

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

### **HEART OF THE HOUSE**

#### ***Justin Feurino: Warehouse Clerk***

Justin has really been doing an outstanding job. He takes his position with us very seriously and has really stepped up in all areas. He truly is a team player, who has taken the time to help train our new employees, he get numerous compliments from Department Heads on his service levels and will do whatever is asked of him. For these reasons and others, I believe Justin should be named Employee of the Month for August 2008. ~Doug LaPierre

#### ***Doreen Lape: Engineering-Painter***

Doreen went above and beyond helping me with the Tang Birthday Party Centerpiece Project. She took ownership for the final product and expanded on my simple instructions. The Tennis Court was the only hard item that a guest wanted to keep from the party and the Tennis Court was successful because Doreen went to the automotive store, bought white pin striping, and completed the tennis court into an accurate miniature. The mountains needed some work, she took it upon herself to texturize them and make them look like mountains. I asked her to spray paint them twice because I did not like the color I chose the first time. Her attitude and commitment to the project was greatly appreciated by everyone, not just me. The guests LOVED the centerpieces and her execution made the vision successful! ~ Molly Anderson

Dorine has been in the Engineering Dept. for a short time but she has made such an impact in the resort and our department. Her talents as a painter/artist are unquestionable and her attitude she displays on a daily basis is admirable to say the least. Her outstanding work can be seen from her faux painting to any art project assigned to her from other departments to room and curb painting. There is no doubt.....Dorine has the "Wow Factor". It's with great pleasure that I'm nominating her to be our next "Employee of the Month" ~ Freddy Badilla

#### ***Luis Ramirez: Landscaping/Turf Specialist***

Luis has taken on the position of turf specialist with gusto. His desire to learn and implement what he has learned is exceptional. He always helps out in other areas when asked and works in other departments when needed. Just look at the grass and you know it is in the care of a professional. He has stepped up and grown into this most important position. His attitude is always positive and deserves to be rewarded. ~Charles Haney

#### ***Richard Bayles: Accounting***

"Richard does all the work and I get all the glory". That summarizes how great Richard is! Richard has to meet and exceed the expectations of every group guest... and others too. Richard attends all the pre-cons and listens to the client's needs and always prepares their bill the way they want it. I have never heard Richard say "I can't" or "We don't do it that way". He always finds a way to accomplish what they want. He is very good at auditing the banquet tickets so that we do not leave any money on the table. Richard is professional and our client's always say how great he is. Even the most critical clients end their Enchantment experience complimenting Richard. ~ Molly Anderson

## **FRONT OF THE HOUSE**

### ***Ben Bigelow: Bellstaff***

Ben's guest interaction is amazing. His ability to remember a guests name is one thing, but to use it every time he sees the guest around property is exceptional. He also remembers details about them and makes a connection with every guest he interacts with.

Ben's follow through is spot on. Recently the ASU Basketball Coaching Team had a meeting in the Board Room. They arrived at the resort before 12 noon. Ben greeted them and told them their rooms were not ready, drove them to their meeting room and told them he would be back around 2:30pm with their keys if their rooms were ready. He called me at 2:30pm and asked that I inform them that he had not forgotten them, but that he was still waiting on one of their room and that he would be down to take them to their rooms as soon as all of them were clean.

They were impressed that he remembered and did follow through. This should be the rule and not the exception.

