MAY 2014
ISSUE TEN

[CANYON CONNECTION]

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HUALAPAI TOURISM

[A MESSAGE FROM THE CEO]

Hi GCRC Employees and happy May!

"April showers bring May flowers". Or in our case, "Bright, sunny days, brings us travelers!" As the cooler temperatures slowly fade away the sunny days are abound.

First, I'd like to thank GCW staff for their un-wavering commitment in growing the organization. Without all of you, we would not have been able to celebrate 26 years of operation. I would also like to extend my deepest gratitude for our entire GCRC staff for making our 26th Anniversary celebration such a great success. Thank you to everyone who pitched in. As we continue to progress toward the future; this year's celebration will surely be one to remember.

The Grand Canyon Resort Corporation welcomed our new Chief Operating Officer, Laura Ray, into the fold in March. She has been very busy, jumping right in and becoming part of the team. When you get the chance - say "hello" and give her a very warm welcome.

I know that each enterprise within our corporation has sacrificed a great deal of time and effort preparing for our busiest time of the year. If you take a look around, you will notice new and improved facilities. The new barn at the Hualapai Ranch is a wonderful improvement and we have started the architectural design phase of the Skywalk Building. We anticipate moving forward with construction of the Skywalk Building by late summer, just as Diamond Bar Road is fully paved. Guests at GCW waiting to depart on helicopter tours will experience less congestion and faster service with the addition of our new Helicopter Operations Terminal. The new Terminal will be completed this summer as well. These improvements are made possible by your hard work and commitment to GCRC.

As we say goodbye to April and commence into May, we anticipate more visitors this summer enjoying the majestic views of Grand Canyon West, more rafters experiencing the exhilarating thrill of the mighty Colorado River with the Hualapai River Runners, as well as more guests staying in comfort and delighting in our newly remodeled lobby at Hualapai Lodge.

Lastly, I wanted to extend my condolences on the loss of one of our own. Brian Stewart was a dedicated and hardworking member of the GCRC family for over 14 years. His contribution to Grand Canyon West helped promote the vision and mission of GCRC – declaring Grand Canyon West as a premier destination experience. He will be greatly missed.

Sincerely,

Jennifer Turner
CEO, Grand Canyon Resort Corporation

[MAY BIRTHDAYS]

Rena Suminimo	5/1
Daniel J. McCoy	5/1
Charnelle Roy	5/1
Sidney Bender	5/2
Annette Bender	5/3
Carolyn Riggs	5/4
Christopher Petersen	5/4
Nathan Honga	5/4
James Blair	5/5
Natalie Cook	5/5
Roberto Martinez	5/5
Vera Wolfblack	5/6
Emilio Herrera Jr	5/10
Merna Jackson	5/11
Isiah R. Evanston	5/11
Brent Whatoname	5/11
Arturo Montana	5/11
Cheryl Romans	5/12
Leanne Schrum	5/12
Nicholas Hunter	5/12
Evelin Torres	5/12
Jessica Nunez	5/13
Ryan Hiller	5/13
Juliana Thomas	5/14
Alan L. Hellman	5/14
Anne D. DeMars	5/15
Michelle Taylor	5/16
Jennifer Turner	5/16
Thomas W. Harrop	5/17
Bowman Yaramata	5/17
Lana Keller-Robinett	5/17
Rory W. Majenty	5/17
Russell Paronto	5/18
Maylene Watahomigie	5/18
Olsen Duwyenie Jr	5/19
Peter Johnson	5/21
Tyler Wauneka	5/22
Seana Bravo	5/23
Jian Ming Li	5/24
Plutarco Paredes	5/25
Tifany Watahomigie	5/25
Duane Scully	5/27
Alexandra Klepper	5/28
Sanford Whatoname	5/29
Jeremiah Borchers	5/29
Adina Hunter	5/29
Maria Arias	5/30
Wendy Webster	5/30
Jeron Chee	5/30
Allene Davis	5/31

[SPRING BRINGS CONGRATULATIONS FOR GREAT WORK]

Spring is here at last! And with it, new exciting changes and new beginnings. In the month of March, 14 of our cashiers made perfect attendance.

