has always been based on the hard work and dedication of our employees. We would like to thank all of our team for that commitment.

Now entering its 10th year, Canada's Top 100 Employers is an annual competition to recognize Canada's best places to work. This program identifies the companies and organizations that lead their industries in attracting and retaining employees. One of the many components of the program is a provincial listing. Now entering its fourth year, Manitoba's Top Employers recognizes the Manitoba employers that lead their industries in offering exceptional places to work.

Employers are evaluated using eight criteria:

- (1) Physical Workplace.
- (2) Work Atmosphere & Social.
- (3) Health, Financial and Family Benefits.
- (4) Vacation & Time Off.
- (5) Employee Communications.
- (6) Performance Management.
- (7) Training & Skills Development and;
- (8) Community Involvement.

We are proud to announce that CANAD INNS has been named one of Manitoba's Top 25 Employers. The Winnipeg Free Press will announce the winners in their Saturday, October 31st edition.

The Top 25 Employers designation is a reflection of your efforts in making Canad Inns a great place to work. This recognition truly underlines that at Canad Inns we are Professionals Serving Professionals, Our Family Serving Families.

Our collective efforts have made this accomplishment happen. With all of your continued support, the best is yet to come!

On behalf of our Management Team, congratulations to all of our 2800 family members.



IN THIS ISSUE:

Canad Inns One of Manitoba's Top 25 Employers

Great Things Are Brewing

Seattle's Best Launch

Starbuck's Now Open

Casino Night

United Way Plane Pull

Jeff Demarcke

Habitat for Humanity

Alexander Keith's Birthday

Portage's Management Retreat

Radisson's One Year Birthday

Lorne Perrin Honoured

Give Em The Pickle

Duck Race in Portage

Dale Hickey, Eager to Help Others

Adventure Club Winner

WE WANT TO HEAR FROM YOU!

Please send your human interest story, focus your "beacon" on a fellow colleague, send your ideas for articles and your photos to:

newsletter@canadinns.com



GREAT THINGS ARE BREWING

This summer Canad Inns went through an extensive search with regard to our hot beverage offerings. The end result of that search was a relationship with Starbucks Canada and their Seattle's Best brand of coffee and Tazo tea.

From September 28th to October 2nd Canad Inns Destination Centres and AALTOS Garden Cafes celebrated the launch of our new coffee and tea brands. The launch tied into the kick off of our annual United Way campaign. For each coffee sold, we were able to donate \$ 1.00 to the United Way of Winnipeg and Hunger for Hope.

As part of the launch, Leo Ledohowski and Jamie Peters, from Seattle's Best Canada, hosted a Media & Dignitaries day on September 29th. CJOB 680 AM was on hand for a live full morning broadcast and our Seattle's Best street team followed up Monday's delivery of media gift baskets with hot coffee on the Tuesday.

All of our Canad Inns Destination Centres participated in the launch:

Monday, September 28

Canad Inns Destination Centre Garden City
Canad Inns Destination Centre Portage le Prairie



Tuesday, September 29

Canad Inns Destination Centre Polo Park
Marked the media launch with CJOB's morning show and Hal Anderson broadcasting live from AALTOS Garden Cafe.

Wednesday, September 30

Canad Inns Destination Centre Fort Garry

Thursday, October 1

Canad Inns Destination Centre Windsor Park
Express by Canad Inns
Canad Inns Destination Centre Brandon
Canad Inns Destination Center Grand Forks

Friday, October 2

Canad Inns Destination Centre Transcona
Canad Inns Destination Centre Club Regent Casino Hotel

Congratulations to all properties who did a great job of decorating, fundraising and showing off Canad's community spirit!





**SEATTLE'S BEST UNITED WAY COFFEE DAY
CANAD INNS DESTINATION CENTRE TRANSCONA**



**SEATTLE'S BEST UNITED WAY COFFEE DAY
CANAD INNS DESTINATION CENTRE WINDSOR PARK**

On Thursday, October 1st, Canad Inns Destination Centre Windsor Park welcomed customers with Seattle's Best Coffee. Many customers have been coming here for years and have become part of our big family. As evidenced in the pictures, they (the customers) raised their red Seattle's Best mugs to Canad Inns Destination Centre Windsor Park for donating \$1.00 to United Way for every cup of coffee sold that day.



**SEATTLE'S BEST UNITED WAY COFFEE DAY
CANAD INNS DESTINATION CENTRE GARDEN CITY**

Very early on Monday, September 28th for the Seattle's Best launch, the Canad Inns Destination Centre Garden City crew were out on McPhillips Street flagging down the sleepy drivers to invite them to their drive through coffee stand.

