



# *The INNsider*



MISSION INN FOUNDATION & MUSEUM

Published bi-monthly by the Mission Inn Foundation & Museum  
3696 Main Street, Riverside, CA 92501

No. 91

December 2005

## Coming Events:

Docent Holiday Party

Monday, December 12

## Some Reminders

During this busy holiday season, it's important to keep in mind that we docents are also "guests" of the hotel and to make sure that we and our tour groups behave accordingly.

- It is extremely important that we observe the tour route sheets indicating which rooms and areas are closed. Always go over the route with your assistant and be cognizant of potential problem areas. Deviations that result in warnings from the hotel put our tour program at risk.
- Keep the aisles clear! The hotel is very busy at this time of the year and it is vital that hotel guests and visitors are allowed to move freely about the facility. Remind your tour to stay together. Stragglers can disrupt the flow of your story!
- Remember to inform your group about the "no photos rule" before you leave the museum. Privacy of hotel guests must be strictly observed. Special photo tours can be arranged through Randi or Virginia, if needed.
- BE ON TIME—not just to start your tour, but also to end it. There may be another tour after you waiting for your keys or a guest that has lunch reservations. We know that you want to tell all that you've learned about our wonderful hotel, but 75 minutes is 75 minutes. Wear a watch and check it often!

## Mission Inn Docents/Sterling Castle Tour Guides

Recently I had the good fortune to visit Sterling Castle, located in Sterling, Scotland. Upon arrival, my son and I decided to have a wee look around. It cost us 8 British pounds ( about \$15.50) each to get inside the castle grounds. We had our choice of either taking a self-guided tour or a guided tour. Being the docent I am, I thought the guided tour would best suit our purpose. This was an additional 4 pound ( \$7.60).

While waiting for the tour to form, I took the opportunity to talk to the young Scotsman who was to lead the tour. I introduced myself and told him I was a docent at a Historical Landmark Hotel where I lived. He looked rather blank when I mentioned the word "docent" and I thought perhaps I was wrong in thinking him to be the docent, until he asked me what a docent is. When I explained to him, he grinned and said, in a very Scottish brogue, "Oh, we Scots are a simple people, we just call ourselves what we are, tour guides." After feeling I had been put in my place, I asked how many people they took on a tour and if they had an assistant. He replied, "Oh no, I do it on me own and we take as many people that are willin' to pay." Then I ask how long the tour was, again he replies, "Oh, it depends on the people, if they are elderly it takes a bit longer, some will drop out , but we just keep on a goin'. Sometimes it's 2 hours, other times it's 2 hours 30." He then asks about the Mission Inn and our tours and how long they are. When I explained to him that our tours are 75 minutes and the history covers about 130 years, he was rather amused. "Well, there's your difference," he says, "This castle was built in the late 1300's. We have a wee bit more to tell."

By this time the group had pretty well formed, so 48 of started on a tour, over cobblestones, up and down worn stone steps with the wind blowing and into the most incredible places, hearing history that was almost beyond belief. I managed to hang in for the full 2 hours, 35 minutes, but I was one tired puppy and the restaurant was a lifesaver with a wonderful bowl of Scottish soup, bread and butter and of course a spot of tea.

As we were setting there enjoying the food and rest, my son had the nerve to say to me, "Mum, I don't think you would make "Docent Of The Year" here.

Donna Grossman

### Parking Validation for Volunteers

The parking garage behind the hotel was recently sold by the city to the Mission Inn. When it had been leasing parking garage space from the City, the hotel was always gracious in allowing us to validate parking tickets for our volunteers and staff. After the parking garage purchase, the hotel began upgrading the facilities and reviewing procedures. During this review process, it was uncertain if they would continue honoring our validation of tickets for volunteers, especially for large volunteer gatherings.

As a result, we thought it best to play it safe, and to indicate on the holiday party invitations that parking validation was not included. Since then, we have not had any indications from the hotel that the validations would be ended, and that is why we feel safer in saying that the parking during this and other special volunteer events will be validated.

Through all of this, we are very thankful to the hotel management and ownership, for their support of the docent program and all of our volunteers.

John Worden, Executive Director

## Curator of History Job Search Status

As all of you know, Wayne Dawson resigned from the Curator of History position in August of this year. We had begun searching for a replacement, but then the hotel recaptured a portion of the museum for its spa expansion. The hotel is entitled to do this, since our museum space had exceeded the 3,000 sq ft. provided for in the lease agreement. The space taken away included our temporary exhibit area, offices, and, during construction, the basement storage area underneath the temporary exhibit space. Our relocation of collections items and offices has resulted in unexpected budget expenses over \$10,000 for the Mission Inn Foundation, and we are still uncertain of the status of the basement storage area, since it is space not included in our lease agreement with the hotel.

Looking to the future, the Mission Inn Foundation Board of Directors has convened an ad hoc Museum Committee to explore the future direction, roles, and required resources for the Foundation, particularly the museum.

The reduction of museum space has caused both a budgetary strain and a need to re-examine the roles of the Foundation. Given the current uncertainty, I have put the job search for the Curator of History position on hold, at least until the Museum Committee completes its work and releases its recommendations.

I hasten to add that the docent program is an integral part of the Mission Inn Foundation and Museum, and that the program is looked upon favorably by both the Board of Directors and the Mission Inn management and ownership.

