

ENCHANTMENT RESORT

Employee of the Month Nominees - August 2009

Heart of the House

Abraham Uribe – Engineering - PM Engineer: Abraham is very conscientious. He is always checking back with housekeeping to ensure he did not miss any calls. On a very busy weekend one of the washers was not working. The trip charge for C-Pec to come to look at the washer was \$500.00. Abraham spoke with the rep from C-Pec on the telephone and he walked Abraham through the repair. Thank you, Abraham. We would have been further behind in laundry if you would have not taken the time out of a very busy schedule to fix the machine. **Jill Madzik**

Juan Baldivia - Housekeeping – Houseperson: We had several shift call offs during a very busy time and Juan took on covering the entire property. He stocked all the closets, striped linen from rooms and handled all deliveries and guest calls. He works so hard and never complains. Thank you, Juan, for all your hard work. We could not have completed the day without you! **Jill Madzik**

Frank Allen – Engineering – Supervisor: Frank has been a key player in the spa renovation project and has spent many hours and many nights to get the spa ready and running on schedule. His dedication and expertise enabled a major project to be opened on time and with professional appearance. Frank's supervisory skills, combined with his expertise in remodeling and his quirky sense of humor are a huge asset to the Engineering Department and the entire resort. It is with great pleasure that I nominate Frank for Employee of the Month and wish him the best of luck. **Freddy Badilla**

Dorine Lape – Engineering – Painter: It is with great pleasure that I nominate Dorine Lape for employee of the month for her outstanding contribution to the Mii amo spa renovation project. Dorine has many talents and capabilities which have made our department and the resort shine! Dorine put many hours into the spa project working in less than pleasant conditions, and always with a smile and a laugh even after a long, dusty night. Her efforts are greatly appreciated and admired. I applaud her work ethics. I wish Dorine the best in winning this month's employee of the month. Thank you for all you do, Dorine. **Freddy Badilla**

Front of the House

Horacio Lopez – Banquets – Server: Horacio has really stepped up in the last few weeks. I have put a good deal of extra responsibility on him. Many of the AAA group knew Horacio by name mostly because of his great customer service skills, and partly because he worked breakfast, lunch, and dinner with the group. Horacio has good organizational skills and a constant drive to get the job done right the first time and as efficiently as possible. I consider Horacio to be a tremendous asset to the banquet team as well as the entire resort. Thanks Horacio for all your hard work!! **Matt Bailey**

In a short period of time I have come to rely on Horacio in the morning. His previous experience in the outlets has provided him with great customer service skills. He has been an integral addition to our morning banquet team where we do not have a Captain. Besides working double shifts with a smile and never ending energy, he was most cordial with our meeting planners and received compliments from MICA and ANS. Thanks Horacio! **Molly Anderson**

John “Jack” Barton – Bellstaff – Bellperson: It is great to have JACK BACK! Jack is very professional on the radio at all times but perhaps more importantly, Jack is always seen laughing with guests. He has a very congenial way about him. He makes that instant connection with the guests and makes their stay memorable. He is a prime example of those employees that make our guests’ experience all about our great staff! Thanks Jack – keep laughing! **Molly Anderson**

Jack is a very hard working and guest oriented individual who pays attention to details. When Jack is on duty he not only makes sure the chores in the department are taken care of, but also maintains high levels of customer service. Jack always treats the guests with respect and makes them feel at home while staying with us. Jack is not only an asset to the bell staff but also to Enchantment Resort and he deserves to be recognized for his tremendous efforts. I am very happy to have him back with the Enchantment bell staff! **Huean McLean**

Phil Kovac – Activities – Tennis Pro: I am nominating Phil for two very different reasons

1. Phil facilitated a croquet tournament for the Fetal and Women’s Center. He was faced with very hot temperatures, a shortage of equipment, and a wet court yet he turned their tournament into the highlight of their weekend program at Enchantment. He was able to keep both adults and children engaged and keep them organized.
2. While waiting for the FWC to arrive for their croquet tournament, I observed Phil speaking with a guest whose son had completed a lesson in the morning. It all started by the guest saying “Thank You – My son really enjoyed that and is interested in playing more tennis.” Phil and the dad spoke for about 15 minutes regarding his son. Phil was very complimentary of the son and suggested a program of lessons and training for them to continue when they returned home.