A special thank you to Katie who wore the Canad Inns mascot costume all morning!



STARBUCKS NOW OPEN

On September 21st Starbucks opened in the Radisson Hotel Winnipeg Downtown by Canad Inns. Starbucks is located in the lobby and is a beautiful first impression for hotel guests and visitors. Congratulations to Manager Alisa Patterson and our new Starbucks Canad Inns' staff.



CASINO NIGHT AT STEREO

On September 29th, Canad Inns Destination Centre Windsor Park held a Casino Night. With ticket sales, 50/50, and the live auction, they raised \$ 1,100.00 for the United Way.

Dan Lussier (CFO), Taras Sokolyk (CEO) and Cliff Graydon (MLA for Emerson) and many staff and friends, spent the evening at the blackjack and poker tables. About 150 people attended the event earning thousands of casino dollars. They spent all of those dollars and more of their own dollars on the amazing prizes donated by many generous employees and suppliers.

Bryan Fosty was the biggest winner of the evening...showing off his flair bartending skills, flames, music and all. Bryan walked away with \$ 500.00 cash, a \$ 50.00 gift certificate for 'I Bistro and a one night stay in the Penthouse Suite at Canad Inns Destination Center Grand Forks.





UNITED WAY PLANE PULL

TEAM CANAD assembled another strong competitive plane pull team for 2009. The goal of the competition is to pull a 191,000 pound aircraft, a distance of 10 feet in the shortest time. Having won the plane pull in 2007, with a time of 8.39seconds, and following the loss of the title in 2008, TEAM CANAD was hungry for victory. The plane pull team was made up of 20 participants from several Canad Inns properties.

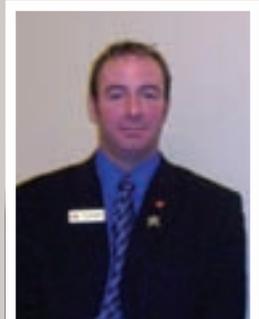
TEAM CANAD met for a team breakfast at Canad Inns Destination Centre Polo Park, and then departed for Stevenson Aviation. 1500 people attended the high-energy UNITED WAY opening ceremonies that was complemented with a warm, sunny day. While the competitive spirit of all teams has gotten better every year, TEAM CANAD rebounded and posted a time of 8.56 seconds. This time stood as the fastest pull, until the end of the day when the Canadian Armed Forces team from 17 WING pulled the aircraft in 8.47 seconds. Sources later advised that the 17 WING team had been practicing on several occasions by pulling a C-130 Hercules aircraft at the airbase. While it is believed practice assisted their time, we had a great day as we PULLED FOR THE WAY.



JEFF DEMARCKE NOMINATED FOR CHAMBER AWARD

Jeff Demarcke, General Manager of Canad Inns Destination Centre Portage la Prairie, has been nominated for the Outstanding Contribution to the Community Business Executive Award. The 2009 Best Business Awards are presented by the Portage la Prairie Chamber of Commerce. The awards will be presented at the 2009 Best Business Awards Gala on October 23, 2009 at Canad Inns Destination Centre Portage la Prairie.

On behalf of the entire Canad Inns family, we extend congratulations to Jeff on this well deserved nomination.



HABITAT FOR HUMANITY

This year, many members of our Canad family took part in spending time throughout the summer building houses for those less fortunate. Although there were many that needed lessons on how to use a hammer and nail, and many that left with swollen thumbs, the team effort was amazing!

The Habitat for Humanity crew took very good care of us. They fed us almost every 15 minutes to keep our strength up.....or maybe to keep us out of the way! It was a great way to spend the day.

Our family came together to help eleven other families have a home.

Great Job Team Canad!!



ALEXANDER KEITH'S BIRTHDAY

Jennifer – congratulations on your Alexander Keith party on Monday. I have heard nothing but positive comments on the party. I wanted to share this with you, as I have never had this happen to me before. I got an email sent to me from a customer that was at the event. A happy Keith's drinker and Tavern United customer... a testament to what the right tools and people behind a promotion can do.

Scott Shupeniuk
Labatt Breweries of Canada

Jennifer, some feedback on the outstanding efforts that the Tavern United staff at Garden City turned in for Alexander Keith's birthday party. As soon as you walked in, you knew that something exciting was happening. The staff had formed a committee to draft plans for the event. The Tavern was tastefully decorated with balloons, lobster cages, nets, streamers and pennants. They constructed a huge plywood birthday card for all to sign. They brought us antlers with our cold Keith's. I now understand the "antlers" after it was explained to me.