Rheanna Blakley
Seana Blessing Bravo
Jolene Johnson
Angela Hamilton
Marilyn Hennessy
Richard Ludington
M. Magdalena Luna
Paul Schutte
Sandra Sevall
Connie Smith
Anastashia S.
Donnyell Walker
Aurora Bales
Latisha Weaver
Good job team!

Come check out our Seasonal Wall in the Main Terminal. Decorated with spring colors and merchandise to purchase as gifts for family and friends.

Congratulations to Angela Hamilton, Jolene Johnson, Connie Smith and Anastashia Susanyatame! All four have been promoted to Lead Cashiers. A round of applause!

[GAMYU FROM THE TOUR COUNTER]

This month we would like to recognize the promotions of Lead to Letoya Escalanti and Hue Sowash. Both have made excellent sales in 2013-2014 and have outstanding customer service performance. We look forward to their leadership and support here at the Tour Counter.

We would also like to send our best wishes to Alex Kleppler and Janet Go. We will miss their bright personalities and resourceful skills. We are looking forward to a busy summer this year here at The West Rim. Hanku

[TRY YOUR LUCK]

Administration hosted a welcome luncheon for our new COO, Laura Ray. The staff played a trivia game and each question was a fun fact about the corporation or the Hualapai Tribe. So Laura, as well as others, could learn something about the area. It is our hope to continue playing with all the employees through the newsletter in the following months to come.

Here are some questions to try your luck…

1. What year was the Hualapai Reservation enacted?
2. What year did Grand Canyon West open?
3. The Hualapai reservation is made up of nearly one million acres, this includes _____miles of the Grand Canyon and Colorado River.
4. What year did the Hualapai Lodge/Diamond Creek Restaurant open?
5. How many rooms does the Lodge keep in use for guests?
6. How many miles make up the Hualapai River Running trip (to the GCW drop off)?
7. Was the Hualapai Tribal Reservation made by a Treaty or Executive Order?
8. Which President enacted the Hualapai Reservation?
9. How many viewpoints make up Grand Canyon West?
10. Name all 9 council members.
11. Name as many present Executive staff/ Directors/ Managers as you can in 45 seconds.
12. Name as many present Hualapai Management staff as you can in 45 seconds.

Answers: 1883, 1988, 108, 1997, 56, 42,Executive Order,Chester A. Arthur, 3, Ron Quasula Sr. Rudy Clark Hilda Cooney Philbert Watahomigie Sr Sherry Counts Jean Pagilawa Barney "Rocky" Imus Emma Tapija Robert Bravo.

[FROM THE HUALAPAI RESERVATION TOURISM CENTER]

Shout out to Lead Agent Keona Tapija for top sales in March over $50,000!!!

[F&B TEAM SPRINGS INTO ACTION AND PREVENTS LOSS OF $10,000 INVENTORY]

It was just another quiet spring evening as operations concluded for the day at Grand Canyon West.

The F&B Team had worked hard and was looking forward to a quiet bus ride home, scheduled to leave at 7:30.

And then, it happened…something nobody expected and wants to deal with at the end of a long day.

The main Walk-in Box, holding about $10,000 in inventory (Roast Chicken, BBQ Beef, Dairy Products and much more) had stopped producing cold air and was registering 60 degrees!

Without quick action, we would be forced to throw away the inventory and put the next day's operations in jeopardy. Without hesitation, the F&B Team jumped into action.

Within 25 minutes, the five on-site team members formed a "bucket brigade" and transferred the entire contents of the walk-in to a refrigerated truck, ensuring food safety and without sustaining any inventory loss!

Without their positive attitude and quick reaction, the $10,000 inventory would have been lost.

Congratulations go out to F&B Team Members (left to right in picture) Reven Contreras, Rosemarie Ramirez, Leeanda DePonte, Ana Carcamo-DeParedes, and Neri Munoz-Castillo.

They, without question, demonstrated a great customer service attitude!

Andy Meckler
Director of Food & Beverage
Grand Canyon West

[EMS DINNER]

We catered the EMS awards dinner at DC Restaurant this past month! DC Restaurant and staff did a great job in providing a great atmosphere for the staff of the Tribes EMS department. Awards and certificates were presented to the EMS staff and they enjoyed a nice dinner.

