

ENCHANTMENT RESORT

Distinguished Service Team Nominees – December 2006

Front of the House

Carol Vance – Reservations – Agent: Carol has been of great help to Mii amo. Whenever there are any situations or questions that arise we can always count on her to assist in solving the problem. She always does it with a great attitude no matter how busy she may be. She is very good to us at Mii amo and a great team player. Thank you for such an awesome job we appreciate all your help. **Genny Mendoza**

Sean Augard – Tii Gavo – Bartender: I would like to nominate Sean for December 2006 employee of the month. Sean joined Enchantment Resort in November of 2005, coming all the way from Georgia, looking for a seasonal position in Food & Beverage. We are so glad he decided to stay! In his annual review his manager raves of his competencies, positive attitude and customer service skills and rightfully calls Sean “The Anchor” of Tii Gavo. Sean has also assisted Banquets on numerous occasions and also does so with a smile. Thank you, Sean, for a great positive attitude and the great job you do for Tii Gavo! **Nicole Rosas**

Beverly Fisher – Dining Room – Hostess: I would like to nominate Beverly Fischer for her outstanding performance. Beverly is always ready for work in a professional manner in any one of the positions she does. The staff here love to work with her and she has the ability to make everyone she meets smile and feel welcomed as she would if you were a guest in her home. Beverly will also help in any way to provide every need is met. I also know that when she is at work that it makes the day a lot brighter. **Kelly Leo**

Herman Lucero – Dining Room – PM Server: Herman made the difficult and stressful transition from Tii Gavo server and bartender to PM Yavapai server without missing a beat, a couple of months ago. His dedication and determination to learn and adapt to a fine dining environment has been remarkable to say the least. He has really stepped up in more ways than one, and in such a short period of time, he has become one of our top selling servers and a favorite among guests. He was given the opportunity to go pro, and now he is the rookie of the year. A true Cinderella story! Thanks, **Eric Beer.**

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Heart of the House

Jose Miranda – Landscaping – Groundskeeper: The epitome of groundskeeper. Mr. Miranda has an energy that is unmatched by any other. His ability to take on a task, most often without being asked, and finishing it without faltering, amazes me on a constant basis. Jose sets the tempo wherever he works and it is fast, hard and safe. Everyday he is upbeat with a positive attitude and is an inspiration to his fellow employees. Thank you Jose, your willingness to learn and progress makes you a great EOM candidate. **Charles Haney**

Balvina Hernandez – Culinary – Pre-Cook: I would like to nominate Balvina Hernandez. Balvina works in the Yavapai kitchen on our back prep line. She has to be one of the best preps around. No matter what is going on she is always focused, timely, efficient and looks over her presentation of her work before it leaves the kitchen. Balvina also stays around to help when needed and can judge what she needs to get ready for the next days busy times. I have heard nothing but great things from the staff about how well she does. Thank you and glad you came to Enchantment. **Kelly Leo**

Maria Mendoza – H.R. Benefits Coordinator: I nominate Maria Mendoza. She has been with the resort for 11+ years and began in Housekeeping and then moved into Human Resources where she has continued to grow her knowledge and skills. She is very valuable in HR as she remembers everything, catches things that others may miss to ensure all is handled properly and just recently helped with the year end holiday party to assist Mark and myself to make sure we were on track during the entire party. She is a big asset to the company and gives it her all to ensure that employees are taken care of in all areas. She is a super star! **Tami Shobert**

Dale VanderMolen – Engineering – Night Engineer: Dale has been with Enchantment for many years. He knows this resort inside and out. I can depend completely on Dale to keep me informed on any issues that may need attention. His knowledge and skill at making sure things are taken care of correctly is invaluable. Dale will do everything he can to keep our guests as comfortable as possible, he is extremely guest service oriented and our guests love him as well. We should all remember that many of the things we need fixed or repaired or maintained are done by Dale at night when departments are closed. His dedication, ability and loyalty to this resort should be recognized by all of us. Thank you Dale for all you do in your quiet un-assuming manner. **John Frank**

Shelly Knox – Accounting – Lead Supervisor: Shelly works as hard, if not harder, than anyone I know at the resort. She is always working on the payroll for the entire resort, even though that is not her original job title. Every time I have a question, she seems to have the answer, and even a few suggestions of her own. The resort would fall apart without her catching all of our payroll mistakes. Thank you Shelly for everything that you do. **Kelly Ahrendes**