The kids were really excited with their efforts. They even made their own costumes! Was that really Alexander Keith behind the bar? You just can't buy that kind of energy! It was all done in an atmosphere of fun. Our group would have REALLY liked to stay longer but family life beckoned and it was a Monday. None of us won the fridge (I hope sales were strong - it wasn't from lack of trying).

I have enjoyed lots of events and this was a great promotion. Congrats all around. Hold True!!

Bob Morgan





CANAD INNS DESTINATION CENTRE PORTAGE LA PRAIRIE MANAGEMENT RETREAT

The Management of Canad Inns Destination Centre Portage la Prairie spent a wonderful day Ziplining at Hy Wire Ziplining Adventures near Manitou, Manitoba.

All enjoyed the 2 hour adventure zipping over ravines 150 feet above ground level. After the event, everyone was hosted to a delicious BBQ at the home of Andrea O'Brien, Guest Service Manager.

Andrea's husband Adam served as the Chief Cook and Babysitter.



RADISSON & CANAD INNS CELEBRATE ONE YEAR

Every payday, Radisson hosts a staff luncheon where staff members get together, donate money to charity and enjoy lunch. Recently the team held an impromptu Canad Inns / Radisson birthday / anniversary / new year's party theme. A great turn out of 52 team members and a lot of fun.



LORNE PERRIN RECOGNIZED BY THE TOURETTE SYNDROME

In a ceremony held during the National Conference on Tourette Syndrome in Mississauga, Ontario on October 5th, Lorne Perrin won the prestigious Richard Stein Quality of Life Award. This award is presented by the Tourette Syndrome Foundation of Canada to an individual who has contributed outstandingly to make a difference in the lives of individuals with TS. Lorne has volunteered as a Director of the TSFC for six years and has served as Secretary, Vice-President and recently President. Lorne has also been instrumental in the operation of the Winnipeg Chapter, helping to ensure that it continues to serve families and individuals dealing with TS in Manitoba. His work ethic, humility and kindness make him a role model to everyone who works alongside him.

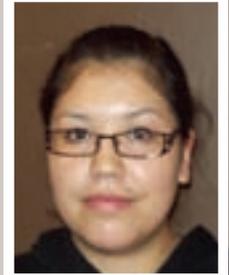
Rosie Wartecker
Executive Director



GIVE EM THE PICKLE

Canad Inns Destination Centre Polo Park

Recently Melissa Hudson, a housekeeping supervisor at Canad Inns Destination Centre Polo Park, went into a room to check the water inventory. She came across a purse in the garbage can with an envelope containing \$ 1600.00. She immediately handed the money into management. After some investigation and a few days later, the money was back in the hands of our guests from England. They were ecstatic they got their money back and gave Melissa a \$100.00 reward.



Thanks for everything! It was absolutely wonderful! The room looked amazing, the food was great, and things couldn't have gone better! I especially want to thank the banquet manager (Edgar) who did a marvelous job! He took care of the situation when we ran out of vodka and kept things running smoothly all night long. And thank you Trish for all of your help these last few months - we really appreciate it.

Jacque

A big "Give Em the Pickle" award to the Maintenance Team at Canad Inns Destination Centre Polo Park.

They are working hard to transform the hotel's Kids Theme suites into Executive rooms - all on their own!

Great Job!



Canad Inns Destination Center Grand Forks

I wanted to send a short note to share with you about a couple of your employees that really went the extra mile to ensure my visit at your property went well during our recent CAPPA 09 conference. Cheri Reitmeier and Sarah Desgrez are two of the most pleasant, guest focused staff that I have ever had the pleasure of working with. Both Cheri and Sarah met and interacted with me and others throughout the conference at many of the social events that were held. The thing that really stands out in my mind is how they consistently ensured that everyone present at an event were overwhelmed not only with good food, but that their presence was valued by your hotel staff. I have stayed at many hotels, but the quality of customer service provided by these two ladies make your property stand out as having "raised the bar" on how to professionally take care of your guests.

