

ENCHANTMENT RESORT

Employee of the Month Nominees - August 2010

Heart of the House

Leonardo Sanchez ~ Housekeeping ~ Houseperson: Leonardo always does an excellent job, he is not always seen or noticed by everybody around the resort but he would be surely missed in housekeeping. He continuously works extremely hard and efficient going ahead of the housekeepers stripping the rooms ensuring that the rooms are turned as quickly as possible ready for the new arrival. I don't think that I have ever seen Leonardo not smiling, even on super busy wet rainy days. Anything that is ever needed for a guest or a fellow team member Leonardo is on it straight away. Thank you so very much Leonardo, keep up the good work. **Andrew Isherwood**

Jim Johnson ~ Engineering ~ WTO: Jim's thoroughness and follow through on recent projects has been great. He was able to save the resort a lot of money through his investigative skills with a recent problem with one of the wells. Jim is also always smiling - I do not think he ever has a bad day. He is willing to take on new tasks and turn a negative into a positive every time. **Molly Anderson**

In mid-July both of the wells that supply water to the whole resort were damaged by a lightning strike. With no water being pumped into our storage tanks, the resort was in serious trouble and quick, intelligent action was necessary to make sure business carried on and our guests and staff were unaffected. Jim took charge of the situation, provided leadership, demonstrated technical knowledge and arranged repairs quickly, accurately and without hesitation. Incidents like this allow us to either shine or fail – fabulously. Jim definitely shone. **Linda Walker**

As most of you know, our well pumps were not in operation due to a possible lighting strike. During that time Jim was making phone calls to all the necessary companies to ensure that the resort was in the process of having water restored. Jim showed exceptional leadership while keeping everyone informed and making all the right decisions. The resort really was in a critical position with extremely low water levels but with Jim's fast and professional response, it seemed like a normal day for most. Jim's actions should be both recognized and applauded for his outstanding job. Many thanks and good luck for a well deserve nomination. **Freddy Badilla**

Nathan Tucker ~ Culinary ~ Cook: **Nathan** has been in the banquet kitchen many times to help during busy periods, and each and every time his work is exemplary. Most of the time he works a double shift that day, but that doesn't affect his enthusiasm, attention to detail, and efficiency. Nathan's work is always excellent! Thank you for your help down in the banquet kitchen. **Uwe Wais**

Amanda King ~ Housekeeping ~ Night Services: Amanda is a valued team member, you never have to worry about anything on the overnight shift when Amanda is working. Anything that needs to get done (even if it is something that is not included in her duties) gets done without been asked - she just takes it upon herself to ensure the job gets done no matter what it takes. Thank you for your hard work and always taking initiative. **Andrew Isherwood**

Tony Rader ~ Engineering ~ Room Engineer: Tony continues to be responsive to last minute requests with broken doors, burned out light bulbs, adjusting light bulbs, thermostats, broken blinds... all the little things that happen in the meeting space. He always responds with a great attitude and knows that it is all about meeting and hopefully exceeding the guests' expectations that are in the meeting space. Thanks Tony! **Molly Anderson**

Front of the House

Miguel Garcia ~ Safety & Security ~ Officer: Miguel is an excellent team player. He is always available to help whenever help is needed. I have called on him on more than one occasion when the bell staff was in need of assistance. He never hesitates and moves promptly to ensure that our service standards are met. The guests are cared for quickly and efficiently. I have also observed his ability to assist our guests that are in need of medical assistance. The guests are well taken care of and seem to be put at ease by Miguel's efficient and calm presence. Keep on doing what you do Miguel; your actions are something to aspire to! **Huean McLean**

Devery Galloway ~ Bellstaff ~ Bellperson: If there was an award for the most number of positive guest comments on our comment cards, Dev wins! Dev has a gift ~ he can strike up a conversation with any new guest and make a life long connection with them. They find him helpful, entertaining and informative. **Molly Anderson**

Dev plays an integral roll on the bell staff team. He is always going above and beyond the call of duty to ensure our guests are receiving exceptional service. Dev displays a positive attitude resort-wide which can hardly go unnoticed. He has been mentioned on comment card on a very regular basis. He has the ability to remember each guest that he interacts with and can acknowledge them by name. I have no doubt in my mind that any guests that Dev comes in contact with will receive the best service that Enchantment can offer. Thanks Dev for the great service you offer, it helps boost Enchantment's reputation and you are a huge contribution to that! **Huean McLean**

Denise Donahue ~ Reservations ~ Coordinator: I really appreciate Denise's assistance to our department. When we call Denise with an issue she always helps us immediately, even if it wasn't her booking. She also is a great communicator and when she talks to the guest she relays all information to us to assist us in the booking process. She also lets us know if there is a possibility of a last minute booking to give us the heads up on the time line. She is fun to work with as well as very knowledgeable with her job and has a lot of patience with our guests. Denise is great. **Tonyia Gosik**