[A RISING STAR]

The Customer Service Department here at the Skywalk recently launched an incentive program back in February for the Express Drivers. Since the commencement of the program, David Gallant has been a rising star showing that he is a great salesman with his express tours on a daily basis. Even though all the express drivers in the Customer Service department have been striving for high express upgrade sales, David has come out on top earning the number one spot in sales for February as well as March. Congratulations David, we all appreciate your hard work and dedication.

[IN MEMORY OF BRIAN STEWART]

On April 4, 2014 our department received the news that one of our own had been taken home by the angels to help protect us.

Brian D. Stewart started here at Grand Canyon West on March 16, 2000 and has helped GCW grow into the amazing experience that it is now.

For those of you that knew Brian, you know he was a great guy to be around. He was always laughing and joking. Very seldom would he get angry. One of the very few times when he was angry, he was being a honey sucker and ended up in the septic tank at the Ranch covered from head to toe. It was, you could say, a pretty crappy day for him.

Brian was more than an Assistant Airport Manager. He was our friend and our brother. In the 14 years that Brian was at GCW, he had made many friends along the way. Brian was a hard worker and he would refuse to stop until whatever he was working on was accomplished. That's why it's so hard for us to believe that he was called home so soon, but maybe his work here was accomplished. Brian, you have touched all our hearts forever and will never be forgotten.

With Love from your Family and Crew,
Grand Canyon West Airport, Fire & EMS

[HUALAPAI LODGE - DIAMOND CREEK RESTAURANT NEWS]

THANK YOU!

"Thank you for the delicious lunch that our club members enjoyed at the Diamond Creek Restaurant on Wednesday, February 26, 2014. We were very impressed by the efficient, organized serving staff, all with friendly smiles. The food was very good and there were no complaints, only high praise for the efficiency of the serving staff and the great tasting food prepared by the cook."

Sun City Palm Desert (SCPD), Line Dance Club
Dorothy Lord
Line Dance Instructor

FROM THE HUALAPAI LODGE MGMT:

Our employee, Aurelia Sinyella, will be leaving us the beginning of May and we would like to express our wholehearted thanks for all the great work she has done for the Hualapai Lodge in the last thirteen years!

Aurelia, you have consistently shown yourself to be a loyal and hardworking employee, an integral part of our team, and a good friend. Your shining smile and easy, quiet demeanor will be missed.

It is with regret that we lose you as a part of our team, but we wish you and your family all the best for the future. Retirement will surely offer you many new opportunities, which we know you will embrace whole-heartedly, just as you did at Hualapai Lodge.

All the Best,
Nancy, Tammy, Rhodena, Brandi and the entire staff at Hualapai Lodge

HUALAPAI LODGE SPECIALS

The Hualapai Lodge gift shop will be offering special products for Mothers Day available Friday through Sunday on Mothers Day weekend!

MOM DESERVES THE BEST!

Free dessert for mom with purchase of her entrée, every Sunday in May! Ask your server which desserts are available for Mom. Dine in Only.

[EMPLOYEE ANNIVERSARIES]