All of my groups love Ben because he makes a memorable connection with their attendees ~ Molly Anderson

### ***Aracelli Perez-Hernandez: Banquet Server***

Once again I am nominating Aracelli, a morning Banquet Server. I like her methodic way of working. She is a calm, experienced presence in the morning. We have been very busy with W.L. Gore and she stays on top of what she needs. She plans ahead and is always looking at what is missing. If I need something, I can go to Aracelli and she always finds it or fixes it. The mornings have been challenging without a steady captain and Aracelli has continued to act as a leader on the team. ~Molly Anderson

### ***Judy Head: Catering Admin. Assistant***

Judy has been extremely helpful with all of the recent VIP groups that we have had. She has meticulously double checked the details for the events. She takes pride in creating professional looking place cards and menus for the dinners. She is very conscientious in her work. Most recently she has been working closely with the Sales team to plan their upcoming FAM trip for VIP clients. She negotiated for décor from vendors and has come up with a very creative memorable event. Judy also takes care of all the in-house events. This saves Jessica and myself a lot of time and we really appreciate that she is usually doing these without much notice. ~ Molly Anderson

### ***Sandra Garcia: Guest Services***

Detailed reason for nomination: Sandra is a great first impression to arriving guests as to the superb service they will be receiving while staying at Enchantment. She is consistent with following up when we are in communication about a certain issue at hand. I can always count on Sandra to take care of our guests' needs with ease and professionalism. ~ Jessica Caldwell

***James Paisano : Tii Gavo Server***

I was in a client planning meeting in the card room and when we decided to have a pop-up lunch delivered in the room. James was very accommodating with my last minute requests during the very busy lunch hour at Tii Gavo and was flawless with taking the order and meeting our needs. It was calming to know that this last minute order was taken care of and his service skills left a great impression on the clients. This was my first time I had met James and he left a great impression on me as well! ~ Jessica Caldwell

***Mitch Bishop: Banquet Server***

Mitch is consistent with having a positive attitude while at work. He is calm under pressure and is always willing to go above and beyond to assist guests and members of the team. Mitch is quick on his feet and solves problems without having to be asked to do so. He is a true asset to the banquet department! ~ Jessica Caldwell

**Mii Amo Spa**

***Jovany Celso Guevara: Mii amo Café--Server Assistant***

Geo has a fantastic attitude about his work environment. He is always on time and ready to be involved with what is happening when he arrives to work. Geo is aware and detail oriented in the dining room and has a quiet but alert presence while working. He has recently been very helpful in the kitchen when we have been short staffed and went out of his way to help several times. Thank you Geo! ~ Jessica Moilanen

***Reid Culpepper: Mii amo Aesthetician***

Reid has blossomed into an outstanding performer during the past few months. She has drawn the praise of many guests. Her infectious smile and warm disposition uplift her coworkers and generate a cooperative, harmonious atmosphere around her. Reid challenges herself to improve her aesthetic skills and her product knowledge so every guest receives a memorable experience. ~ Randy Rudloff

***Peggy Fuller: Mii amo Café Culinary***

Peggy is consistently above and beyond my expectations of what an outstanding employee should be. She has relentlessly strived to improve herself in all the “little” areas that normally go unnoticed, but not by me! I value her intuition to be neat, organized and productive through slow times and has been a huge asset in taking on the role of managing the behind the scenes details. Her eagerness to work and learn is encouraging to all that are around her. Thanks for a little extra care- it really does go a long way.  
~ Steve Sicinski

***Ben Rucker: Massage Therapist***

Ben's quiet confidence and calm demeanor instill trust in every guest he encounters and in the Mii amo team. Shift after shift he provides exceptional experiences in the wide range of services he offers. Ben is very flexible with his work schedule adjusting to early starts, extensions, and extra shifts when needed. When he notices a potential problem, he is quick to bring it to the attention of his managers and offers suggestions for correcting the situation as well. Thank-you, Ben, for demonstrating outstanding service at Mii amo!!! ~Randy Rudloff

***Donna Steinbeck: Massage Therapist***

I would like to RE-nominate Donna Steinbeck for Employee of the Month for Mii amo! Everything I said about her in July still rings true in August. Her work ethic, her reliability, her passion for what she does, the incredible focus with which she does it, her commitment and dedication to Mii amo and to our guests...I could go on and on, but really, at the end of the day, her quality of work and the feedback she receives from our guests says it all. She is truly a star performer, and she deserves to be recognized for it.  
~ Kirsten Combs