

## ***EMPLOYEE OF THE MONTH NOMINATIONS--April 2008***

### **HEART OF THE HOUSE**

#### ***Robert Little: Engineer***

Robert has been our “Go to Guy” for just about anything we need him to do, from room calls to painting to building walls to whatever is asked from him he delivers with outstanding results in a professional manner. He is always there to give a helping hand when needed. His attitude is always positive and admirable. He truly deserves to be “Employee of the Month”. ~Freddy Badilla

#### ***Carol Vance: Reservations Group***

Carol is always positive even when she is buried with many group files. I know that I can depend on her to work with the clients to best accommodate their needs and always know that my clients are in good hands which allows me to keep selling with confidence. If there is a situation that needs to be worked out with the client she always tries to find a solution that will make them happy. Carol goes above and beyond for client satisfaction. Carol also goes above and beyond to assist the Sales Managers by taking the extra concern and time to keep us abreast of situations and make sure we are not missing anything with the group and our files. ~Janice Gildea

#### ***Eduardo Garcia: Engineer***

During the past few months, Eduardo Garcia has provided outstanding internal customer service for Mii amo and its challenging hydrotherapy tub repairs. Every time a problem arose, Eduardo took on the challenge and worked through each one. When the main water lines to the tub broke and we had an inch of water on the floor, he calmly dealt with the chaos and addressed the problem very quickly. Repairs to the pedicure chair were also completed quickly and effectively. He also assisted in the issues in the vichy room and the exhaust system for the wet areas. His support for the unique needs of Mii amo has been invaluable. Thank you Eduardo!! ~Randy Rudloff

#### ***Dorine Lape: Retail Warehouse Clerk***

Dorine is such a valuable member of our Retail team. She really shifts in to high gear when we are in a crunch. Not only has she recently continued to maintain her regular duties such as shipping, receiving, and web orders, she has been covering the store shifts as well. When we ask her to go above and beyond, her regular response is, “whatever you need.” I am so thankful that in crunch time, Dorine has got our best interests in mind. ~Kelly Dunagan Johnson

Dorine really stepped up during a tough month. The thing I appreciate most is Dorine’s CAN DO ATTITUDE!!! Dorine was proactive and offered her assistance with every situation she encountered. Dorine thank you for your continual support!!! ~Amy McMurry

*Jessica Capels: Culinary*

Jessica started with us as a culinary intern and has proven to be a valued asset to our staff. On any given notice, she is willing to do whatever is needed make the department successful. She is working multiple stations as well as banquets while maintaining a great sense of humor while doing so. She cares about the quality of product that she produces daily and wants to continue being challenged and taking on more tasks and responsibilities. She has a bright future in this business. Thanks !! ~Chef Steve

*Brenda McCord: Retail Warehouse Supervisor*

Brenda is one of the newest members of the Retail team. She has already been put to the test with inventories, as well as helping to cover store shifts. She has willingly pulled shifts in both stores due to short staffing and has also continued to help in the warehouse. Brenda, thank you for being flexible and going wherever you are needed. ~Kelly Dunagan Johnson

Brenda has really gone with the flow this month, which has been no easy task! Brenda has worked shifts in both stores to help with the department's coverage needs, while continuing to manage her duties in the warehouse. Brenda, thank you for being flexible and taking on the task at hand. ~Amy McMurry

## **FRONT OF THE HOUSE**

*John Meyer: Tennis Pro*

Detailed reason for nomination: John Meyers is a role model of an employee. He offers great customer service to every extent and continuously helps us out with Hikes whenever he is needed or we are in a bind. I appreciate his continued dedication to the program and look forward to seeing him as part of the department for a very long time. ~ Genny Mendoza

*Bryan Huseby: Fitness Instructor*

Detailed reason for nomination: Bryan gets great comments from our guest on a continuous basis. He is very dedicated to the well being of our guest and we can always count on him to help us out when we have needed him. He has a very positive outlook on situations that arise and it is always appreciated. Thank you, Bryan for your continued support and dedication. ~Genny Mendoza