DATE	NAME	YRS	DEPARTMENT
5/2	Edwina L. Siyuja	9	Gift Shop
5/17	Kristen D. Mapatis Henson	8	Hualapai Lodge
5/21	Brynette P. Thacker	8	Hualapai Lodge
5/21	Toni Fielding	7	Administration
5/11	Sharon Bufano	7	Hualapai Lodge
5/7	Denise Walema	7	Hualapai Lodge
5/7	Harold Fox	7	EMS
5/2	David Johnson III	7	Security
5/8	Plutarco Paredes	7	Maintenance
5/31	Kaitlin Snow	6	Skywalk
5/15	Marsha Ingram	6	Janitorial
5/23	Maria Arias	6	Janitorial
5/14	Florence Bravo	6	Tour Counter
5/28	Natalie Cook	5	Janitorial
5/22	Sue Sawyer	5	Gift Shop
5/28	Ila Martinez	5	Maintenance
5/21	Wayne Whatoname Jr.	5	Maintenance
5/21	Raymond Layman	4	Maintenance
5/14	Timothy Hunter Sr	4	Ambassador/Greeter
5/12	Ventura Hunter	4	Ambassador/Greeter
5/20	Aaron W. Smith Jr	3	Hualapai Ranch
5/16	Dugan Steele	3	Pontoon
5/27	Bryant Tapija	3	Pontoon
5/25	Stella M. Clark	3	Janitorial
5/24	Efren Sandoval	3	Food&Beverage
5/27	Paul A. Schutte	3	Gift Shop
5/12	Sandra Sevall	3	Gift Shop
5/3	Adam J. Hernandez	3	Security
5/25	Robert D. Lilly	3	Security
5/4	Victoria Begay	2	HRR
5/9	Morgan Cook	2	Hualapai Ranch
5/25	Irene Aguilar	2	Skywalk
5/17	McCary Davis	2	Skywalk
5/25	Whitney Fry	2	Skywalk
5/23	Amanda Santistevan	2	Skywalk
5/13	Gail Stanfield	2	Skywalk
5/23	Evelin Torres	2	Skywalk
5/9	Kristine Jantzi	2	Pontoon
5/15	Tashia Paya	2	Janitorial
5/29	Dakota Jones	2	Food&Beverage
5/21	Deloria Majenty	2	GCW Administration
5/14	Janet Go	2	Administration
5/16	Elizabeth Moruzzi	2	Tour Counter
5/28	Sharon Havatone	1	HRR
5/2	Rebecca Overmyer	1	HRR
5/15	Kimberly Davis	1	Skywalk
5/14	Adina Hunter	1	Skywalk
5/14	Lucia Martinez	1	Skywalk
5/9	Jared Whatoname	1	Skywalk
5/22	Michael Elias	1	Pontoon
5/8	Shaquille Madson	1	Pontoon
5/20	Brenda Ayala	1	Food&Beverage
5/30	Joshua Davis	1	Food&Beverage
5/3	Christina Fenster	1	Food&Beverage
5/8	Monique Maynard	1	Food&Beverage
5/8	Brittani Martinez	1	Food&Beverage
5/17	Doyle Walema Sr.	1	Food&Beverage
5/1	Andrew Deitzler	1	Gift Shop
5/1	Christopher Petersen	1	Security
5/2	Kyle Runyan	1	Security

“A gift from God.”

After a fun little drive (some single lane some dirt) end up at like most tourist attractions, time to decide what’s your level of excitement. 1.bus ride to a few different canyon view points 2. 15min. helicopter ride 3. 45min. helicopter ride descending to 300 feet above the Colorado River with 20min. at bottom of canyon. 4. Helicopter/Pontoon boat ride experience. Above and beyond why your here to begin with “Skywalk” that is awsome by the way. All with a fee. Did you expect it to be free? $100-$200 per person. food & gift included. I have a family of five. my daughter is 19 & is special, son is 15 & has muscular dystrophy with electric wheelchair. plus my 7 year old daughter & my wife & I. Having been blessed with such a unique family & on a vacation like this could we afford & could the Hualapai Nation accommodate our needs. In just five minutes one of the wonderful Hualapai reps could meet our needs & blessed my family & I with so much more she had to have Gods grace in her heart. All the Hualapai people & all the parks employees were all so friendly & helpful. We all five went in Hualapai land all went on Skywalk with a Hualapai tour guide. Got 5 shirts 2 twenty five dollar hats 5 pens 5post cards & dinner for five at the ranch restaurant. lots of pictures to make for a wonderful family vacation. Grand Total 0,000.00

Thank you Hualapai Nation & God bless you....

Jacobs’ Family

[CONGRATULATIONS TO GCW FOOD & BEVERAGE FOR SERVING GCW'S FIRST, FULL-SERVICE, CATERED MEAL]

The Food & Beverage Staff made quite an impression on 32 wealthy, Russian executives who flew into GCW on Friday, April 4, 2014. This was the first time we set a linen table with full plate service, utensils, china and glassware. We didn't have pitchers but the group coordinators from Miami, Florida were very impressed and said to set the table with bottled water. The group was very pleased with our extra effort! The dessert topped off the event very nicely, it was: Fresh Baked, Apple Cobbler, with Vanilla Bean Ice Cream and topped with a Spearmint Sprig! Delish!

