

ENCHANTMENT RESORT

Distinguished Service Team Nominees - April 2006

Heart of the House

Luis Ramirez – Culinary – Steward Supervisor: Luis works from sun up to well past sun down. Luis works in pastry, in banquets and is the stewarding supervisor where vast improvements were made almost immediately after he took the position. Luis is one that will work as many hours as his body can physically handle, and we have definitely tested those limits. Hard work and determination are terms synonymous with Luis Ramirez. **Matt Bailey**

Luis has such a positive attitude he never gets tired and is always looking for projects. Luis organizes and keeps everything clean in both kitchens. When recently faced with what was close to an insurmountable challenge, Luis worked all day long for several days, while rallying his crew to do the same. And when the challenge was finally overcome, his first thought was the next project for the following week. That is a work ethic one does not find every day. **Uwe Wais**

Scott Morrow – Accounting - IT Assistant: I am so very glad Scott decided to join our team and change his position from A/V to our IT department last year! Scott has helped me tremendously with orientation set ups and the challenges I run into once in a while. He always calls in advance to see if I need his help with anything and will come check on me on training days to make sure everything is set up properly and functioning the way it should. Scott, you make my job (and everyone else's as well I am sure!) so much easier – all your efforts are greatly appreciated! **Nicole Rosas**

Joshua Martinez – Housekeeping – Houseperson: Joshua is a very dependable worker. he never complains about anything and always does whatever anybody asks him to do. He always completes the housekeeping calls and he never forgets to do them. He always asks others for help if he doesn't understand a request. **Magda Urias**

Michele Fitzpatrick – Engineering – Administrative Assistant: Michele has become the jack of all trades at Enchantment. As we all know whatever is asked of Michele she will do her best to get it done. She has been putting some long hours lately helping out with the shuttle driving and when she turns in the keys on her last run she is just as positive and up beat as she was at the beginning of the day. Thank you Michele for everything you do for all of us! **John Frank**

Jeffrey Place – Culinary – Cook: Jeffrey has been with Enchantment for 6 months, during this time he has proven to be a valuable asset to Yavapai and banquets, he has brought the PM prep station to new heights. Jeffrey is a working machine with a great attitude and great work ethic, no task is too big for Jeffrey, he just gets it done and his organization shows because he never walks fast. Thank you Jeffrey! **Chef Steve & Bill DeLong**

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Front of the House

Christian McFarland – Dining Room A M Server: Chris is a hard worker and enjoyed by his team mates and guests alike. Chris steps up when things need to be done. Thank you for all your hard work. **Kelly Leo**

Adam Prosser – Banquets Server: Every time I see Adam at work he is busy finishing a task, no words are necessary. Adam is always looking for the next project, has a can do attitude and at all times is ready to jump in and help wherever it is needed. Plus Adam helped in Tii Gavo over spring break with great success. **Uwe Wais**

Adam is just one of those guys that could be nominated every month. He has a great attitude and is very flexible with scheduling changes and helping out in other areas. Over spring break he helped out in Tii Gavo as a busser and did a great job! In banquets he'll do whatever is asked of him, even if it means cleaning up after his co-workers. Adam is our Safety Committee member as well. Adam has become one of my "go to" people. His hard work, dedication, and attitude deserve the acknowledgment of employee of the month. **Matt Bailey**

Crystal Sincoff – Front Office – Agent: Crystal has been working at the front desk for over 5 months now and has been doing an excellent job. She has been handling these busy check-in days like a pro and nothing seems to throw her off course. She is excellent with the guests and takes pride in her work she is a pleasure to work with a very competent front desk agent. **John Frank**

Daniel Stainbrook – Room Service – Server: You can find Daniel in Room Service where he is another of F&B's stars. Daniel can handle any task given to him. His peaceful composure is great during some of our busiest times. **Kelly Leo**

Claudia Strever – Dining Room – A M Server: We can always count on Claudia. She knows what people want. She looks for the small things that may be overlooked. She is someone you can count on when things get tough. **Kelly Leo**

Jessica Smart – Dining Room – Hostess: As you all know Jess is a top notch hostess. Guests love to see her when they come in. She has a memory like an elephant and if there is something you need to know about a guest Jess can tell you something about them. She has been an employee for over 6yrs and is a rare GEM not only to the F&B department but to all of Enchantment. **Kelly Leo**

Jesse Lash – Retail – Sales Associate: Jesse has been our “go-to-girl”. She works the Mii amo Boutique, Marketplace Gift Shop, and the Retail Warehouse. Her schedule is ever changing and many times changes at the last minute. Jesse never complains and her answer to everything is “what ever you need”. Jesse often works two jobs in the same day; when she is working a store shift she comes down to the Retail Warehouse during her lunch to assist with deliveries and shipping. She truly accomplishes the work of two people. I don’t know what we would have done without her this past month.