*Susie Smith: Retail Sales Associate*

Susie has been so accommodating with the department's scheduling needs this month. Susie answered every call and worked several extra shifts. Susie's assistance allowed us to continue with inventory as scheduled and allowed her co-workers to take their previously scheduled time off. Susie, thank you! You are such an important part of our team! ~Amy McMurry

## **Mii Amo Spa**

### *Holly Wood: Therapist & Aesthetician*

Holly has worked for Mii amo in the role of therapist since arriving at Mii amo and in the role of aesthetician since 2007. She is a dedicated member of the team, easily and effectively providing bodywork, body treatments, and facials. She consistently receives praise from her guests in all areas. Holly brings a 'can do' attitude to work every day and provides support to other members of the staff with a smile. Holly is a strong asset to Mii amo in every capacity. ~Randy Rudloff

### *Alex Crawford: Lounge Attendant*

I have really noticed Alex “stepping up” when it comes to guest service, and shift duties. Whether he is working the pool shift or the lounge shift, the areas in which he works are always kept in tip-top shape. He is always very helpful to our guests, and keeps an excellent attitude. I know I can count on him when he is working to always be doing his best. On a particular arrival day we were *very* busy and Alex kept helping us in which ever way he could to ensure we were putting the guests first. We definitely couldn't have managed without him. THANK YOU ALEX! ~Ashlie Daulton

### *Jennee Simon: Spa Coordinator*

Jennee is always very helpful at our front desk. She has an *excellent* attitude with the guests, and is always very through with the front desk duties each evening. She has recently received comment cards in which guests positively mentioned her by name, and even when we are very busy she keeps a smile on and continues to do her best for each guest. ~Ashlie Daulton

Jennee has really stepped up her game lately. She has developed wonderful guest services skills, even when dealing with extreme pressure. Jennee is thorough and detail oriented. She has great follow through with guest concerns. I appreciate her attitude with guests and employees. I'm very excited to see her positively mentioned on comment cards! ~Jennifer Fishell

### *Alexandra Phelps: Hike Guide/Fitness*

Alexandra has helped us out on a few occasions without thinking about it twice. There have been guest issues that she has handled calmly and with the guest's interest in mind. She has helped out with covering hikes at the last minute on a number of occasions as well and I really appreciate her flexibility. Thank you, Alexandra. ~Genny Mendoza

### *Aaron Fraser: Mii amo Café Host*

Aaron has really stepped up and helped me tremendously through a very short-staffed and busy period. Many nights he has taken on 2 positions at once for me and accommodated for our staff shortages. He has done this happily and his efforts have not gone unappreciated. Thank you Aaron! ~Steve Sicinski

*PeggyAnne Fuller: Mii amo Culinary*

Peggy has led us into spring with a great attitude and genuine passion for her work. She has tackled a new menu flawlessly and has supported the kitchen by covering any shift she possibly can. Her attention to the other details around the kitchen that make us successful are every bit as important as our day to day operations. Thanks Peggy for really caring about what we do! ~Steve Sicinski

*Barbara Boic: Mii amo Retail Associate*

With our current short staffing at Mii amo, Barbara has been so agreeable. We've asked her to change schedules, work extended hours, and generally hold down the fort. Barbara has accommodated us in everything we've asked without question. I am so thankful that Barbara is such an integral part of our retail family. I appreciate her every day. Thank you Barbara, you are a gem. ~Kelly Dunagan Johnson

Barbara has been the Boutique's foundation these past few months. She has worked extremely hard to keep things running smoothly and has graciously taken on the extra responsibilities created by the Boutique's short staffing. In addition, Barbara has really gone out of her way to accommodate every scheduling request to ensure the Boutique was covered. Barbara, I can't thank you enough!!! ~Amy McMurry