Steven McClain
CMS Administrator/Training Coordinator





GIVE EM THE PICKLE con't

Canad Inns Destination Center Grand Forks

Wanted to send a note to say how impressed we were with your hotel on our two day stay. When we arrived the two people at the front desk were fantastic. Being in the service industry I have very high expectations from people. We got our room which the kids loved and settled in for the night. Around 10 pm we noticed that the room was not cooling down and the kids were sweating in their bunk beds. I called to the front desk and within minutes they had someone come to our room and checked on the a/c. Apparently it was not going to come on. The service guy was also very polite and professional and within 10 minutes they had switched us to another room, larger I might add. We ate in the restaurant for breakfast and I could not believe the front desk girl in the restaurant. She was bubbly, enthusiastic and made the morning a little better. The food was great and we enjoyed the service immensely. We spent the day in the water park and ordered room service in the evening. The water park, as you know, is a big hit with the kids. If they didn't get hungry they would never leave the pool area.

So thank you again for the great vacation and great staff you have there.

Rodger Salm - Petland Canada Inc.

Canad Inns Destination Centre Transcona

Wanted to let you know how very impressed we were with you and your staff. We have all agreed that this has to be said because it seems that our world is so full of negative things that some positive things have to be said. We actually started planning this wedding a year ago - with Kristina Fosty who was a personal friend of ours. When we found out she was leaving, it was a "oh no" now what do we do. Our fears were put to rest upon meeting Elizabeth and her happy go lucky attitude and "try and keep calm" words of wisdom especially to me. Also Elizabeth, thank you for the emergency music man - he was great! There was nothing but good things said to us from our guests about the room and how it was set up, how quick the staff was with dinner and how delicious everything was. To be honest, we did not have one complaint. Thank you to Elizabeth for staying longer, and of course to Todd who also looked after us and who put off his vacation for us. We thank you all from the bottom of our hearts for making this an absolutely wonderful day which we will never forget!

Cathy & Kevin Drenna ~ June & Roger Bilyk ~ And of course the bride and groom, Breanna and Brennan Bilyk



I wanted to comment on how pleased I was with the service I received at Canad Inns Destination Centre Transcona. Four years ago my daughter held her wedding reception at Canad Inns Destination Centre Portage la Prairie. When I was faced with trying to organize a rehearsal dinner for my son's wedding in Winnipeg, it was natural for me to look at Canad Inns in Transcona as it was close to their rehearsal and wedding venue. It is always difficult to plan things when you are in another location and must travel to the wedding. I spoke with Nicole Bacon by phone to make the arrangements. I just wanted something simple, so I used the meeting room at AALTOS. I was struck with how friendly and helpful our server was without being obtrusive. Of course, the buffet was great, as always. I wanted to take a moment to share my thoughts. Only too often, people only make contact to complain. Please thank the staff again on my behalf and keep doing what you do so well...providing customer satisfaction.

Wendy McTavish



GIVE EM THE PICKLE con't

Canad Inns Destination Centre Brandon

ARTICLE from the Wheat City Journal, September 24, 2009

Leslie Buckman could hardly believe the coincidence. When he read the front page story in the Journal last week about a Brandon woman and her son planning on a trip to England to take part in a memorial service for lives lost in a fire 40 years ago on the Canadian ship HMCS Kootenay, he went straight for the phone.

Buckman, you see, also served on the Kootenay, but many years after the 1969 fire that took nine lives and shattered the psyche of the others, including the 19 year old Brandonite David Holm.

After reading the story, Buckman immediately phoned Jeannette Holm of Brandon, David's Mom, and told her he had a Kootenay keepsake that he insisted be given to David. It was the ship's metal plaque/crest, which he took as a souvenir when he was part of the crew charged with the chore of "stripping" the ship when it was being decommissioned in 1995.

To add to the reality, the plaque is slightly scorched, but in otherwise great condition.

Now a chef at Canad Inns, after taking a retirement deal from the Canadian Navy in 1997, Buckman said he knew he had to give the plaque to Holm as soon as he read the story. "I didn't hesitate," he said. "It's his to keep. It would be nice for me to have it, but I wasn't on the ship when the fire took place. It will mean more to him."

Buckman hopes Holm will carry the plaque across the ocean and show it off to his former shipmates.

The 60 year old, now working as a ferry company manager in BC, says he'll certainly do more than that. Holm said the nature of the coincidence "blows my mind. It's wonderful," he said. "We'll have to ask for a consensus of what we'll do with it, but maybe we'll present it to our captain who's going to be in England with us. He's 83. Somehow we'll find a place of honour for it," said Holm.



DUCK RACE

On Friday, October 2nd, Canad Inns Destination Centre Portage la Prairie held a Duck Race for the United Way. 49 Ducks were sold for \$5.00 each. Each duck was numbered on the bottom according to the buyers choice. Ducks were combined and then divided by ten for four heats. The ducks would go down Splasher's waterslide and the first duck that crossed the line was set aside for one final Heat.

