

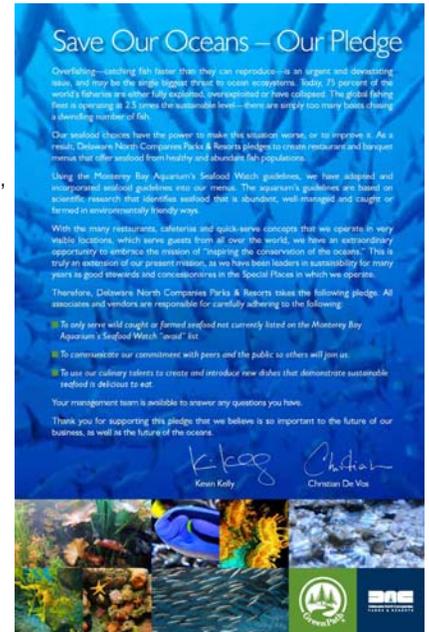


Parks & Resorts makes waves at management conference.

The theme of this year's Delaware North Companies Parks & Resorts management meeting may well have been "Full Steam Ahead," but that didn't keep the operating company from making some waves. In addition to the normal reports and presentations, President Kevin Kelly and Smith Travel Research Vice President of Global Development Jan Freitag held a conference call with some 30 members of the press, including journalists from the *Los Angeles Times*, *Boston Globe*, Bloomberg and National Public Radio.

One of the reasons for the call was to share with reporters how Delaware North's operating philosophy of Stewardship and Hospitality in Special PlacesSM has contributed to better-than-industry results, despite a tough economy.

But even more news came out of the conference. On the last day, all attendees got on their feet and pledged to help save the world's oceans by adopting the Monterey Bay Aquarium's Seafood Watch standards. The well-known guide helps individuals and companies know which species are acceptable and unacceptable to serve. As a result of the pledge, all Delaware North Companies Parks & Resorts locations will use only sustainable fish and seafood in all menu items.



NFL chefs battle it out for a good cause.

Several chefs from the Taste of the NFL, an annual charity event featuring chefs representing each NFL team, participated in the Taste of the NFL Chef Cook-Off Feb. 4 at Fort Lauderdale-Hollywood International Airport.

The cook-off featured food and wine tastings, interactive cooking demonstrations and \$500 prizes to benefit local food bank Feeding South Florida.

Special guests like Broward County Mayor Ken Keechl and former Miami Dolphins defensive end Jeff Cross were part of the judging panel.

Chef Allen Susser, representing the Miami Dolphins, emceed the event. Susser has partnered with Delaware North Companies Travel Hospitality Services to develop his airport concept, Chef Allen's 2 Go.



Chef Allen Susser (left) and Fort Lauderdale GM Brian Bowdish pose with NFL chefs at the cook-off.

Australian associates rescue Bob, the turtle.

While diving in the Great Barrier Reef, Lizard Island Resort dive instructor Louise Dixon noticed a sea turtle floating on the ocean surface. While this is not an uncommon sight, she approached the turtle because she noticed it was floating at an odd angle (head down, rear pointed skyward) and breathing heavier than normal.



Dixon quickly realized the turtle was in danger as a black tip reef shark was circling nearby. She took action and returned to the Lizard Island Resort beach club to inform the staff of the impending situation.

Associates immediately contacted the Lizard Island Research Station. LIRS rescued Bob (named for his "bobbing" on the surface) and monitored the turtle for several days. It was determined that Bob most likely suffered from a "float disease" that causes air to be trapped in the body, making it difficult to descend or swim.

Bob's best option for treatment was to stay at a specialized turtle rehabilitation center in Cairns, Australia. Much to the delight of the resort's staff and guests, Bob is recovering well, per recent updates from turtle rehab. They look forward to celebrating Bob's return and their collaborative efforts to act as custodians of the extraordinary island and its marine ecosystem.



Bob, the turtle is on the road to recovery.

Charlie Jacobs on Boston sports radio.

Earlier this week, Delaware North Companies Principal Charlie Jacobs was a featured guest on Boston's 98.5 FM sports radio with morning show hosts Tanguay and Zolak. During their candid conversation about the Boston Bruins, the discussion ranged from team performance to the highly successful 2010 Winter Classic.

Tenaya Lodge at Yosemite dramatically reduces water usage and energy costs.

In 2009, as part of the GreenPath® environmental plan, Tenaya Lodge at Yosemite purchased and installed a laundry water recycling system by AQUARECYCLE®.



The AQUARECYCLE® team at Tenaya Lodge.

"AQUARECYCLE® is the only proven system on the market that will reclaim and reuse all of the laundry wastewater," said Tenaya's assistant chief engineer, Roger Vanderberg, who spearheaded the project.