Thanks to our staff who, "served food that was meant to be hot, and crisp food that was meant to be crisp, and cold food that was meant to be cold.

Thanks to Clarence Gonzales, Food Handler/Cook, Alyse Cherry, Lead/Pastry Chef, Monique Maynard, Ana Carcamo DeParedes, Idalia Ramirez, Oscar Gonzales, Lowell Martin, Daniel Begay, Chris Novak, Supervisor, Leeanda DePonte, Food & Beverage Admin/Supervising Lead.

[HUALAPAI LODGE RECEIVES FAVORABLE REVIEW ON TRIPADVISOR]

From a recent visitor traveling with family:

"We took a family trip out to Arizona to hike Havasu Canyon. After a red-eye drive, we stopped at Hualapai lodge for a breakfast to charge us up. The hotel sits on the Hualapai (pronounced wall-a-pie) Reservation on Highway 66, and is owned [and] run by the tribe. It is refreshing to see a tribe making a foray into tourism without building a casino. Yep, a dry, no-gambling reservation. Awesome!

A delicious breakfast of flat iron steak, potatoes and eggs was only $10.99. The food was excellent (the lodge even makes its own hot sauce) and satisfying. The steak, incidentally, is range-raised (grass-fed) by the tribe itself. The breakfast sustained us for a fairly difficult 10 mile hike into the canyon to stay at Supai Village. The following day we hiked out, and stayed the night at the Hualapai lodge.

Our room was wonderfully comfortable, clean and affordable. Braynette at the concierge desk was wonderful. They give a AAA discount, and our dog was able to stay for only $25 extra. The only potential drawback here is for light sleepers -- the hotel sits near a fairly busy rail line. They do provide free ear-plugs.

I will definitely stay here again, and maybe try the whitewater rafting."

[JANITORIAL DEPARTMENT NEWS]

Congratulations GCW Janitorial Staff for attaining Perfect Attendance during March 2014!
Blas Aguirre
Juan Luna
Julie Yonkers
Maria Arias
Marsha Ingram
Phillip King
Ramon Castillo
Randy Kane
Stella Clark
Victor Aguirre
Your dedication is what makes us a successful team! Thank you!!!

Please welcome Delton Rogers, Kiana Walker, Jamoal Talije to the Janitorial Department!

[GREAT JOB, TODD!]

Todd Tapija with guests at the end of their VIP tour. Todd has been an Ambassador since July 2010 and does a great job taking guests on VIP tours.

Joseph C. DeBaca,
Customer Service Manager

[SKYWALK FUDGE]

In March we embarked on a new venture to start making fresh fudge at the skywalk. After many days of training, we have found two employees who were willing to put in the time and dedication to make the fresh fudge daily. Adina Hunter and Evelin Torres have made over 100 batches of fudge in a variety of flavors. In the future we plan to produce fudge for the entire resort and have high hopes it will continue to generate lots of revenue for GCW.

[GCW SECURITY DEPARMENT PERFECT ATTENDANCE]

SGT. RYAN HILLER
CHRIS PETERSEN
SGT. BEVERLY RASMUSSEN
BRANDON JOHNSON
AARON BEATTY
JASON KELLEY
MATTHEW MULVIHILL
SGT. LENNY SCHUH
KEN RAEF
MORGAN ANTHONY
ADAM HERNANDEZ
SGT. BOB LILLY
CHARLIE BOYD
PHILLIP CLAW
JIM LIBBY
ACT. OIC CLINT JOHNSON
SALVADOR LUNA
RICHARD EVANS
ACT. OIC ANTHONY RIVERA
IAN PFEIFFER
KEVIN DAVIS

[THANK YOU]

To the Hualapai Nation,
Typically I do not send emails as thank you notes, but I would like to send a brief note on behalf of [myself] and my children to express thanks to the Hualapai Nation and its employees for making our recent visit so wonderful. Our trip to Grand Canyon West definitely was the high point of our vacation in northern Arizona.
The recommendation of our ticket person to include Guano Point as a must see stop was excellent. The photographers on the Sky Walk were cordial and incredibly enthusiastic with their jobs and provided us with pictures that we will always treasure. The beauty of the land and Canyon are beyond any words I can use and is something I will always remember. It appears that there is much more planned and I believe that the vision of proudly showing your Nation's history along with the recent history of Grand Canyon West is being developed well.

