

ENCHANTMENT RESORT

Distinguished Team August, 2006

Heart of the House

Carolina Delgado – Housekeeping – Team Leader: Carolina started working with housekeeping as an evening turndown attendant, moved to day room attendant and in a very short time was promoted to team leader. She is a shining star and leaves a very positive impression with everyone she meets. Her attention to detail and the pride she takes in her work is visible in everything she does. Carolina is willing to work any shift, is dependable and truly a pleasure to work with. Thank you Carolina! **Jill Madzik**

Olga Cervantes – Housekeeping – Lobby/Public Areas Attendant: She is a dependable and efficient employee. Olga looks for the small things and keeps us shining. She starts her shift at 5:30am 5 days a week, she is very pleasant and it is always nice to see her around. Thanks Olga! **Kelly Leo**

Ramiro Martinez – Landscaping – Supervisor: In August there was a major fresh water line break supplying 9 casitas. This occurred on a Saturday afternoon. We were unable to shut off the water valve, Ramiro Volunteered and jumped into the hole to effect a temporary repair, fighting the full water pressure and mud. This is a very typical of Ramiro's dedication to the resort. **Mike Stackwick**

Ramiro has taken to the role of Landscape Supervisor with a vengeance. There is never a task too large or too small that Ramiro won't tackle head on and complete in record time with minimal disturbance. He shows exceptional courtesy to our guests and employees alike. You can always count on Ramiro to be there when needed and handle all situations with professionalism. Ramiro also teaches by example. Last month he took the responsibility of repairing the many irrigation system leaks around the resort upon himself. Ramiro has helped to bring the landscape crew to a new level. **Charles Haney**

Gudrun Ernstberger – Marketing – Coordinator: Gudrun shines bright in the marketing and public relations arena because she continues to perform outstanding work. She adapts to deadlines and changing priorities. She stays tuned in on happenings around the resort to further the help and assistance she can give travel writers and other employees. She's genuinely enthusiastic about Enchantment and Mii amo. She's a hard worker and it's a pleasure to depend on her! **Alexa Hokanson**

Miguel Salas – Housekeeping – Carpet Cleaner: Miguel is one of kind "Jack of all Trades!". He is willing to take on any housekeeping project, always follows through and works independently. He repairs our vacuums, floor equipment and the handles on the ice buckets that are always falling off; cleans carpeting, upholstery, floors and drapery. He is self motivated, takes on projects without being asked and does a great job! Miguel thank you for everything you do you are a shining star. **Jill Madzik**

ENCHANTMENT RESORT

Distinguished Team Nominees August – 2006

Front of the House

Lacey Johnston – Activities – Supervisor: Since Lacey has joined the Activities Department she has been a breath of fresh air to the camp coyote program. Her programming skills have been outstanding and she is a great leader. Thank you for all of your help Lacey!!!! **Greg Thorndike**

Jim Claus – Bellstaff – Bellperson: I would like to nominate Jim for employee of the month for becoming a key contributor in our bell staff. In Jim's short time at Enchantment he has received great compliments from our guests and we have seen numerous comment cards on the services he provides. Jim sets an example with great work ethic and a "can do" attitude. **Mike Rock**

Roberto Martinez Hernandez – Banquets – Server/Houseperson: Roberto comes to work ready to get started every day. Roberto has a great attitude and will do whatever is asked of him. Most recently he has been training in Yavapai as an a.m. server, and in the past has helped out in Yavapai at night as a busser/expeditor. The word team player comes to mind. Roberto needs to be recognized as employee of the month for his hard work, dedication and attitude. Thanks Roberto! **Matt Bailey**

Edward Mendiola – Banquets – Server: Thank you Edward for on short notice helping us out in Tii Gavo. Edward is a highly respected employee and this is not the first time he has come to help the restaurants when something comes up and extra staff is needed. Keep up the great work. Thank you again for your assistance. **Kelly Leo**

Mii amo Spa

Distinguished Team Nominee August – 2006

Front of the House

Jim Miller – Mii amo – Massage Therapist: Jim is a great employee. A true team player, he is always willing to adjust his schedule, coming in early or staying late to serve the needs of both clients and fellow staff. He receives great comments from guests, which reflect the wonderful attitude and skill he brings to work everyday.
Mary Low

Ashton Phoenix – Mii amo – Front Office Supervisor: Ashton brings energy and enthusiasm to his job, creating a positive experience for our guests. I recently received an e-mail from a guest wanted to let us know “what an asset” Ashton is to our spa. He is very knowledgeable about front desk operations and has a great eye for detail. I’m always happy when Ashton is working the evening shift, because I know the front desk is in good hands. **Mary Low**

Miguel Gonzalez – Mii amo Culinary - Cook: Miguel is awesome, not to mention extraordinarily dependable, flexible and consistent!! He contributes to the success of the café in so many ways. He is very reliable in keeping up with his duties at a very high level while also taking on other responsibilities. While not doing his primary job Miguel is always finding ways to help, contribute to the team and learn more. The kitchen responsibilities he has taken on started at a very basic level on cold side but have gotten more advanced as he has continued to learn and improve, moving to hot side and running the line frequently. Miguel always does his best and puts out a consistently high quality product that helps provide a superior guest experience. Thanks for all your hard work and your efforts to not only make yourself better but us as a team better!!! **Rick Kulander**

Donna Steinbeck – Mii amo – Massage Therapist: Donna has come in numerous times on her days off to cover for an employee who has called in ill or if a guest makes a special request. She is so gracious and appreciative of opportunities she has and is eager to share her knowledge with co-workers. Thank you Donna!
Deborah Waldvogel

Reid Culpepper – Mii amo – Aesthetician: Reid has been putting in a tremendous number of hours this past month. I have been seeing her named mentioned very positively on comment cards. She has been meeting the retail goals and is really trying hard to contribute to the aesthetician team. Thank you for your efforts Reid!
Deborah Waldvogel