Both of the above examples exemplify the type of connections that our staff makes with our guests on a daily basis. Our staff makes a difference and Phil made a difference that day! **Molly Anderson**

Alfredo “Simba” Villalpando – F&B – AM Server: Alfredo has been with us for several years. He started as a Server’s Assistant and over time became one of our top servers. Simba is always taking care of the guests and on multiple occasions has had letters and comments confirming this. He is willing to do what is necessary to insure guest’s satisfaction. When another staff member needs assistance he is on top of it! I always know when I ask Simba to do a job it will be complete and done quickly. I’m (we’re) very fortunate to have a staff member like Simba here at Enchantment. I believe he is a perfect example of what an EOM should be. **Kelly Leo**

Mii amo Spa

Miguel Gonzalez – Cook – Mii amo Cafe: Miguel has done so much over the past few months to really make sure the kitchen has been flowing at night. With him covering 5 night time shifts a week, I know my guests are in good hands and they are receiving the highest level of service. His efforts have really helped me out during these periods of staff and business fluctuations. Thanks Miguel for taking charge and coming through with the assets that are truly immeasurable. ~**Steve Sicinski**

Lynn Hoy – Mii amo – Reservations Coordinator: With changes in staffing in this current economy, employees often have to assist each other in other departments in order to get the jobs done in a timely manner. Lynn took the time out of her busy schedule to help out C&CS (and Sales) tremendously by assisting us with the new meeting room changes in our software programs. Thanks Lynn for donating your time and knowledge to the C&CS department- Much Appreciated! **Jessica Caldwell**

It is so great having Lynn in our reservations department! Lynn brings her computer expertise and calming manner to work everyday. She is always making our lives easier by creating some report or showing us how to do something quicker and easier. She is great with the guest and many request to meet her once they have arrived to say thank you. We are very fortunate to have Lynn with us in reservations. Thank you so much Lynn for all that you do for our guests and for making my job easier by being you. **Tonyia Gosik**

Ethan Williams – Mii amo – Locker Room Attendant: Ethan has worked very hard for us at Mii amo for almost a year. He is dependable and strives to make sure his area is clean throughout his shift. Recently he has exhibited his leadership skills by bridging the gap between the café and housekeeping departments- assisting them on a regular basis and eagerly training new lounge staff. Guests and other employees have complimented Ethan on his consistent assistance and attention to detail. **Kate Kramer**

Donna Steinbeck – Mii amo – Massage Therapist: Donna has been very flexible with her schedule. On multiple occasions, Donna has stayed late or come in early to accommodate guest requests. She always does so without hesitation or expectation. It is common for Donna to help her peers that are in need whether it be spa coordinators or management. Thank you Donna for your flexibility and willingness to assist when needed. For these reasons and many more, I am happy to nominate Donna for EOM.
Joy Schweitzer

Francine Schock – Mii amo – Prep Attendant: Ms. Francine left for a month vacation today. It is at times like this that we reflect on how much this person takes care of for us at the spa. Francine not only assists the treatment staff with set up for services but also does the daily work balancing, adds staff to the schedule as needed, orders all the products that we use upstairs and makes sure that the day to day operations of the upstairs flows well. She finds solutions for problems as they occur and sometime without us even knowing there was a problem. She is a "can do" kind of person. She is also very thrifty and never wastes anything which is a very valuable to the spa in these changing times. Francine, thank you for all you do and for how well you take care of everything upstairs so that we have time to take care of other things. **Tonyia Gosik**

Jeremiah Horstman – Mii amo – Spa Attendant: Jeremiah has also been extremely helpful as of late. He too has been providing Enchantment guests with rides, delivering faxes and packages – anything that the operator needs him to do when the Enchantment Bell staff is backed up. During the ANS program I saw more of Jeremiah while the bellmen were busy with check-ins. Jeremiah, it seemed, was always there. He assisted ANS exhibitors with their boxes. Thanks for all the help Jeremiah! **Molly Anderson**