

## ENCHANTMENT RESORT

### Distinguished Service Team Nominees - April 2007

### Heart of the House

**Ana Zapata – Housekeeping – Room Attendant:** Anna has worked at Enchantment as a room attendant for **10 years**. She has proven to be very dependable; detail orientated, always completes her assignments and is a pleasure to work with. She knows how to prioritize her room lists and is concerned with the service she provides to our guests. Thank you Anna for everything you do! **Jill Madzik**

**Kathie Dowhower – Retail – Warehouse Lead:** Kathie has consistently working exceptionally hard at tracking down mysteries and solving them. I have seen such a difference in our Inventory Process with her in charge, she is conscientious about doing a job correctly and that translates to every aspect of our operation. Kathie I want to thank you personally for making our last inventory less stressful. Keep up the great work! **Kelly Dunagan-Johnson**

**My goodness**, where do I begin to sing the praises of Ms. Dowhower! I have had several occasions in the recent months to ask for Kathy assistance. I was out of some guest amenity items and some other things and I was in a panic. I started off just by asking some questions about where I might get a replacement item until our regular orders came in but no time Kathy had not only answered all my questions but offered to order the items for me. She then made calls to place rush orders for me. She followed up with me to let me know the status of my orders and also again after I received the orders to make sure I had everything I needed. Kathy goes way above and beyond in her job. She always has such a positive attitude and always reassured everyone that it was, “no problem at all to help.” I know she has a very full work load as it is but she is always so willing to help with whatever she can. Kathy, I just wanted you to know how much I and Mii amo appreciate you and your wonderful attitude and all your help. You are the best of the best! **Tonyia Gosik**

**Balvina Hernandez – Culinary – Prep Cook:** Since the 1<sup>st</sup> day I hired her, she has proven to be an excellent employee with great work ethic, exceptional attitude, respect for coworkers and wonderful personality. She takes ownership of her area and does not settle for mediocrity. When she is working, you never need to be concerned with not having adequate amounts of prep. It's a pleasure working with her each and everyday. Thank You!!! **Chef Steve**

**Brian Rader – Accounting – Accounts Payable:** Brian is on the job and there is no confusing that! Brian has an attention for detail unsurpassed. Brian has taken time out of his day to come and see the process of running bills on the group accounts so that he has better understanding of the whole picture. Brian is polite, pleasant and eager to please. Thanks for your continued efforts Brian I look forward to working with you in the years to come. **Matt Bailey**

**Marcia Gutierrez – Housekeeping – Room Attendant:** Marcia is a wonderful housekeeper. She is always at work, and always comes to work and manages to leave with a great attitude and a smile. We couldn't do what we do without housekeepers like Marcia. **Kelly Ahrendes**

**Ron Bennett – Engineering – Mechanic:** I would like to nominate Ron Bennett for employee of the month. Ronnie B is one of the friendliest people I know at the resort. Not only that but any time I have ever called on him to do something special for us it has been done right away with a smile. I called on him recently to see if he would be willing to help me out with the mountain bikes. We had a VIP group that was taking a guided mountain bike ride in three days and we had major issues with the bikes. By the time we found out about the issues it was too late to take the bikes in for repair and no one on our staff had the knowledge to do the maintenance. I called on Ron to see if he had time to look at them. He graciously agreed to help and made phone calls, went and picked up bikes at the bike shop, cleaned the bikes and checked them all out for us. He made us look good! I am so very grateful to Ron for helping us out of a jam at the last minute. We are so fortunate to have such an outstanding employee such as Ron on our team. This is why he deserves to be employee of the month. **Tonyia Gosik**

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#### **Front of the House**

**Fred Wadsworth – Safety & Security – Officer:** Since Fred arrived on property he has been a go getter, he has demonstrated his concern for the safety and security of guest and staff. Fred has received a number of outstanding comments from guest on his knowledge and professionalism and genuine concern for them. Fred has help in the department getting the emergency policies together and making them work. Fred also works when every needed to finish a job and volunteers' all the time for more work that will help the resort. Without Fred on property all the task would take months longer and cost more in training others that Fred already has the knowledge, experience and drive to accomplish. Few people in the safety and security field get the recognition they deserve and I feel Fred is one that should be acknowledge.

