



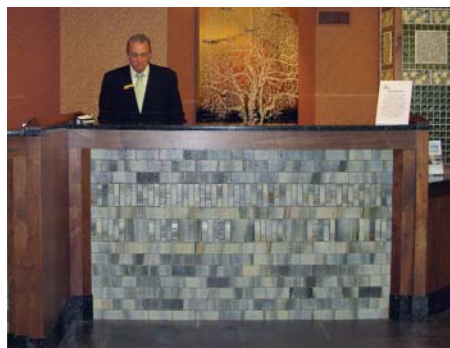
## A Season of Change

All things are made NEW again! The Lobby of Wilson Lodge and the Fitness Center have both received a much needed facelift. Complete with a new entryway, front desk, business center, and furnishings the whole area has been transformed. During the renovations the front windows and doors have also been replaced, including new heating and air conditioning along with granite window sills. You will be astounded by the difference!

In addition to the lobby changes the Fitness Center received a much needed update as well. These updates included: new wall covering, carpet, lights, Flat Screen TV's and new

equipment. The new equipment will feature treadmills and elliptical machines by True Fitness and additional equipment will be provided by Tuff Stuff.

The continued efforts are truly your comments in action. We take very seriously each and every comment made by our guests and we strive to make the changes necessary to improve your experience at every level.



## Feel the HEAT

In March it was our extreme honor to host the 9th Annual West Virginia ProStart Hospitality Cup Competition. The annual Hospitality Cup Competition, conducted by the West Virginia Department of Education, Office of Hospitality Education and Training, has two components: Culinary and Management. Teams participating in the culinary competition demonstrate their creative abilities through preparation of a three course meal in just one hour. The management side consists of the development of a business proposal for a new restaurant concept, supporting menu and supporting marketing plan.



Verbal presentation and Visual display are also part of the competition. Since Mr. Oglebay left his beloved estate to the City of Wheeling for the purposes of public recreation and education this conference was the perfect fit for Oglebay. The resort extends its congratulations to Donna Wilkes, Tami Maynard and the award recipients for a job well done. We appreciate the confidence you had in us to host this competition and look forward to feeling the HEAT again soon!



## A Wedding Mecca

Most families have the chance to experience the joys of either attending a wedding or hosting a wedding within their lifetime. At Oglebay we truly understand that all memories start with a special place. Each year Oglebay plays host too many celebrations of love and commitment. Whether it be an outdoor wedding in our Formal Gardens or an indoor affair at one of the venues inside Wilson Lodge there is really something for everyone.



If someone in your family is looking for a special place to create memories send them to our website: [www.oglebay-resort.com](http://www.oglebay-resort.com) or have them call and speak to our Wedding Specialist at 800-972-1991.

## Face-to-face Communication What happened to it?

By Jay M. Duffy

As leaders, how many of us would rather use email, text, or a phone call to share important information with key people? It is quick, easy, and avoids uncomfortable situations; however, too many leaders hide behind electronic messages and then wonder why results are dismal. Sharing critical information "face to face" takes preparation, skill and intestinal fortitude. Many leaders know it leaves them vulnerable to tough questions and/or comments. Anyone can deliver the good news, but when it's not what someone wants to hear, that's when it gets difficult. Not all messages are received in a positive way, plus you have to deal with frustration and resistance on the spot. You have the choice to be an effective or a run-of-the-mill leader.

The question to ask is, "How important to the business is the topic and resulting action?" When you can't afford a critical message being misinterpreted, try your best to do it in person. Nonverbal actions by the message receiver are nonexistent when electronic messages are used. "Face-to-face" will allow you to see if the other person truly understands your message or if there is resistance to it.



An important way to confirm understanding of your message is to have the other person recap including the action needed. By the receiver putting it in his or her own words, you have the opportunity to make sure your message was clear or to clarify any misinterpretations.

A mental model for sharing important messages is: Who needs to know + what they need to know + who is best to tell them + how will it be delivered + deadline to do it + deadline for action.

Ask yourself what's in it for you to use "face-to-face" communication and what's in it for the receiver to hear it directly from you. If it's important that you deliver it in person, then it should be passed down the line the same way. A virtual workforce can present a challenge; however there are electronic methods one can use. Skype is an example of one of these methods.

The next time you have something important that needs to be shared, try going back to the basics of "face-to-face" communication if you want to make sure the message is received, understood, and acted upon.

## Corporate Rates Available

Many companies have clients or individual in the Wheeling area. Oglebay offers Corporate rates for those traveling on business.