Raymond Chavez ~ Tii Gavo ~ Server: Raymond has been working with us for almost two years now at Tii Gavo. He started as a server assistant and did an outstanding job and was promoted to a server during spring break. He is always on time (7 minutes early), always has a great attitude and always takes pride in his work. He is one of those few employees believing that teamwork makes the dream work. He has been doing an excellent job not only on meeting the requirements for his position but also helping out the other team members on whatever they need to accomplish, including cleaning and organizing the service station. Ray really lives our mission statement of creating memories by exceeding the guests' expectations. There have been several very good comments from the guests about his service and his work attitude. It is always a pleasure to work with him and I truly believe he deserves the honor of Employee of The Month! **Ramazan Menekse**

Scott Brooks ~ Safety & Security ~ Officer: A relatively new member to our team, Scott is willing to pitch in and assist when ever he is able to. He has been very helpful with guests, directing traffic, giving rides, locking up for groups late at night and just overall has a great attitude. **Molly Anderson**

Terry Bearson ~ Bellstaff ~ Bellperson: I would like to have Terry Bearson recognized for his efforts. You always see him with a smile and a greeting for guests, including our internal guests. His ability to mentor all members of the bell staff has come in handy for our new additions. Terry has been a true asset to the bell staff. I have come to rely on him very heavily during my time away from the Resort. I can always count on him to pick up the ball and keep it rolling. He is extremely appreciated for all that he does. Thank you Terry and keep up the good work. **Huean McLean**

Antonio Mendoza ~ Banquets ~ Server: Antonio does an excellent job! Not only is he hardworking and organized, but he puts 100% into everything that he does...even if it's just picking up blankets from camp coyote for a group function. I appreciate the fact that he is always willing to go out of his way to help other employees and does it with a smile on his face. Antonio is a perfect example of an excellent employee! **Jennifer Fishell**

Mii amo Spa

Alex Carlson ~ Mii amo Culinary: Alex has really put his best foot forward as of late. He has come a long way in striving to perfect the daily nuances of his job, and his focus and effort are clearly visible with each plate. He recently took on a role of performing cooking demonstrations and guest feedback has been positive of his efforts. He has also taken more responsibility upon himself around the kitchen, making both my job and the rest of my team's jobs easier. Thanks for the outstanding job, your effort and focus are a tremendous asset and are far from going unnoticed! **Steve Sicinski**

LeAnne Hawes ~ Mii amo ~ Coordinator: LeAnne has been an extraordinarily versatile employee. In less than a year she has trained in three different positions at Mii amo: starting out as a Lounge Attendant, excelling as a Spa Coordinator, and has filled the large shoes of Francine taking care of the Therapists for the last month while Francine was out of town. LeAnne is very flexible with her schedule and is our go-to person if we need to cover a shift due to call-outs. LeAnne remains positive even in our busiest, stressful times and is a key team member in Mii amo's operation. **Kate Kramer**

LeAnne has been at Mii amo for over a year now & what an impression she has made! She started in the Women's Lounge where she excelled & was promoted to Spa Coordinator. She was doing such a wonderful job at the Front Desk that she was asked to take on additional duties upstairs with the therapists. She dove in and learned everything quickly. She was a great help last month during Francine's absence – I don't know what we would have done without her! She is well respected by her fellow employees & managers at Mii amo. Thank you Leanne for your flexibility & willingness to jump in & help wherever & whenever needed! You are AWESOME! **Joy Schweitzer**

Lisa Mullen ~ Mii amo ~ Aesthetician: I want to recognize Lisa for going above and beyond for our guests, especially the past couple of months. Lisa is always taking time to walk with the guest downstairs on her own time and assisting them. Lisa has much compassion for our guests and wants the very best for them. The comments from the guest show that she is doing a great job. I think Lisa would make a perfect employee of the month. **Tonyia Gosik**

Lisa is a great team player at Mii amo. She is willing to pick up shifts, come in on her days off & help out wherever needed. I consistently hear guests comment on how awesome their facial was with Lisa & she continues to get requested by repeat guests. She gets to know her guests and connects with them as best possible in 60 or 90 minutes. Thank you Lisa for everything you do for Mii amo! **Joy Schweitzer**

Lynn Hoy ~ Mii amo ~ Reservations Coordinator: I want to recognize Lynn for having so much compassion for our guests and her ability to talk to guest in a compassionate caring way that makes them feel very comfortable booking with us. She goes above and beyond for those special guests that need just a little bit more time and care. Often calling them after they are checked in with us to ensure they know they are important to us. Thank you Lynn so much for the extra care and service you provide for our guests. **Tonyia Gosik**

Kim McDermott ~ Mii amo ~ Fitness Instructor: Kim is wonderful to work with! I can always count on her to rearrange her schedule even on her days off. She does everything from fitness to consulting to hiking guide. I can always count on her for VIP groups. She has great energy and constantly receives positive guest comments. Thank you Kim! **Jennifer Fishell**

Ramona (Kamma) Boothe ~ Mii amo ~ Consultant: Kamma is a pleasure! She constantly receives positive feedback from guests and is personally requested by many of them. She does an excellent job training the staff on her services. Kamma is always flexible with her time. We are very lucky to have her! **Jennifer Fishell**