Duck numbers 20, 17, 4 and 14 were the final four.

It was a close call but in the end Duck 17, owned by Jordan Wright came out on top. Jordan is the son of Tracy Wright, Tavern United Supervisor. Jordan won a \$50.00 gift certificate from Canad Inns.





GIVE EM THE PICKLE con't

Canad Inns Destination Centre Brandon

I am an Artillery Officer and was posted to Shilo this summer. As a result of several issues, my wife and I remained at your hotel for almost two full months. It is my intent through this letter to express my sincerest appreciation to you and your staff for their outstanding commitment to excellence.

My wife Diane and I arrived on July 8th and were welcomed with front desk service that was second to none. We were checked-in quickly and were offered some of your wonderful cookies. We checked out on August 10th to return to New Brunswick but came back on the 15th of August for the remainder of our stay. By this time, we knew many of your front desk staff by name and they were always friendly and very willing to assist us in our every need, including allowing us to store a few things in your storage room while we were away, knowing that we were going to return to the hotel and had no other option. There was not one question or need that was left unanswered, ensuring that our stay at your hotel was rewarding in every aspect.

I ask that you extend Diane's and my personal thank you and appreciation to you front desk staff and to Mary Lou Desbiens, who were instrumental in making our stay thoroughly enjoyable. I have passed your highest standards to people I know and will certainly be using your hotel for any temporary accommodation needs I may have.

Thank you again.

Jeremy Watts



Canad Inns Destination Centre Club Regent Casino Hotel

I got married in the 3rd floor of your hotel. I wanted to let you know how exceptional the service was. All the staff were very accommodating and friendly. Stacey Firman definitely deserves praise as she went above and beyond to make our day what it was. She was very prompt in getting back to me during the planning process as well as being there on the day of the wedding to answer questions and help with whatever we needed. We truly are grateful to Stacey for all of her help. She really did go beyond our expectations. Another person who we really appreciated was Michael Mohammed. He catered to our every need and want, as well as made sure all of our guests were taken care of. He was very on top of things. He went beyond our expectations! Without these two individuals and the staff at Canad Inns, our day would not have been as wonderful as it was. We just want to thank you again for the exceptional service! We will definitely recommend Canad Inns to family and friends!

Roger & Crystal Wenden



GOOD-HEARTED GUY EAGER TO HELP OTHERS

ARTICLE from the Herald, September 10, 2009

Dale Hickey is the type of person who can't turn a blind eye to someone in need. It's a good thing too, because the 56 year old retired greeting card salesman seems to have a knack for helping in profound ways.

Over the past few years, Hickey, coordinator for Cruisin the Peg, has lent a helping hand to organizations and individuals seeking financial support and publicity. Hickey uses his social skills and popularity in the automotive community to rally support. "It's just, you know, payback for having a good life," Hickey said in a cheerful tone. "If people out there are in need of a helping hand, why not?"



The Transcona

resident, who grew up in St. James, has been helping organizations such as The Rainbow Society and Canadian Blood Services by spreading the word about their needs at Cruisin the Peg's weekly summer car show. Held every Sunday in the parking lot of Tavern United on Regent Avenue, Hickey is able to reach hundreds of people at once. Earlier this summer, Hickey put the word out about the blood donor clinic that was held at Canad Inns Destination Centre Transcona in August. Breanne Talbot, community development coordinator with Canadian Blood Services, said Cruisin the Peg hosted an event called What's Your Type? to help promote the mobile clinic. The clinic was a great success. We're certainly glad to have Dale Hickey's support in promoting and his positive vibe," Talbot said. "He's a neverending bundle of energy."



Last February Hickey organized a fundraiser for Rick Wareham, owner of Big Rick's Hot Rod Diner in East Kildonan, following a fire that claimed the life of Rick's wife and destroyed their house. The fundraiser brought in more than \$ 20,000. Dale is next planning a trade show and fundraiser at mybar for The Rainbow Society.

CANAD INNS ADVENTURE KIDS WINNER

After receiving a notice of winning four tickets to the Wiggles as part of the Adventure Kids program, the following email was received.

"Woohoo!! We can hardly wait. By the way we had an awesome family time at your facility in Grand Forks this past weekend. Highest compliments to your staff there.

According to Isiah and Luke, Disneyland remains a close second to Canad Inns Destination Center Grand Forks as the "Happiest Place on Earth."

Sherwood and Jocelyn for Isiah, Luke and Elijah Armbruster.