To set-up your rates call the S

## Meet Jay M. Duffy

It has been our pleasure to partner with Jay Duffy over the last year. His love for Oglebay having grown up in the local area has helped to assist us in generating new contacts and consultation.



Jay M. Duffy

Jay has had a distinctive career at the operations and corporate level with Bayer Corporation and Consol Energy. The majority of his experience is in executive and leadership development, executive coaching, change intervention and as a HR generalist. He has done extensive work with senior leaders as they align their business strategy, direction, leadership processes, and the organization's business environment to engage employees and impact business results.

His work at Bayer Corporation has been supporting Bayer's talent development cycle. Much time was devoted to coaching, high potentials, team building, change, mentoring, networking, assessment centers. Development plans always included specific goals, behaviors and consequences.

Jay has lead and served on global teams addressing leadership development, diversity and transforming Human Resources. His expertise resides in helping others build relationships and be effective leaders.

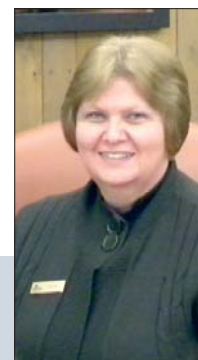
He has consistently provided businesses with the tools and skills to achieve their strategic objectives.

Early in his career, Jay successfully moved from managing a best-in-practice training and development function in the coal industry to head of the HR function for Consol Energy's corporate headquarters. While at the operations, he developed cutting edge initiatives and learning methodologies that produced bottom line results.

At Bayer, he finished his career reporting into the Bayer's AG global office in Germany as COE Americas, responsible for all training related strategy and actions. Prior to that, he was Director of Executive Leadership and Development, North America.

Jay now has his own consulting practice, JM Duffy Consulting, based in Pittsburgh PA. He now concentrates on Leadership Development, Executive Coaching, Talent Management and Compression Planning.

**Contact Information:**  
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## Cathy's Motor Coach Corner

Summer is here and what a great time it is for you to visit Oglebay. The flowers are blooming and the Resort is alive with fresh things for a group to do.

We are excited to announce a new "Behind the Scenes" tour focusing on the Bissonnette Gardens here in Oglebay. Your tour will consist of a Guided tour of Bissonnette Gardens and Souvenir; A Choice of lunch menu, the Oglebay Past and Present Tour and a choice of one activity on the property. The guided will tour, in the 16-acre gardens, will focus on the history of the buildings still in use today. Waddington {Farm} once incorporated a dairy farm, a poultry farm, a pig farm, and a sheep farm as well as stables, vineyards, a greenhouse, a rose garden, groves of fruit trees, vegetable gardens for the consumption of those living within the estate, and the areas used to research agricultural techniques.

Visit us on Sundays for our free entertainment at the Anne Kuchinka Amphitheater and enjoy dinner at Wilson Lodge before the show.

This summer, and especially for our 26th season of the Festival of Lights, we are happy to announce that the Capitol Theatre in downtown Wheeling is back in business. As many will remember the Capitol will provide another reason to visit the Friendly City and take in some quality entertainment.

Call me @ 800-624-6988 ext. 4020 to book your tour group NOW! I'm looking forward to seeing you.

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members of their teams that travel to  
ate Rate Agreements for individuals

ales Office at 800-972-1991.

## Segway Tours Back by Popular Demand

Since their debut last year, Segway Tours have been a visitor favorite at Oglebay and have returned for their second season. Beth Whitehouse, Director of Hotel Operations at Oglebay, said the Segway Tours were very popular last year with guests at the hotel and with visitors just enjoying the day at Oglebay. "Our



friendly guides provide a safe and exciting tour," said Whitehouse. "It's a great way to experience the picturesque natural beauty of Oglebay."

Tours are offered at 10:00 a.m., 12:00 p.m., 2:00 p.m., 4:00 p.m. and 6:00 p.m. at Schenk Lake and the tours take approximately one and a half hours including the training class. The cost is \$55.00 per person. Weight limits are 100 pounds minimum and 260 pounds maximum and a signature of parent or guardian required for children less than 18 years of age. Flat soled, closed toe shoes are required and Segway Tours are not recommended for those who are pregnant. Guests are encouraged to bring cameras and a light rain jacket if appropriate. Each Segway has a small zippered compartment for storage.

Advance reservations for Segway Tours are required and can be made by calling 304-243-4090 or 800-624-6988. Full payment is required upon booking and no refunds within 48 hours of tour time.

RETURN SERVICE REQUESTED

Wheeling, WV 26003

465 Lodge Drive

Resort & Conference Center



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