



Harrison Resort Hotel - Copper Room

The Copper Room & A Bit of History

We're making good progress on renovating the Copper Room, including the bar. Attached are some photos from its 100 years of history. A quick history lesson (courtesy of Mike): Last week was Mr. Cooper's last day at the hotel. He was Chief Engineer here twice in his career. At his farewell lunch, Jerry, a former GM from the late '90s, shared the story of why the Copper Room is called the Copper Room. Originally, its walls were literally made of copper. During one of our many ownership changes, copper prices soared and the owner sold the walls—and even the piano from the lobby. Luckily, the hotel team managed to track down the piano and bring it back. As we make changes today, we'll try to honor that history, bringing copper back in ways that pay tribute to the past while adding our own touch—so future generations will know just how stylish we were in 2025.

The local historical society is also working to preserve more of our heritage for future generations. They're looking for members, and we'll be showcasing some of their work in the Copper Room and the hotel lobby.



I'd like to start by thanking all of you for your hard work over the past year. We've seen many changes together, and there are many more to come.

This past weekend, we hosted our very first pool party weekend for our hotel guests. I think it's safe to say it was a huge success. Each night, the DJ received a standing ovation, and our barbecue with hot dogs and burgers was a hit. We're already planning the next events; Halloween and Family Day. For Halloween, the plan is a dinner dance party in the Copper Room on Friday, a pool party on Saturday, and hopefully a murder mystery dinner that same evening.

A few special thanks go to Phoebe, Angela, Rodney, Dash, Sahana, and Jason, who worked hard to create a new towel system that kept our guests dry all weekend. That said, none of this would have been possible without the teamwork of everyone, so thank you all for going the extra mile.

What We've Accomplished Together over the last few months

- Painted and repaired all outdoor pools
- Renovated the tennis courts
- Refreshed the kids' splash park
- Improved the front gardens
- Added a fire pit and restored the Copper Room patio
- Painted hallways in the West Tower (West Wing underway)
- Built a new wine room, with plans to extend the Copper Room liquor license and the Islands Bar patio



Interior of Harrison Hot Springs Golf and Country Club

Harrison Hot Springs R.C.

NEWSLETTER

August 2025



Areas of Focus

We're especially focused on improving check-in times. Managers and supervisors are meeting twice weekly to review what's working and what isn't. For front desk agents, this should reduce guest pressure. For housekeeping and laundry, it should mean better support and consistent access to the supplies you need.



What's Next

- Renovating the West Wing rooms to match the pool walkout rooms completed this spring
- Upgrading another 40 rooms in the West Tower to match rooms 555 and 556
- Revitalizing the lobby with a mix of history and a modern Pacific Northwest design
- Renovating the Lakeside kitchen line with new equipment
- Redesigning the Lakeside buffet, adding a bar and DJ area for future evening service
- Launching HotSOS, a new internal communication system for tracking housekeeping requests, queuing rooms, and managing maintenance work orders
- Completing our new Wi-Fi system, already halfway installed

Looking Ahead

Change is never easy, but it's part of our everyday reality. We'll do our best to keep you informed as we move forward. Our core customers are aging, and while it's important to keep them happy, we also need to attract new guests. That means trying new ideas, testing what works, and sometimes failing publicly. In that way, we're a little like Elon Musk's SpaceX, learning by doing, in front of everyone.

Thank you all again for your commitment, your teamwork, and your willingness to adapt. The future is exciting, and I'm proud to be moving forward together with you.