Steve Lech has done a commendable job in the temporary position of Volunteer Docent Training Facilitator, and the docent training class is not only of a good size, but it going along quite well. Randi Brewer has done a great job in providing staff support, and Virginia Fesunoff is helping with the INNsider production. I am helping with the docent training schedule, to ensure it goes smoothly, and the docent committee chairs have all stepped up to the plate to help out. Meanwhile Steve Spiller made it a priority to re-establish the docent/volunteer research library, now in his new office above the Mission Inn Coffee Company.

We look forward to continuing the growth and health of the docent program, and we appreciate your patience and help as we gain clarity on our organization's future direction.

John Worden  
Executive Director

# Rick Evans....Director of Restaurants

There are more fascinating aspects of the Mission Inn besides being a docent and giving tours. I am referring to the behind the scenes.... inner workings of the Inn. The wonderful experience guests receive is through the combined efforts of the Inn's staff.

I had the pleasure of meeting Rick Evans, who is the Director of Restaurants. In this position he supervises Duane's, the Mission Inn Restaurant; the Spanish Patio; and Las Campanas, along with room service, restaurant reservations and the hotel bars. Wow!!! His motto is: "The Inn is a big ocean liner and we are tug boats working to keep the liner pointed in the right direction".

Prior to the Mission Inn, he was assistant general manager at the Pacific Club in Newport Beach, where Duane Roberts has a membership. They developed a friendship through the years and upon learning of an opening at the Mission Inn, he decided to throw his hat in. Rick has been on staff since August of 2005. He has oversight of all managers within the departments listed above and their teams. There are about 200 employees in his reporting chain.

Around twelve years of age, he became interested in the school of philosophy. He read and has never forgotten the following line of Emerson paraphrased as follows: "The ultimate purpose of mankind is to be of service to other people".

Before the 1980s, he lived in Ohio in a farming village where one would either farm or work at the local General Motors plant. Not surprisingly, Ohio winters brought him to California in 1988. Not too different from FAM's winter guests. Some things never change!

Rick attended Ohio State and Saint John's College which was across the street from the Naval Academy in Annapolis

The events which culminated in his migration to California were a fluke. He became very frustrated with his Compute Science Major at OSU, plus the economy was on a downward swing. The only job available was with a restaurant. Thus his profession in the food industry commenced.

Experiences in his field are many and varied. While working in a private club in Columbus, Ohio, Dave Thomas of Wendy's was having an elaborate wedding reception for Wendy, with over \$50,000 worth of flowers. It was a huge social event for the city of Columbus and it took over the entire second floor of the Athletic Club. It was during the month of July and unfortunately the air conditioner went out during the reception. Truly a trying time, for both Rick and Mr. Thomas, who was not happy, but gracious.

He tells his people never to be surprised at what happens in their work, as events and guests will surprise you both positively and not so positively. He works to motivate his people to keep their tugboats pointed in the right direction.

Carroll Shelby, who designed the Ford Mustang Cobra, and people from all over the world came to an automobile convention at the Mission Inn. By chance, Rick was visiting with a couple from Brit-

ain and subsequently gave them a tour of the Inn and.... they were fascinated. Rick mentioned that since they were from Britain, they probably see places like this all the time. Their response was, "There is nothing like this in Europe!"

Rick shared, "The best part of my job is to be part of this truly unique property and work to continue the vision of the founder and care for it for generations yet to come." Rick's loves regarding the Mission Inn are the people, the guests of the Inn, his staff and bosses, plus being part of its history and the community. He is definitely someone this writer would enjoy working with.

He has been married to Caryl for ten years, who works for a residential tract developer and is finishing her BA in fine arts. Two highly pampered and loveable cats: Yogi and Emmy round out their family. He loves to hike in both the mountains and desert, read books, and listen to music.... except for heavy metal and rap! He also loves to spend vacations back east and relaxing.

As Director of Restaurants, his goal is to continue to make our hotel service the best it can be, keep the hotel's respect and move it into the future. It was fascinating to learn of another aspect of the Mission Inn and after meeting Rick, I have no doubt he will achieve his goals. He is truly a special asset to our Historical Mission Inn. Welcome.... Rick!

Dauris Slaughter

### MEMBERSHIP RENEWAL

Your membership support is essential to our purpose of preserving the unique collections of the Mission Inn and helping others to learn about this extraordinary site. We invite you to join us in supporting this historic landmark. Please remember that members are entitled to a free museum publication and a 10% savings on Museum Store purchases. We ask that all volunteers with the Mission Inn Foundation & Museum maintain a current membership. **We will continue to mail the INNSider to active docents and volunteers.** Membership is for a year from renewal date - \$15.00. Please send your check payable to the Mission Inn Foundation, 3696 Main Street, Riverside 92501.

**Questions about your membership status? Call Virginia, (951) 781-8241 Also please review your mailing label for accuracy. Include any necessary changes. THANK YOU!**

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# Mission Inn Foundation - Mission Statement

The Mission Inn Foundation is a non-profit organization dedicated to preserving the public trust in the Mission Inn, a privately-owned National Historic Landmark hotel in Riverside, California. The Foundation interprets and promotes the cultural and social significance of the Inn and its collection within the context of local, regional and national history.

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*The INNSider Volunteer Newsletter*  
*Mission Inn Foundation & Museum*  
*3696 Main Street*  
*Riverside, CA 92501*

The MISSION INN MUSEUM is open daily  
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