

# ENCHANTMENT RESORT

## Employee of the Month Nominees - April 2010

### Heart of the House

**Gerardo Delgado ~ Culinary ~ Cook:** Gerardo is a fixture in Tii Gavo. During spring break he has endured a large number of covers in a 3 hour time frame. He does a good job on a consistent basis and is always willing to help out other areas when necessary. Most of all I've never seen him upset, flustered, or with a bad attitude. He is always positive and happy to be working. It's always a pleasure working beside Gerardo during a busy lunch. Thanks! **Bill Cole**

**Russell Beattie ~ Culinary ~ Cook:** Russell is a great help every time he is in the Banquet Kitchen. He is a calm steady force. He has been on a lot of carving and action stations lately and he is very congenial with the guests. Russell is rock solid and willing and able to do anything in banquets. **Molly Anderson**

**Russ** may only work part time and is limited in the hours that he can work, but gets so much done in a timely and professional manner. He knows what needs to be done, does it well, and has fun doing it. Russ is also great at doing chef stations and interacting with the guests. It's great to have Russ back on board again! Thank you Russ! **Uwe Wais**

**Elda Trujillo ~ Housekeeping ~ PM Supervisor:** Elda does an amazing job at night. She has to deal with such a variety of calls--from special pillows to rooms that were not cleaned to larger coffee makers. I often listen to the radio calls for her and wonder how she gets it all done when our occupancy is high. She is extremely efficient. **Molly Anderson**

**Ralph Vance ~ PBX ~ Operator:** Ralph takes his job very serious. He comes to work prepared, organized and ready to help our operations run smoothly. Both internal and external guests depend on the PBX operator and Ralph is committed to serving both. **Brian Gee & David Federico**

**Jim Johnson ~ Engineering ~ WTP Specialist:** We recently had a project to do for ADEQ about our Waste Water Treatment Plant. Jim responded quickly and thoroughly, did his research and wrote all the necessary documents very clearly. He even developed and wrote a Procedures Manual that will guide future personnel in how to operate the plant and what to do in case of emergencies. He has also cleaned up the entire plant and has carefully planned for future improvements. Jim is a real team player, goes the extra miles and always brings an upbeat, cooperative attitude to the table. He works proactively and with minimal supervision. He is a great asset not only to the Engineering Department but also the whole resort. **Linda Walker**

**Andrew Isherwood ~ Housekeeping ~ Supervisor:** Andrew completed a college internship at the Enchantment Resort six years ago. At that time he trained and worked in all departments. Last December he accepted the position of housekeeping supervisor. He has taken on and completed many projects in a short period of time--including re-organizing the storerooms, additions to the SOP's, training and working with staff. He started leading a morning exercise session with staff, everyone enjoys it and we have a lot of laughs before starting our busy day. Andrew has a great sense of humor and gives 110% everyday. Andrew, thank YOU. It is GREAT to have you back! **Jill Madzik**

**Jose Villa ~ Culinary ~ Cook:** Jose is an out going individual whom puts out his best effort daily. Jose always has a great attitude no matter what is asked of him or what situations may arise. Jose works for us from morning till night without complaint and can not do enough to help his co-workers with things they need to accomplish. Thank you Jose for being a huge help to me! **Chef Bill**

**Abraham Uribe ~ Engineering ~ Room Engineer:** Abe has been doing an outstanding job while handling room calls and / or preventive maintenance. His ability to solve guest issues in a timely manner is very impressive and with a positive outcome added. He has been able to change his work schedule from days to swing shift in short notices with no hesitation. Abe has a great attitude at work with guest and staff and is always willing to help anyone in need. Abe is definitely a go to guy and definitely a candidate for the next "Employee of the Month".....Good luck Abe!!! **Freddy Badilla**

## Front of the House

**Ceara Hull ~ Front Desk ~ Agent:** Ceara stands out in her position because she is organized, detail oriented, interacts well with guests, and does a great job handling difficult situations. She is a strong agent and we are confident with her skills at the front desk. She is a valued member of our team.