AQUARECYCLE® will save 3 to 5 million gallons of water per year and save \$60,000 to \$90,000 per year on propane costs, electricity and operational costs of the waste water treatment plant, depending upon hotel occupancy. The state-of-the-art technology reclaims 100 percent of the wastewater and removes lint, minute solids, organics, detergents, surfactants, oil and grease, odor and other contaminants.

Love is in the air at Parks & Resorts properties.

Running out of ideas for Valentines Day? Many Delaware North Companies Parks & Resorts locations offer romantic Valentine's Day packages, so grab your sweetheart and hit the road.

At Harrison Hot Springs Resort & Spa, guests can enjoy a two-night stay at the resort complete with a romantic valentine dinner, dancing and live music in the Copper Room, breakfast the following morning and a Sunday brunch. This special is being offered for Feb. 12-14 and 13-15.

The Gideon Putnam Resort in Saratoga Spa State Park offers a secluded retreat for two. It's valentine package includes overnight accommodations, a four-course meal with wine pairing the night of arrival, champagne, a rose and chocolate truffles delivered to the guest's room, and breakfast for two the following morning. This package is available from Feb. 12-15.



The Lodge at Geneva-on-the-Lake is offering a romantic getaway during which couples can enjoy live music, a vintners five-course dinner and wine tasting featuring the Ferrante Winery on Feb. 13. The Vintners Dinner Package also includes overnight accommodations for two, breakfast the following morning and a late checkout. Guests can also dine in Horizons Restaurant Feb. 12-14 to indulge in a specially prepared three-course Valentine's Day Chef's Tour menu for two.



Finally, think about heating things up with the Tenaya Lodge Fire & Ice Valentine's Day weekend. The luxurious package begins with a bottle of champagne and chocolate truffles for guests to enjoy during two nights of accommodations in a deluxe room. Included are two intimate dinners in the new upscale dining venue, Embers. Guests can head to the spa and choose from a one-hour Eminence Organic DiVine! Champagne mimosa massage or one hour Eminence Organic Fire & Ice facial, both included in the package. Turndown service will also help spice things up with Red Hots & rose petals. The Weekend Ultimate Getaway Package at Yosemite is available twice: Feb. 12-14 and Feb. 13-15.

Competition heats up at Southland's Wii bowling tournament.



The fourth and final Good Neighbor Love Center Wii Bowling Tournament is fast approaching and the competition is fierce. The finale will be held at Southland Gaming & Racing's event center Feb. 5. Current runner-up Janelle Sellers is only 60 points behind Tung Nguyen, the executive chef at Southland.

All proceeds from the contest will benefit the Good Neighbor Love Center. The center is a nonprofit organization that provides food, housing and financial assistance to low-income residents of Northeast Arkansas. It hosted its inaugural Wii Bowling Tournament in April 2009 to boost donations and encourage community involvement.

A visit with Thomas Keller.

Delaware North Companies Corporate Chef Roland Henin, President of Sportservice Rick Abramson and Sportservice Vice President of Food and Beverage Richard Dobransky recently visited Per Se, the critically acclaimed and three-Michelin-Star Manhattan restaurant.

Per Se is owned by world-famous American chef Thomas Keller. Keller is well-known as a chef and restauranter. He is an author of celebrated cookbooks such as *The French Laundry Cookbook* and *Ad Hoc at Home*, and a personal friend of Chef Henin.



Richard Dobransky, Rick Abramson and Roland Henin pose with Thomas Keller, chef and owner of Per Se.

Checking in with the biggest losers.

The headquarters associates participating in their own version of the biggest loser competition have completed their second weigh-in. Business Process Standardization Analyst Ronald Reuman reported the 16 contestants are doing well. "Most people are still running strong. Everyone seems to be enjoying the competition," said Reuman. "Few people slipped at all, and our running total is a loss of 91 lbs, or 29.8 percent under our last weigh-in."

Note: We will check back with the group in two weeks to see how the third weigh in goes, and also to see what tricks and tips they have for all of us trying to keep our New Year's weight-loss resolution.

W2 update.

The 2009 W2 forms were mailed from Utah on or around Jan. 26. If you elected the online W2, TALX should have e-mailed you its availability on or around Jan. 20. If you need to change your mailing address, please contact the unit where you work(ed) or call the Associate Service Center at (877)936-2272 from 7:30 a.m. to 5:30 p.m. EST.

Moving up.

Brett Salzenstein is now retail manager at Red Bull Stadium. **Debra Evans** has been promoted to manager of guest recreation at the Badger Pass Ski Lifts in Yosemite.

*The next issue of 360° will be published Feb. 12, 2010.
If you have news to share with other Delaware North Companies associates, please contact Jesse Baier (716-858-5215, 716-858-5125 (fax) or jbaier@dncinc.com).*

