

## **ENCHANTMENT RESORT**

### **Employee of the Month Nominees - April 2009**

### **Heart of the House**

**Manuel Casiano – Culinary – Steward:** Very few words are necessary to describe Manuel. He comes to work and doesn't stop working till he leaves. No need to point anything out to Manuel, he is always on the look out to find something that needs attention, and then he takes care of it every day that he is here. I can always tell when he has been in the kitchen-- it sparkles! Thank you Manuel!!!

**Steve Bernstein**

**Manuel** is a very hard working employee. He always completes every task that is asked of him as well as other things he sees that need to be done in the Yavapai kitchen. He is very diligent and thorough in his work ethic. Manuel also demonstrates a positive attitude all the time, which is difficult to do sometimes given his position and the nature of this business. In my opinion Manuel more than deserves the employee of the month. **Peter Calhoun**

**Jim Johnson – Engineering – PM Engineer:** It's with great pleasure that I nominate Jim Johnson as our next employee of the month. Jim's made great contributions to our department and the resort--from room call engineering to pool technician to anything we ask of him. Jim completes his tasks with a positive outcome. Jim has filled in on many shifts when asked to – even on short notice. Jim is always pleasant and well liked by his co-workers. His ability to interact with guests successfully is very evident. We always receive positive feedback from guests and co-workers. His “get-err-done” attitude is appreciated. Thank you Jim for all of your hard work and dedication you show every day.

**Freddy Badilla**

**Gerardo Delgado – Culinary – Cook:** When things get tough, Gerardo is the man to have on the job. He comes in with a smile and no matter how challenging or busy the day, he gets the job done efficiently and still has a smile on his face. It is always a relief to see that Gerardo is working a station. **Uwe Wais**

**Manuel Casiano Zuñiga – Landscaping – Groundskeeper:** Manuel has consistently displayed outstanding job performance. His ability to progress in his position is amazing. Last month we were repairing a leak by 18 and he took it upon himself to fabricate a tool that saved the team from having to dig over 7 feet of dirt which resulted in completing the job in record time. His area is always perfect and his desire to help out in any project exemplifies his work ethic. **Charles Haney**

**Elda Trujillo – Housekeeping – PM Supervisor:** Elda is very responsive with housekeeping issues at night. She responds very quickly and is very friendly and professional with the guests, explaining/apologizing in a nice way where we did not meet their expectations earlier in the day. People return to their rooms after being gone all day and she has to meet their immediate expectations.

**Molly Anderson**

**Antonio Mendoza – Banquets – Houseperson:** Antonio excels every day he comes to work. He is very smart about completing his day and planning ahead. Antonio is a steady worker and is always perfecting the way he sets the rooms. Antonio is extremely dependable. He often comes in early to turn on the coffee urns because we now shut them off every night to be green and he knows it takes the extra time to warm them up in order to have coffee in time for an early breakfast or meeting. Without a morning Captain, Antonio has stepped up and taken responsibilities such as resolving audio visual issues, internet issues and special requests. Antonio works with minimal supervision and looks for new ways to do things more efficiently. The Banquet department is very fortunate to have Antonio on their team!

**Molly Anderson**

# Front of the House

**Larry Loomis – Safety & Security – Supervisor:** Larry goes out of his way to be gracious to guests. Larry is very helpful to the housekeeping and bell staff. Larry follows through on all requests that I have for Security from a group perspective. I can always count on Larry to make sure that the Banquet space is locked and un-locked for site inspections and client requests! Larry always goes above and beyond – checking to make sure that vendors and off –property guests get to the correct locations for meetings and functions. **Molly Anderson**

**John Meyers – Activities – Hike Guide/Tennis Instructor:** I would like to nominate John Myers for Employee of the Month. He has jumped in whenever needed. He has assisted with numerous group programs, competitions, and retreats. He isn't afraid to suggest something completely out of the box. John always does this with a smile on his face. **Jeannine Levasseur and Jennifer Fishell.**

**Mitchel Bishop – Banquets – Server:** Mitch does an excellent job with table side service. He has an ability to establish an immediate rapport with his guests. Mitch comes to work every day in uniform, on time, ready to do whatever is asked of him. I have saddled Mitch with training almost every employee I have hired since my return, and he has done an excellent job. There have been a few instances where at the last moment I had to change his assignment or schedule and Mitch always makes it work. Mitch has a great attitude and has a positive influence on his team mates. Mitch is one of our seasoned veterans and sets a great example. Keep it up Mitch! **Matt Bailey**