**Briana Gee & David Federico**

**Gerardo Hernandez ~ F & B ~ Food Runner:** Gerardo has worked very hard over spring break, in fact he worked one week straight through and twenty out of a twenty-one days. He would come in hours early if called, and always worked hard and with a great attitude. He has been an asset to the food & beverage department, and his dedication is much appreciated. Gerardo is a true professional. **Aaron Beaver**

**LeAnn Gregory ~ Guest Services ~ Concierge:** LeAnn is an instrumental part of our concierge team. She is very committed to her job and the department. She carries herself well under pressure and stress, and it is easy to see how much she truly enjoys her job. Thank you, LeAnn, for all your hard work.

**Briana Gee & David Federico**

**Jessica Smart ~ Food & Beverage ~ Hostess:** Jessica is continually the smiling, reassuring face at the Yavapai hostess stand. She is unflappable in the face of 250 guests for breakfast and never loses her cool! She is an outstanding guest advocate and a most appreciated and reliable employee!

**Heather Wilson**

**Amber Bryson ~ Food & Beverage ~ Server:** Her growth from hostess to server has been a great deal of fun to watch and be around. She is a consummate professional who simply wants to learn, up-sell, cross-sell and provide the guest with the ultimate "Enchanted" experience. Thank you Amber!

**Heather Wilson**

**Devereux Smullens ~ F&B ~ Food Runner:** Devereux has done a great job over spring break. Business levels have been very high, and multiple times she has continued to work much past her schedule time because business has demanded it. She is very dependable, hard working and ensures food quality and service standards. The guest has been impacted by her dedication and work ethic and this does not go unnoticed. **Aaron Beaver**

**Dennis Kjerstad ~ Guest Services ~ Bellperson:** Dennis is committed to his job here at Enchantment. He is great with guests and enthusiastically serves our internal guests with his charming personality. He is also the Bellman to call on when there is a "mission impossible." **Briana gee & David Federico**

**Jose Jesus Lazaro ~ Food & Beverage ~ AM Server:** While preferring to remain in the "background", he is a great asset to the AM Yavapai breakfast crew. His sense of humor and organization of his station help make the team stronger. He offers the guests a reassuring and thoughtful experience. Keep letting that personality shine through, Jose! **Heather Wilson**

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

**Jennifer Simon ~ Mii amo ~ Coordinator:** I would like to nominate Jennie Simon for employee of the month for several reasons. First, for being so flexible with her schedule and being so gracious about changing at the last minute. She also volunteered to help me with groups work and then she was just so proactive and took care of so much without having to be asked. In Mii amo reservations she has started having her own guests that she has responsibility and ownership. In the last group of comment cards she received two very good ones. She is a pleasure to work with and handles extra assignments with a very positive attitude with an “I can do that” response. **Tonyia Gosik**

**Miguel Gonzalez ~ Mii amo Culinary ~ Cook:** What more can I say about this guy? His consistency and work ethic are unparalleled in the kitchen. He is just so reliable and trustworthy with the guests and food quality that it truly puts my mind at ease when he is on the line. Whether business levels are up or not so much, his work remains constant and dependable, and he always finds things to do. What a great team player. Thanks. **Steve Sicinski**

**Juan Peña ~ Mii amo Café ~ Server:** It's not easy training in a new position. Juan has been really helpful in making me feel comfortable in my new position. He gives me pointers & little tips to make my job easier. Not only has he helped me but I have observed him helping others on the Café team. In the morning, I have seen him in the kitchen cooking eggs when the cook left briefly and a guest had a rush order. On multiple occasions Juan has stayed late to ensure everything was set for the evening shift. Juan does whatever it takes to make the guests happy and keeps the team going. Thank you, Juan, for everything you do! **Joy Schweitzer**

**LeAnne Hawes ~ Mii amo ~ Coordinator:** LeAnne has been extraordinarily helpful these past couple of months. We have depended on her to come in and work at the Front Desk or in the Ladies Lounge numerous times at the last minute due to other's call-offs and she always says yes! Despite all of her hard work and minimal days off, LeAnne has remained consistent, always projecting a relaxed and positive attitude. She is one of the best representations of a team player. **Kate Kramer**

**Kamma Bothe ~ Mii amo ~ Consultant:** Kamma has such a gift! She is constantly requested by return guests and new guests who have heard of her through friends. She is incredibly flexible with her schedule. The reservations department can always depend on her to come in at the last minute or for late sessions. Kamma is well liked by her colleagues. She is always smiling and has incredibly customer service!  
**Jennifer Fishell**