**Chuck Harris**

**Terry Miller – Tii Gavo – Server/Expediter:** To sum it up, you can always count on Terry! He is always willing to step in and help in any area of the Clubhouse. Even after he has worked more than 60 hours and ready for his day off, he'll still pitch in and pick up a shift when we are busy. He is efficient, detail oriented and friendly with all guests and other employees, and always has his smile and nametag. Thank you Terry! **Martha Lojewski**

In just a short time with us, Terry has become an impressive player in F&B whether he is running food for Tii Gavo or serving at the pool bar, Terry's energy and commitment to guest service is inspiring, he is a formidable force that has helped us through another spring season! **Bill Delong**

**Maria Bayard – Camp Coyote – Counselor:** Maria has been an asset to the camp program over the last several months. She is always willing to help and she goes above and beyond what is asked of her, she has transformed camp into a children's wonderland with her creative artwork. Maria's tremendous help throughout Spring Break with Camp and Resort Activities was a huge blessing. I cannot express how wonderful it is to have her bright and fresh attitude in camp!

**Lacey Johnston**

**Amanda Caro – Activities – Concierge:** I would like to nominate Amanda Caro from Concierge. Amanda came to concierge from camp coyote in the fall of 2006. She has been an outstanding team member always willing to help guests and fellow staff. She has been a life saver to the activities department over spring break stepping back into camp on her days away from the desk to help with kids. Thank you so much for all of your help Amanda, you are an awesome teammate!!! **Greg Thorndike**

**Amanda's** willingness to go out of her way for guest is wonderful; she consistently does a wonderful job serving our guests. During Spring Break, Amanda's detail-oriented, friendly ways were a huge asset at the concierge desk. Furthermore, when camp was shorthanded, she volunteered to help out on her days off. Her commitment and hard work are an invaluable asset to Enchantment. THANK YOU AMANDA! **Lacey Johnston**

**Jennifer Miller – Banquets - Server:** In Jennifer's first few months at Enchantment she has proven to be a dedicated, conscientious, and punctual team member. Jennifer excelled as a server right from the start and even now helps training of new staff. Jennifer picked up shifts at the pool bar during the peak of spring break to help cover, and did a fantastic job! Jennifer is now going to be the primary bartender in banquets as she has proven to be an individual that can work unsupervised and understands the "sense of urgency" that is a critical part of food and beverage business. Thanks Jenn for all your efforts, keep it up! **Matt Bailey**

## **Mii amo**

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### **Front of the House**

**Chloe Gehlert – Mii amo – Aesthetician:** Chloe regularly presents the make-up lecture at the Spa. She does an amazing job of connecting with our guests, while assisting them with product selection. Chloe has an awareness of retail inventory and she keeps this in mind when recommending products to our guests. She is truly a team player. Chloe works with the Boutique staff to ensure each guest receives the best service possible. Chloe, thank you for your efforts, they are recognized and appreciated! **Amy McMurry**

**Lorenzo Holguin – Mii amo Culinary – Prep Cook/Steward:** In one word Lorenzo is awesome!! He contributes to the success of the café in so many ways. He is very consistent in keeping up with his duties at a very high level while also taking on other responsibilities. While not doing his primary job Lorenzo is always finding ways to help and contribute to the team. The kitchen prep responsibilities he has taken on have been extraordinarily helpful and consistent during this very busy time. Thanks for all your hard work and your efforts to make us as a team better!!! **Rick Kulander**

**Vitaliy Koval – Mii amo Café – Busser/Bartender/Server:** Vitaliy is a very valuable part of the team in the café!! As his position states he does it all!!! He has come a very long way in the six months he has been here – always asking questions, wanting to learn and get better. He has become much more efficient in all his work and has learned to anticipate both guest and coworkers needs. Vitaliy is a great addition to the café and he just keeps getting better!! Thank you Vitaliy for all your hard work and commitment to learning more and giving a memorable guest experience. **Rick Kulander**

**Tresh Witty – Mii amo - Coordinator:** Tresh has a fun-loving professional way of interacting with our guests. She is courteous and has a great big smile on her face. We receive guest comments frequently about her pleasant helpful nature. **Susie Dahl**

**Brenda Broussard – Mii amo – Coordinator:** Brenda has been really growing with her communication and team skills in her department. She has really been trying to acquire more knowledge in overall procedures and has been doing a great job at it. She has also helped out some of her team members with some scheduling details which everyone appreciated. Thank you Brenda! **Genny Mendoza**

**Patricia Seekon – Mii amo – Coordinator:** Patricia has been doing an amazing job in the reservations office. She has taken up a lot of responsibilities and has had a great attitude no matter what the situation has been. Thank you for all your hard work. **Genny Mendoza**