Amy McMurry

I want to thank Jesse Lash for re-entering our Retail Department. Jesse has worked in all the stores as well as the warehouse. Regardless of where she is, she is a ray of sunshine. Guests love her and you can be sure that the work will get done if Jesse is around, she has boundless energy. Jesse is training to become an aesthetician and I can only anticipate that Mii amo Boutique will continue to reap the rewards of her skills in both sales and guest service. Thanks Jesse for all you do for us!

Kelly Dunagan-Johnson

Jamilee Scheiwe – Activities - Concierge: Jamie Lee, thank you so much for all of your help! Your willingness to learn and take responsibility has been outstanding. Thank you so much for the extra hours you have been willing to work to help us through the busiest season of the year. Thank you again for your outstanding effort. **Greg Thorndike**

Mii amo Distinguished Service Nominees – April 2006 Front of the House

Margaret Elliott – Mii amo Boutique – Sales Associate: Maggie has taken on a key role in the Mii amo Boutique. She has shown initiative in placing reorders, ensuring merchandise is requested in a timely manner. She has participated in store reorganization projects, such as the set up and maintenance of the Jane Iredale line. Maggie is very personable and shows genuine concern for our guests. She goes to great lengths to ensure the guest's needs are met and their questions are answered. It is no wonder why Maggie's name has recently been mentioned repeatedly on our comment cards. Maggie thank you for your outstanding guest service and upbeat attitude!! **Amy McMurry**

Cliff Rosenstein – Mii amo – Massage Therapist/Coordinator: Anytime we need Cliff for a shift, be it therapist or a front desk shift he will work. He also has a great sense of humor and is fun to work with. **Lisa Galloni**

Cliff has been an absolute rock again this past month. He has helped us in both areas at last minute notice. I can count on him in any situation. I am very excited about supporting Cliff as he continues his growth with the company. Thank you so much Cliff for all you do! **Deborah Waldvogel**

Leslie Vogel – Mii amo - Consultant: Leslie is wonderful person to work with. She has such a positive attitude and the guests love her. She also put a lot of time and effort into making our mother's day retreat very special. **Lisa Galloni**

Joy Schweitzer – Mii amo – Coordinator: Joy has been doing an outstanding job at the Front Desk. Her customer service skills are exceptional and she has stepped in to assume responsibility for certain tasks to help support the efforts of the team. Her attention to details is greatly appreciated, ensuring our guests are receiving complete and accurate information. She has been flexible with her schedule and quickly moved to full time despite a heavy college class load. I look forward to working with her further this summer and during her internship this Fall. Thank you Joy! **Deborah Waldvogel**

Jan Dibeler – Mii amo – Fitness Instructor: Jan is an outstanding employee, over the last couple of months she has come through and helped carry the fitness department, her willingness to go above and beyond to help cover classes as well as private lessons last minute has helped immensely. I would also like to thank Jan for her willingness to help out the estheticians by picking up facial shifts again at the last minute. Thank you so much for all of your help Jan!! **Greg Thorndike**

Donna Steinbeck – Mii amo - Massage Therapist: Donna has really found her place at Mii amo. She is inspired by continuing education and her work continues to develop and become even more refined. I have had numerous guests comment on what an incredible experience they had with Donna. In addition, she has been flexible with her schedule to support the many guest requests. Thank you for being such a great contributor to Mii amo. **Deborah Waldvogel**

Jim Miller - Mii amo – Massage Therapist: I can not count the number of times Jim has extended, pulled doubles, worked many days in a row to assist us with treatment coverage. He never complains about being tired and he maintains a very positive attitude. He is ALWAYS willing to help. It is so great to have a team member that truly understands the meaning of the word team. Thank you so much Jim!

Deborah Waldvogel

Luz Medina – Mii amo Housekeeping - Room Attendant: Luz is always on time, very dependable, and organized. She never complains about anything and always when she finishes her list she asks if anybody needs help or what other things she can do to help the others. **Magda Urias**