**Mitch** provides a valuable service both to the internal and external guest needs. He is professional, organized, and most importantly, calm under stress. He is able to work any duties needed, whether a server, bartender, or anything else that needs to be done. And Mitch always communicates well with the kitchen when it affects his task at hand. We are lucky to have Mitch on our team. Thank you Mitch! **Uwe Wais**

**Araceli Perez-Hernandez – Banquets – Server:** I realize that Araceli recently won Employee of the month but she excels every day she comes to work and she deserved the recognition again this month! Araceli is very helpful to every client. Without a morning captain, Araceli has stepped up and taken responsibilities such as resolving audio visual issues, internet issues and special requests. Araceli works with minimal supervision and looks for new ways to do things more efficiently. The Banquets department is very fortunate to have Araceli on their team! **Molly Anderson**

**Barbara Hewson – Marketplace – Sales Associate:** This nomination is in recognition of Barbara's consistent, ongoing outstanding performance. Barbara provides our guests with a memorable experience going above and beyond to exceed their expectations. She is a master at the 10-5-3, always giving our guests a warm welcome and making lasting connections. Many of our return guests ask about her. Barbara is a team player, always willing to assist her managers and co-workers with projects, trainings, and shift coverage, whatever is needed. We are fortunate to have Barbara as part of the Retail Team! **Amy McMurphy**

**Alberto Delahel – Bellstaff – Bellperson:** Alberto is such a professional! He is very gracious with all of the guests that he checks in. Clients comment on how friendly, accommodating and informative he is/was. Recently Alberto brought 2 clients that had just checked in down to my office ~ I basically had to hi-jack him because Jessica was using the Sales Cart and I needed to show the clients the Picnic Grounds and a Casa. Alberto was very helpful... as he always is. During the Sungard program, Alberto was in charge of one night's room deliveries. This night happened to be the more complicated night and he handled it without a hitch. He exemplifies a commitment to service and teamwork at 5 diamond + levels. **Molly Anderson**

**Ian McMahon – Tii Gavo – Server:** Ian is a pleasure to watch work in Tii Gavo. He was very busy on a recent evening and he was very efficient, friendly and still never missed an opportunity to up-sell. He approached each table and suggested the signature items and was able to sell Prickly Pear Margaritas to almost every guest as well as the Dark Chocolate Gold Leaf Praline Wafer. He had the whole room and he was very, very good and worked very hard. He made a connection with every table.

**Molly Anderson**

## **Mii amo Spa Front of the House**

**Hemali Parbhoo – Mii amo Boutique – Sales Associate:** Hemali is very engaging with every person that enters the Mii amo boutique. Recently I have been at the Mii amo Boutique with clients, guests and relatives and I am always shopping when she is working. She was very helpful with a guest that was inquiring about make up and lotions and she spent a long time with them and sold them quite a few products. The client I was with was impressed with her knowledge of all of the items. **Molly Anderson**

**Miguel Gonzalez – Mii amo Culinary – Cook:** Miguel has taken the challenge of my new dinner menu seamlessly and flawlessly. Within a few days he is quick to pick up all of the ins and outs and easily adapts to my somewhat erratic behavior of changing recipes and looks on a daily basis. He truly works hard to bring the guest the highest level of cuisine starting with appearance through taste and quality. Thank you Miguel for being so adaptable and competent in providing for our guests! **Steve Sicinski**

**Ethan Williams - Spa - Men's Lounge:** Ethan is so helpful! He is always willing to assist with set ups for lectures, retreats and even camp events. I love the fact that he is always looking for something to do! Ethan is a great employee and a pleasure to work with. **Jennifer Fishell**

**Barbara Boic – Mii amo Boutique – Sales Associate:** This nomination is in recognition of Barbara's consistent, ongoing outstanding performance. Barbara is always a step ahead anticipating our guest's needs and working proactively to ensure each guest has the best possible experience. Barbara is ever gracious. Her calm professional demeanor, no matter what the task, results in a seamless guest experience. Barbara is a team player, always willing to assist her managers with projects, trainings, and shift coverage or whatever is needed. We are fortunate to have Barbara as part of the Retail Team.  
**Amy McMurry**

**Joy Schweitzer - Spa – Supervisor:** Joy is a pleasure to work with. She is always readily available to assist with groups and to make contact in advance to book group spa appointments. Joy is always prompt with responses and is always available no matter how busy of a day it is. Group clients often acknowledge Joy on how easy it is to work with her, and how her "joyful" personality really is an asset to the Resort. Thanks Joy! **Jessica Caldwell**