Shelly has been so helpful over the past year with all of the changes accounting have been through. Training new employees, filling in when there were no other employees, assisting in solving guest problems with billing, getting payroll processed every two weeks, getting the groups billed and collected. We got a little behind in billing out some of the groups but Shelly really stepped it up in December and got all of them caught up. We actually collected on a lot of them in the same month. With how slow the resort is in December we needed those receivables to come in and Shelly has delivered again. Thank you for all that you do to keep the resort running smoothly. **Dale Olsen**

Over Please

Joshua Martinez – Housekeeping – Houseperson: Joshua is a very hard worker. He is our best houseman. Everything you ask of him, he does, and does with a smile. I have never heard one complaint from the guests about Josh—if a guest requests something, he is usually there before they hang up the phone. He never calls off, and constantly asks if we need him to work more. Thank you Joshua for everything you do. **Kelly Ahrendes**

Magda Urias – Housekeeping – Supervisor: Magda is the backbone of the housekeeping department, she is always keeps one step ahead of staff. She is self motivated, takes pride in everything she does and takes charge without being asked. Thank you Magda for everything you do! **Jill Madzik**

Gudrun Ernstberger – Sales & Marketing – Coordinator: Gudrun has become a “best resource” for many departments looking for assistance with graphic design projects. In addition to her talents in using various forms of publishing software, Gudrun represents the Public Relations and Marketing efforts for Enchantment, Mii amo and the Tides Inn with great care and professionalism. Her attention to deadlines and getting facts straight takes no back seat to her constant desire to know everything about the services we offer and how guests can enjoy them. Gudrun is a solid communicator to the media on our behalf and I’m grateful for her contributions every day. **Alexa Hokanson**

Eduardo Garcia – Engineering – HVAC Technician: In the Month of December, Mii amo purchased two wall mounted water features to be installed in two of the treatment rooms. The total weight of each fountain was over 300 lbs. I had asked Eduardo to investigate and, if possible, install electrical power for the fountains. Well, not only did he do this but he volunteered to do the complete installation of both fountains, entirely unsolicited. Eduardo had to come in at night to do the job. Plus, for the first install, he came in and worked on his wedding anniversary! Both fountains have been installed in a very professional manner and work beautifully. This is typical of the professionalism, enthusiasm, and dedication of this young man. Enchantment Resort and Mii amo are extremely fortunate to have him here. Eduardo works with an entrepreneurial attitude and often takes on projects simply because he knows he can do it better. I get feedback from many departments telling me how pleased they are with Eduardo’s work, his attitude and his bearing. Thank you Eduardo, for all you do! **Mike Stackwick**

Mii AMO SPA

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Front of the House

Glemmett “Shawnie” Graham Maylor – Mii amo – Front Desk Coordinator: The entire staff is thrilled to have Shawnie back! Her beautiful smile, her precious sense of humor and her guest services skills make her such an incredible asset to the Mii amo team. She alone has done more to improve morale since her return, even during the busiest and most challenging of times, with her presence. Thank you Shawnie for retuning to us!

Deborah Waldvogel

Sharon Day – Mii amo - Fitness Instructor: Sharon has been a wonderful help to me in the fitness department. She is very consistent in doing a fantastic job with our guests, and helps out by consistently by stepping up to cover classes when needed. I can not express how grateful I am to have Sharon on our fitness team! **Lacey Johnston**

David Wrocklage – Spa – Massage Therapist: In addition to being an excellent therapist, David excels at creating great guest experiences. He is personable, caring and professional, not only with our guests but also with our Mii amo team. He has excellent work habits, usually being the first to arrive for the morning shift. He keeps his work areas beautifully neat and orderly. Thank you David, for all that you do. **Tonyia Gosik**

Ana Guevara – Mii amo Café – Server: I would like to nominate Ana for employee of the month. Ana has received great feedback on the comment cards since she has been with us here at the Mii amo Café. Ana always has a great smile and provides great customer service for our guests. . She is a great team player and helps out in all areas of the café. Plus, she bakes and brings her homemade treats in to share with the other staff members which in turn makes us all smile too! **Tonyia Gosik**

Ilene Bongo – Mii amo Café – Café Bartender: Ilana has been with the Mii amo café for some time now. I can't tell you how many times in the past she has come to our office to let us know about a guest issue that the guest had just mention in passing to her and wondering what we could do to assist them. Also whenever I need someone to assist with a team project like our Christmas Secret Santa or Thanksgiving pot luck, she rallies everyone together for the event. She is great to come up with ideas for doing creative things such as our employee appreciation luncheon theme. She also provides great customer service and has a beautiful smile for everyone. She also is also very thoughtful of her fellow employees. I think she would make a great employee of the month. **Tonyia Gosik.**