

ENCHANTMENT RESORT

Distinguished Service Team - Nominees - November 2005

Front of the House

Edward Mendiola – Banquet – Server: Edward is one of the hardest working people I've ever had the pleasure to work with. His attendance record is but perfect. Edward has a great attitude, always willing to do what ever is asked of him. Not only that; Edward will look for additional tasks to accomplish when his assignments are complete, a rare commodity around here. Edward is a model employee and we are lucky to have him! **Matt Bailey**

Christian McFarland – Dining Room - AM Server: Christian joined us with no experience in food and beverage or hotels. Since being here, he has become a cove member of the Yavapai team and the go-to guy if we need help in Tii Gavo. Thank you Christian for all the help and what you've brought to us in Food and Beverage. **F & B Managers**

Barbara Boic – Retail – Sales Associate: Although Barbara has only been with the Retail Department for a short time she has already had an incredibly positive impact. Barbara is a quick learner and has shown great versatility, taking on three jobs in the department. Barbara works the Marketplace, Mii amo Boutique, and the Retail Warehouse. No matter what job she is working Barbara exemplifies our motto of creating memories by exceeding expectations. Barbara is a problem solver and always follows through to ensure the guests' satisfaction. Barbara is a team player and adapts well to her many work environments. I feel extremely fortunate to have Barbara as part of the Retail team!!! **Amy McMurphy**

Shane Alexander – Room Service – Server: I believe this may be history in the making. Shane will be the first of our J-1's or H2B's to be nominated. Shane has a work ethic unrivaled - just when you think everyone is working hard, Shane works harder. Over the Holidays when people said "nuff already!", Shane said "Bring it on!" Shane works his overtime hours in room service and will volunteer to work if there is a sick call or a need in banquets, all this with an unwavering sense of good nature and a nice word for everyone. **F&B Managers**

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Heart of the House

Jose Esquer – Banquets – Houseperson: For a student Jose works a lot of shifts when banquets is busy. He has a great attendance record, and a great attitude towards work and his banquet teammates. Most recently Jose has gotten mentioned in some letters we've gotten back from groups as being one of our stars. Jose is pro active and sincerely cares about doing the job well. **Matt Bailey**

Maria Garcia – Housekeeping – PM Lobby Attendant: When Maria is working there are no worries, she needs no supervision. She knows how to prioritize her assignments between offices, banquet and lobby areas. I continually receive great comments from managers and staff regarding the terrific job she does and her great attitude. She is willing to step in and cover the evening supervisor position, laundry or anywhere else she is needed. Thank you Maria for everything you do, we are glad you are on our team!! **Jill Madzik**

Freddy Badilla - Engineering – WTP Technician: Freddy is always pleasant when we need his assistance. We know when Freddy answers the call it will be completed and completed correctly. He has saved us many times with his ingenuity, when we thought the room could not be sold and there was not an option to move the guest. Thank you Freddy it is a pleasure to work with you! **Jill Madzik and the entire Housekeeping Department**

Camilo Casiano – Culinary – Steward: What would we do without Camilo? He is the “James Brown” of the stewarding, the hardest working man behind the dish machine!! **F&B Managers**

Mii amo

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Front of the House

William Bill Mills - Mii Amo Café – Culinary-Cook: Hard work and dedication!! Bill is awesome!! Bill goes non-stop from the time he arrives until he leaves every shift. He truly cares about our guests and their dining experience, thanking each guest and wishing them well from our exhibition kitchen as they leave the café. Bill's prep/production and his ability to multi task and run the line is unsurpassed by any other in his position at Mii Amo. Without question Bill is irreplaceable and a genuine asset to the Mii Amo experience. Thank you Bill for all you do and the way that you do it!!! **Rick Kulander**

Juan Pena - Mii Amo Café – Server: Juan is exceptional!! He is willing and able to multi task and help others with efficiency and consideration for the guest. He is adamant about the cleanliness of the café inside and out. While his position is server he willingly fills the role of host, busser, bartender and dishwasher at a very high level in order for the café to run smoothly and to make sure our guests are well taken care of. I am only one of many of Juan's fans as our comment cards frequently reflect the guests' appreciation for Juan's attention to detail and genuine care for their experience. Thank you Juan for a job well done!! **Rick Kulander**

Mary LoPiccalo – Spa – Massage Therapist: Mary has been a great addition to the Mii amo therapist team. She left us for a brief period of time, and her presence was definitely missed. Mary brings a wealth of knowledge and experience of a number of treatment modalities. She is extremely flexible with her schedule, adding or extending shifts as needed. In addition she is an extremely talented musician and she has led the staff Christmas Caroler group. Thank you, Mary, for assisting the activities department and for your many contributions to the treatment staff. **Deborah Waldvogel**

Jeanne Kuber – Spa – Fitness Instructor: Jeanne brings such a great level of energy to our Fitness Department. She teaches our "high energy" aerobics classes and is a great yoga instructor. She always has a smile and truly connects with the guests in both her classes and private sessions. I have only received extremely positive comments from our guests after attending her classes. Jeanne is also a great team player, helping out staff in any department and sharing her vast fitness knowledge with others. Jeanne your presence brightens the day of staff and guests alike. Thank you! **Deborah Waldvogel**

Kim Beattie – Spa- Massage Therapist: Kim has been a great asset to our massage team. Often she will call me to see if we need help before, after, or even on her scheduled days off. This is a huge help and I am very grateful for the help. Kim also is very proactive in helping the new therapists get acclimated to how Mii amo works and what is expected of them. Thank you Kim for your support, your good nature, and your willingness to go the extra mile! **Chris Barth**
