

# **ENCHANTMENT RESORT**

## **Distinguished Team August, 2007**

### **Heart of the House**

**Eduardo Montenegro – Housekeeping – Spa Attendant:** Eduardo has to be one of the nicest people I know at the resort. He is always friendly and smiling. When Mii amo's back hallway was flooded last week Eduardo arrived and jumped right in without having to be asked to help. He is always offering to assist in any way he can and has helped me personally many many times over the past few years. All of the staff at Mii amo really enjoys working with Eduardo. He always goes above and beyond what is expected and we really appreciate him. He would be perfect employee of the month material! Thank you Eduardo for all you do for us here at Mii amo. **Tonyia Gosik**

**Juan Baldivia- Housekeeping - Carpet Cleaner:** Juan was recently promoted to carpet cleaner and has done an outstanding job. He has been refinishing the kitchen floors in the studios and they look new again. He also is willing to assist in any other housekeeping projects, moving furniture, cleaning storerooms etc. Thank you Juan for taking pride in your work, you are a very important part of our team! **Jill Madzik**

**Brian Rader – Accounting – Accounts Receivable:** Brian's growth and knowledge of his job and position have been exceptional. He is not afraid to ask a question in order to understand issues he has to address. His friendly attitude has made everyone want to help him and the accounting department. I do feel he has brought many departments closer together to try and create teamwork for the resort. I feel he is a great asset to accounting as well as Enchantment Resort. **John Frank**

**Clariza Sanchez – Housekeeping – Desk Clerk:** Clariza in Housekeeping is such a pleasure to work with. I have to call over to housekeeping on a regular basis and whenever Clariza answers the phone I am so glad because I know my request will be taken care of quickly. She is always very pleasant to work with and very professional. I think Jill is very lucky to have her as part of her staff and Clariza is very deserving of the employee of the month award. **Tonyia Gosik**

# **ENCHANTMENT RESORT**

## **Distinguished Team Nominees August – 2007**

### **Front of the House**

**Barbara Hewson – Retail – Sales Associate:** I nominate Barbara for employee of the month. She is always so pleasant and great with the customers. She truly enjoys interacting with guests and ensures they are well taken care of. She is very professional and pleasant. She deserves to win employee of the month. **Tami Shobert**

**Herman Lucero – Dining Room –PM Server:** Herman has been a great asset to our clubhouse F&B team for quite some time. He has worked various positions as a server/bartender in Tii Gavo as well as helped out in many other areas too. For the last year or so he has proven himself to be one of the best servers in the PM Yavapai restaurant exhibiting a great level of aptitude for the job. His presence with the guest is a work of art and somehow makes everyone he is around comfortable. He is dependable, flexible, consistent, and always has an awesome attitude. I can't say enough about how much Herman means to our team at night and to our team at Enchantment as a whole. Thank you Herman! **Ryan Wolf**

**Jennifer Miller Banquet - Bartender/Server:** Jenny has been with us almost a year now and has had a real positive impact on our guests and staff. Jenny started as a server and quickly moved to over to be our lead bartender. Doing a fantastic job of keeping the bar area organized and professional. Jenny also picked up a lot of shifts at the pool bar to help maintain service hours. Jenny has great attitude and is willing to do what ever it takes to get the job done. Jenny has expressed interest to learn as much as she can and to continue her growth with the company. Thanks Jenny for all of your efforts! **Matt Bailey**

**Huean McLean – Bellstaff – Captain:** Huean has been our Bell Captain for over a year now and has developed an excellent team. His hard work and dedication to this resort is unbelievable. There is nothing you ask of Huean that he will not try to make happen, even if it means working very long hours! He always has a big smile no matter how tired he may be and as we all know he very seldom walks anywhere, he is always on the run. Our guests love him and I know his co-workers enjoy working with him. He definitely deserves the recognition of employee of the month! **John Frank**

# **Mii amo Spa**

## **Distinguished Team Nominee August – 2007**

### **Front of the House**

**Jeremiah Horstman – Locker Room Attendant:** Jeremiah is always extremely customer oriented and attentive to the needs of the guest. He goes out of his way to ensure the sap guests are properly attended to and are treated with the highest level of service. When ever I ask Jeremiah to do anything special for a guest he complies happily with a smile on his face. We appreciate his gracious manners and his dedication to the great service is a great asset to Mii amo. **Tony Nicastro**

**Ana Guevara – Mii amo Café – Server:** Ana has become the consummate team player. She started as cooperative, helpful and willing to take direction but has taken it to another level. In addition to being very proficient at her own job she has gone beyond that. Something needs to be cleaned Ana already has a towel in her hand. Dishwasher didn't show up she already has on an apron washing dishes. These are just a couple of examples of how Ana has consistently contributed to the success of the guest experience at the café. "It's not my job" has never even crossed her mind!! Ana is all about seeing what needs to be done in whatever capacity and doing her best to help accomplish the task at hand. In addition she has been recognized by our guests on many comment cards for her great personality and guest interaction. Ana has a great attitude and is a huge asset to our team at Mii amo. Thanks Ana – keep up the good work!!! **Rick Kulander**

**Casey McDonald – Mii amo Café – Host:** Casey is a very hard-working and reliable employee. He works well with others and has a positive attitude. His eye for detail and carefully organized work is highly appreciated around the café. **Laurel Reece**

**Peggyanne Fuller – Mii amo Culiary – Cook:** Peggy is awesome, not to mention extraordinarily dependable, flexible, consistent and tireless!! She contributes to the success of the café in so many ways. She is very reliable in keeping up with his duties at a very high level while also taking on other responsibilities – cooking demonstrations being a huge one where her guest interaction is great. While not doing her primary job Peggy is always finding ways to help, contribute to the team and learn more. The kitchen responsibilities she has taken on since moving over from Enchantment have gotten more advanced as she has continued to learn and improve. Peggy always does her best and puts out a consistently high quality product that helps provide a superior guest experience. Thanks Peggy for all your hard work and efforts to. **Rick Kulander**

**Maggie Elliott – Mii amo Boutique – Sales Associate:** Maggie is a great asset to the Mii amo Boutique, as well as to the resort. Maggie has really stepped up to assist with Boutique merchandising. She lends her expertise to both hard-line product and apparel displays, with beautiful results! Also, Maggie has gone out of her way to assist with a variety of guest related issues. This past week Maggie was faced with a very sensitive, guest related issue. Maggie acted quickly and handled the situation in a highly professional manner. The same day Maggie stayed late to assist with a BIG project. After her regular shift, Maggie continued working to help ensure the Boutique was properly prepared for an equipment installation later that night. Maggie really went above the call of duty this month and is deserving of the EOM award. **Amy McMurry**

**Rick Saggio – Mii amo – Massage Therapist:** When I received my "Thank you" message from Mii amo I wanted to choose a therapist, which is very difficult since they are all so good. The name Rick did come up from guests as well as employees and numerous co-workers of his. Yes, the massage was excellent but Rick was so interested in all aspects of Enchantment and Mii amo, that I realized he was a great ambassador for all of us. I know from the conversation we had that Rick in his wonderful way is doing more for us than we can imagine. His pride in Mii amo, his

love of Sedona, and his desire to make our guests stay enjoyable are all included in his massage, it is more than a treatment, it IS an experience. We never see what the therapists can do but I know from first hand experience that Rick is definitely great candidate for employee of the month. **John Frank**