

ENCHANTMENT RESORT
Heart of House
Distinguished Service Team Nominees – October 2005

Edward Rodriguez – Culinary – Steward: Being short 3 to 4 dishwashers for months at a time is not a pleasant experience for any kitchen. Edward has always been there working double shifts and doing whatever is necessary to get the job done. He is a team player, and has definitely saved the day several times. If he is working in a kitchen and is caught up, he will go to another kitchen to help without having to be told. Many times this happens and he will pick up a knife and start prepping, making pizzas, or even cooking in Ti Gavo. Thanks Edward for a job well done!! **Chef Steve**

Luis Ramirez – Culinary – Pastry Cook: Luis has been a firm contributor in the success of my department through the month of October. Luis works many jobs and does them very well. He is definitely an ace in the hole for several departments. In less than a year he is already decorating cakes and making pastries. He has a great attitude that basically says what do you need? Thanks Luis!! **Chef Steve**

Fabian Tagle – Mii amo Culinary – Steward: What a great addition to our team! Fabian comes to work everyday with a big smile even when he's sick! He works hard everyday to keep the Mii Amo kitchen clean. He'll do anything you ask of him everyday and wants to learn. In addition to washing dishes he also does a great deal of prep and his knife skills have greatly improved. Thank you Fabian for doing such a great job everyday and your wonderful smile! **Erica Brann**

Irma Munoz - Housekeeping - Room Attendant: We can always count on Irma to do a great job! She will complete 28 rooms when we are short staffed and will help everyone until all the rooms are ready. She has a great attitude, smile, detailing, cleaning and dependable. Thank you for being on our team and for everything you day to make each day go smoothly. **Jill Madzik**

Bob Potisk – Engineering – Supervisor: Bob started with Enchantment October of 2000, he has worked on the PM program for the rooms. Since Bob has been in charge of the PM program, the work orders have been reduced drastically and it's hard to find Engineering problems in the rooms. Bob gets along with all the employees and guests, works diligently and is a true asset for the company. Bob gets the engineers motivated, provides good leadership and always has a good sense of humor to share. **Rick Villagomez**

Maria Mendoza- Human Resources- Benefits Coordinator: We would be absolutely lost without Maria!! With both a new HR Director and a new HR Manager in the last 12 months Maria has been the Human Resources' solid rock and bottomless information well that has kept our department consistent and efficient. Her recollection of people, events and circumstances is undoubtedly unsurpassed; Maria remembers everyone and everything! Taking care of all employee benefits (and then some and some more) she works like a perfectly oiled machine, diligently making sure every process is completed and every task taken care of. Thank you Maria, for all you do every day! **Kim Keene**

ENCHANTMENT RESORT
Front of House
Distinguished Service Team Nominees – October 2005

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**

Christine Talbot – Activities – Concierge: Chris has graciously given her time to Mii amo reservations. Chris has been able to take on the dual duties with professionalism and maturity with the utmost of ease. Besides assisting Mii amo Reservations with their staffing needs, Chris has been extremely helpful with all of the Holiday Reservations that Concierge is currently undertaking. Thank you for being a great team player.
Donna Friedman

Alfredo Villalpando (Simba) – Dining Room – Server Assistant: As we all noticed on the anniversary list Simba has been with Enchantment for 7 years. He is a dependable, responsible, courteous, and friendly hard worker. If you did not know we were down to two server assistants in the dining room at the beginning of October. After that we had ONE (Simba). He worked extra shifts and they were long and busy trying to keep up being outnumbered with servers. No matter what, he got the job done. If there has ever been someone to recognize for being team player, awesome employee it would be Simba. I am proud to know and work with him. Not only should he be employee of the Month but Employee of the YEAR!!! **Kelly Leo**

Herman Lucero – Tii Gavo – Server: Herman is new to the Enchantment but has quickly shown himself to be a strong asset to the Enchantment and the F and B team. He pulled us out of so many holes in October that we were afraid we're going to burn him out. Instead he volunteered with a smile on him at the beginning and end of his day. **F & B Team**

Chad Jones – Room Service – Server: Chad left us and returned as one of the core Room Service PM staff, his dedication to guest expectations should be benchmarked whether it is a special in-room event or daily deliveries. **Chad** is an exception to the rule in room service, he is requested, dependable, flexible and always has a smile on his face. **Chad** is a delight to work with (P.S. did we mention he designed the Jazz Festival shirt?).

F & B Team

Paul Decatur – Dining Room – Server Assistant: Could we have survived October without Paul? The answer is resounding, No! Paul worked AM in Room Service, Afternoons in Tii Gavo and Evenings in Yavapai. Thank you Paul for helping us have a great October, By the way, he is our safety committee member too! **F & B Team**

Mii AMO SPA

Front of the House

Distinguished Service Team Nominees – October 2005

David Ferguson – Spa Reservations – Coordinator: David has stepped up to the huge task of completing journeys for our approximately 150 November destination guests. There have been some challenging moments dealing with guest's frustration and confusion, but he has remained calm and professional. What I appreciate the most is that when David tells a guest he will do every thing in his power to take care of the situation he does, even if it means staying after hours. I feel very fortunate to have David on our team. **Deborah Waldvogel**

Genny Mendoza – Spa Front Office – Supervisor: Genny has been amazing the past several months while we have been without a Front Office Manager. She has assisted with projects and situations too numerous to list and she does it all with a great attitude. I can not begin to thank her enough for her consistent hard work, her calm presence and her dedication to getting whatever job needs to be done taken care of. I appreciate you so much Genny! Thank you! **Deborah Waldvogel**

Bonnie Hartenstein – Spa - Fitness Instructor: Bonnie brings such a diversity of talents and experiences to our Fitness, Consultation, and Activities Departments. She teaches Thai Chi as well as leading amazing meditation, personal growth and chanting sessions. In addition she is leading a walk, look and draw class that is gaining in popularity each month. What I and so many of the staff appreciate about Bonnie is that she is such a team player. Her interactions with the Front Office Staff are supportive. I see her educating staff and guests alike on a daily basis. Bonnie thank you for the wonderful gifts you share with guests. **Deborah Waldvogel**

Josef Ruttiger (Bhadra) - Spa – Massage Therapist: is one of our most senior therapists and highly requested by the guest for his specialty treatments. He has developed many of our specialty treatments here and gained some well deserved notoriety for what he does. Many of our guests come especially for him, not many people can say that and yet he down plays much of this and is solely interested in helping the guest. Nothing more-nothing less, this is not something you can teach this is who Bhadra is and we are grateful he has chosen Mii amo as his home. **Chris Barth**

Raufa Magid – Spa – Massage Therapist: Raufa has been with us for quite a few years and has developed some of our specialty treatments that have become very popular. Almost every week Raufa comes to me after checking the schedule and offers to come in; early, stay late, or on her day off. This is a tremendous help because not only does Raufa do specialty treatments; she can do almost all of our other treatments as well. This is a great support to our Reservation and Front Desk staff in trying to help the guest. Thank you Raufa for all you do! **Chris Barth**

Francine Schock – Spa – Prep Attendant: As I have said before Francine is the backbone of the treatment staff. Always helping out, always on top of every detail, always willing to go the extra mile are just a few of Francine's attributes. Francine is truly a hard worker and a perfectionist, always looking to what needs to be improved. Without Francine at Mii amo, there would be a huge void. **Chris Barth**