Again, let me send my gratitude to everyone who made our visit wonderful. I will always recommend that my friends and out of state visitors include Grand Canyon West as part of their Arizona experience. We wish you continued success in bringing this amazing experience to future visitors.

Sincerely,

Isabella, Maximilian & Stefan Mudryj

[THE GCRC TEAM AT THE IPW 2014 TRADE SHOW]

[NEW STAGE COACH]

Our new Stage Coach is a Yellow Stone 2000 and we are using it for a new 30-minute stage coach ride. During the trip, riders get a view of a prehistoric foot print and continues along a path with a view of the Canyon. I would like to give a special thank you to all the employees of the Hualapai Ranch and GCRC for the job well done with our anniversary day and Mohave County day celebrations.

Robert Martinez, Interim Hualapai Ranch Manager

[WELCOME NEW HIRES]

NAME	JOB TITLE	DEPARTMENT
Marlena Quasula	Gift Shop Cashier	Gift Shop
Richard Walema Jr.	Food Handler/ Cook	Food & Beverage
Forrest Hunter	Retail Cashier	Skywalk
Sean Mack	Janitor	Skywalk
Willis Benton	Food Handler/ Cook	Food & Beverage
Monroe Beecher	Food Handler/ Cook	Food & Beverage
Tarron Honga	Food Handler/ Cook	Food & Beverage
Reid Smith Jr	Food Handler/ Cook	Food & Beverage
DeWayne Whatoname	Food Handler/ Cook	Food & Beverage
Kermitt Marshall Jr.	Ambassador	Ambassador/Greeter
Nathan Hunter	Ambassador	Ambassador/Greeter
Daniel Alvarado	Operations Manager-HRR	Hualapai River Running
Clint Bender	Retail Cashier	Skywalk
Clarence Gonzales	Food Handler/ Cook	Food & Beverage
Kevin Gibelyou	IT Technician I	Administration
Lyle Jackson	HRR Equipment Driver	Hualapai River Running
Donna Herrera	Food Handler/ Cook	Food & Beverage
Rae Paya	Food Handler/ Cook	Food & Beverage
Anthony Whatoname	Food Handler/ Cook	Food & Beverage
Glen Powskey	Ambassador	Ambassador/Greeter
Timothy Stevens-Welsh	Ambassador	Ambassador/Greeter
Jeron Chee	HRR River Guide Trainee	Hualapai River Running
Dianna Coen	HRR Passenger Driver	Hualapai River Running
Brandon Hernandez	HRR River Guide Trainee	Hualapai River Running
Jordan Marshall	Janitor	Skywalk
Mathew Reyes	HRR River Guide Trainee	Hualapai River Running
Dennis James	HRR River Guide Trainee	Hualapai River Running
Robert Sinyella	River Guide HRR	Hualapai River Running
Laura Ray	Chief Operating Office	Administration
Mellisa Begay	HRR Photographer	Hualapai River Running
Alicia Cesspooch	HRR River Guide Trainee	Hualapai River Running
Juliet Steele	Dispatcher	Airport/EMS
Clayburne Nodman	River Guide HRR	Hualapai River Running
Gina Pedroza	HRR Photographer	Hualapai River Running
Thedore Vaughn	River Guide HRR	Hualapai River Running
Sean Gordon	Food Handler/ Cook	Food & Beverage
Cole Powskey	Food Handler/ Cook	Food & Beverage
Vera Wolfblack	Food Handler/ Cook	Food & Beverage
Adrian Hamidreek	Ambassador	Ambassador/Greeter
Allene Smith	Ambassador	Ambassador/Greeter
Cotton Munoz	Waitress	Hualapai Lodge
Rhonda Holtz	Waitress	Hualapai Lodge
Sanford Whatoname	Food Handler/ Cook	Food & Beverage
Jodie Davis	Room Attendant	Hualapai Lodge
Louanna Lee	Room Attendant	Hualapai Lodge
LittleFeather Querta	Hostess	Hualapai Lodge
Shawna Wolfe	Waitress	Hualapai Lodge