

Our standards don't go down when it's slow

Even in the winter months when attendance is down Colonial Williamsburg receives letters praising our high standards of service.

Jack McGregor of Columbia, South Carolina, wrote that he has been visiting here for over 20 years. "I would like to congratulate you on setting and maintaining the highest standards of customer service I have ever experienced. From the greeter at the Lodge, the costumed interpreters, and the carriage driver, to the cafeteria workers at the DeWitt Wallace Gallery; everyone exhibited an air of courteous dignity that today is rare indeed."

Mr. McGregor continues, "With the increased competition for the tourists' dollar, you have demonstrated extraordinary restraint by adhering to the standards which place your organization above the others in purpose and practice. The most recent additions and approaches have lived up to the lofty standards set so many years ago. Two of the most obvious being the boldly innovative archaeological exhibit at Carter's Grove and the DeWitt Wallace Gallery where the multi-dimensional trappings of Colonial Virginia are displayed in a setting unique to Williamsburg."

Drs. Frank and Elizabeth Day of Raleigh, North Carolina wrote that they have spent many pleasant weekends in Williamsburg, and that this is their most favorite place to visit. "We would like to thank you (Charles Longworth) and the others for what you do to make Williamsburg a place of beauty, history and enjoyment for us and the thousands of others who visit there yearly."

Duty officer reports also have been

complimentary. Graham Hood wrote on December 31, "I have, I believe, very high expectations, educationally, of Colonial Williamsburg, probably far higher than the majority of visitors. Time and again, I have found my expectations exceeded, often by a wide margin. Character interpreter, craftsperson, historic interpreter, livestock interpreter, costume creator, curator, historian, architect, and archaeologist are striving for and attaining levels that are remarkable by any museum's standards...I really don't think that our interpretation has been so right and so vital, so full of enthusiasm for the knowledge and for the learning experience, for many years.

John Davis, in his report for January 12 and 13 wrote, "I was particularly impressed once again with the time that I spent with the historic trades and domestic life venues. All of the staff that I observed were extremely conscientious and expert in discussing their specific area of activity and its broader relationships to the technologies, economies, and societies of the period. Those guests that I talked to commented on how much they had learned. It was obvious that we had met or exceeded their expectations in this regard."

Free tours for townspeople

For the third year Colonial Williamsburg is offering free, two-hour escorted walking tours of the Historic Area to local citizens during February.

The "Tours for Townspeople" are scheduled at 10 a.m. and 1:45 p.m. Tuesdays, Thursdays and Saturdays, February 5 through 28, except February 16. Tours are free for local citizens with a Colonial Williamsburg Resident's Pass. Reservations are required.

"We created this program to acquaint, or re-acquaint, local residents with the programs and offerings of the

Historic Area," said Norm Beatty, vice president of Media and Government Relations. "We know many in the community are called on to help out-of-town visitors make the most of their time here, so we'd like them to experience Colonial Williamsburg first-hand."

An optional tavern lunch is available for tour participants. The set menu includes soup, a chicken entree, beverage and dessert for \$7 plus gratuity at Shields Tavern on all tour dates except February 12, 19 and 26, when the offer will be valid at the King's Arms.

Tours are limited to 20 people, so it's important to make reservations at least 24 hours in advance. Over a thousand individuals have participated in the tours in the past two years.

For reservations and details call the Visitor center at 220-7645 between 9 a.m. and 4:30 p.m., Monday through Friday.

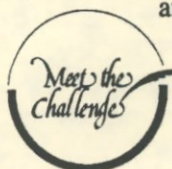
Give a gift from the heart!

Treat your someone special to a Valentine Spa treatment at the Tazewell Club Fitness Center. Loofa scrubs, herbal wraps, half hour and full hour massages are available.

Remember, employees are entitled to a 40% discount on full hour massages during the month of February. Call ext. 7479 for more information. ♥

What's happening

- ✓ 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 Center room, Motor House.
- ✓ Beginner's Fencing, Tuesdays, 5:45 p.m. in PTB.
- ✓ George Mason, Central Library, 2 p.m., Wednesday, February 13.



Welcome home, Charles Hollins!



The Commissary's Charles Hollins, who was called up to active duty in support of Operation Desert Storm, is now home. We are happy to welcome him Charles back, and commend him for his service to our country.

Happy birthday, George!

The 259th anniversary of George Washington's birth will be celebrated February 15-18 with militia drills, an 18th-century-style holiday ball, and special tours highlighting Washington's ties to the Colonial capital.

Harnessmaker **Irvin Diehl** portrays General Washington in a birthday tribute on Market Square Green at 4 p.m. Sunday, February 17. He inspects the historically-costumed Virginia State Garrison regiment and the Williamsburg company of militia, the artillery fires a 13-gun salute in his honor, and the Fife and Drum Corps plays a medley of military music. In case of inclement weather, the review is postponed until 4 p.m. Monday.

An evening of music and dance at the Governor's Palace follows at 7 p.m. Sunday. Visitors can attend a holiday ball while costumed character interpreters portraying ladies and gentlemen of the 1770's dance the minuet, cotillion and Scotch reel.

Escorted walking tours at 10 a.m. and 2 p.m. Saturday, Sunday and Monday take visitors into buildings where Washington ate and slept and socialized with fellow patriots.

The birthday celebration also includes a recreation of an 18th-century witchcraft trial. "Cry Witch" encourages the audience to participate in the trial of Grace Sherwood, accused of witchcraft in Princess Anne County in 1706. There are two performances at 7 and 8:30 p.m. on Saturday in the General Court at the Capitol.

Other Washington's birthday activities include a military retreat by the Senior Fife and Drum Corps on Market Square at 4 p.m. Friday; Lanthorn tours at 8:30 p.m. Friday through Monday; a visit with the Benjamin Powell family from 9 a.m. to

4 p.m. Saturday; an organ recital at 11 a.m. Saturday in the Wren Chapel; evening gun by Marshall's State Artillery Regiment at the Magazine 4:30 p.m. Friday, Saturday and Monday; and a candlelight concert at Bruton Parish Church at 8 p.m. Saturday.

Tickets are \$10 for the holiday ball, \$7 for the lanthorn tours and "Cry Witch," and \$3 for the escorted walking tours. Employees will be admitted free on a space available basis, but in order to insure a place an ticket is advised. The other events are free. For more information or to reserve tickets, call ext. 7645.

Colonial Walkers Mexico drawing

After two months of walking—practically to Mexico—the time of the drawing has arrived: Wednesday, February 13, in Room 102 of the Franklin Street Office Building at 9:30 a.m. The winner will get a Mexican dinner for two. All walkers are invited to attend the drawing.



Buckle up for love!

The Virginia State Police urges participation in the annual national Child Passenger Safety Awareness Week, February 10-16. Families are asked to "Buckle up for Love."

"Valentine's Day is a good time for parents to show how much they love their children by taking the time to buckle them correctly in child safety seats and safety belts," said Colonel W.F. Corvello, superintendent of the Virginia State Police.

Correctly used, safety seats and belts are 71% effective in preventing fatalities and 67% effective in preventing serious injuries to children under the age of five, according the National Highway Traffic Safety Administration. Unfortunately, child safety seats are misused about 33% of the time. The most common errors are improper routing of the vehicle's safety belt to anchor the seat, infant seats facing rearward rather than forward and seat harnesses or shields fastened incorrectly.

Management, Motivation Workshop offered

The next Management and Motivation Workshop (D.I.S.C.) will be held Wednesday, March 6, at the PTB from 8:30 a.m. to 3 p.m.

According to organizer Pete Cruikshank, "The purpose of this program is to help develop a better understanding of ourselves and our impact on others."

Colonial Williamsburg employees who participated in previous workshops feel the process presented is helpful not only in working with their manager and subordinates, but also in providing a useful approach to the interviewing process, dealing with employee relations problems, and helping employees to think about and plan for career development moves.

For more information, please contact Missy Bard on ext. 7118.

Community to celebrate Oral History

Through slides and recorded memories local residents will recall Williamsburg's reaction to the 1954 landmark case "Brown vs. the Board of Education," at Oral History Community Night Friday, February 15 at 7 p.m. in the Hennage Auditorium at the DeWitt Wallace Decorative Arts Gallery.

Sharing their memories will be Madeline Gee, Ruth Pope, Willie Parker, Katherine Curtis and Dennis Gardner. In addition, the panel discussion will include Wesley C. Wilson, an expert on the case; and Robert C. Watson, assistant director of Colonial Williamsburg's African-American Interpretations and Presentations department.

Admission to "Oral History Community Night" is free and open to the public. For more information call ext. 7212.

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