

# ENCHANTMENT RESORT

## Distinguished Service Team Nominees – December 2007

### Front of the House

**Ekin Akol – Retail Sales Associate:** Ekin is such an agreeable employee. We bounce her positions around constantly and no matter how many different hats we ask her to wear, she is agreeable. Currently we are prepping for inventory which is a laborious task, Ekin has jumped in to help out her Mii amo Boutique co-workers with the inventory prep. And then she will be there at 6 a.m. in the morning to actually TAKE the inventory. She has been exceptionally supportive to the Retail Department and we are so glad she works with us.

**Kelly Dunagan-Johnson**

**I can't thank Ekin** enough for all she has done for the Retail Department, especially this past month. She has been PHENOMINAL!!! She has an outstanding work ethic. Ekin is always flexible, willing to work wherever and whenever needed, without complaint.....and this month was no exception. It is not her style to sit back and say "this is not my job". This month while covering the Mii amo Boutique Ekin really stepped up to ensure inventory preparations were done properly and finished on time. She then worked almost 13 hours straight to assist with the physical inventory of the store. Ekin really went out of her way this month to assist in everyway possible. **Amy McMurry**

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**John Meyers: Activities – Tennis Pro:** Over the past month we have had several days where we have been short-staffed at the tennis shop, John has been so willing to come in on his time off and cover those hours for us. Furthermore, he has been such a big help in times of need, we have had a few issues this month with guest and hiking, and we have able to meet there request and sidestep several problems because John was willing to come in to lead private hikes and photo tours. I am very appreciative of John's willingness and drive that he lends to our team. Thank you John! **Lacey Pedersen**

**Kathy Haney – Activities – Concierge:** WOW! Kathy is a huge blessing at the Concierge Desk. Over the past month as we have been training several new concierges, Kathy has taken the lead in training and leading the new concierge team. She has done a phenomenal job with all the new staff. She has also done a great job handling a multitude of guest and vendor issues that we have faced over the last month. In the midst of all the change she has managed to re-organize, as well as accomplish many pending projects. Furthermore, Kathy has done it all with such a pleasant attitude and a smile. **Lacey Pedersen**

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### Heart of the House

**Francisco Ramirez – Culinary – Steward:** During the month of December, Francisco has been the superstar of stewards. On many occasions he has pulled double shifts and returned the next morning at 6am. He has shown good initiative with a great attitude and a great smile. He has done whatever is necessary to get the job done while being extremely short staffed. He has proven to be one of our most valued employees. Thank You Francisco! Keep up the good work.  
**Chef Steve**

**Eduardo Montenegro – Housekeeping – Houseperson:** Eduardo is always busy working and helping others. Whether he is bringing in the laundry, wood or one of the other many tasks he does, I can always count on him to have a smile on his face. The attendants at the spa really depend on him. If laundry is backed up he is great about finding out the reasons why and getting it over to the spa as soon as possible. Simply put Eduardo does an AMAZING job!  
**Jennifer Fishell**

**Erick Bland – Landscaping - Groundskeeper:** Who do you go to when you need something done? Often the Grounds Department is called upon to help other departments in various ways. Immediate action is always required. The moment the call comes in, Erick is there to coordinate and complete the task. He takes on the request with professionalism and a positive attitude and more often than not without being asked. There isn't anything he won't do to better the resort. The pride Erick takes in maintaining his area and helping out whenever called upon is why Enchantment and Mii amo are so widely respected. **Charles Haney**

**Kevin Ellis – Culinary – Cook:** I would like to nominate K.C. for December's Employee of the Month. K.C. has worked extremely hard during this very busy month and was flexible enough to pull a 16 hour shift, stay on property and start all over again bright and early in the morning to accommodate the hectic schedule and to contribute to the success of our holiday events. Your hard work and dedications are much appreciated, K.C. – keep up the good work!! **Nicole Rosas**

**K.C.** has been a huge supporting factor in banquets during the holidays, as well as covering upstairs for Sunday brunch and his assistance to help improve the variety and quality of food in oasis. **Chef Steve**

## **MII AMO SPA**

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### **Front of the House**

**Anders (Kalandar) Bjurman – Massage Therapist:** Kalandar is a talented, committed and experienced Massage Therapist and Watsu Practitioner. He consistently endears our guests to him through his skills and his caring approach. One guest even commented that he was “like a Father figure and the perfect person to introduce someone to the Watsu environment. Kalandar is always here when he’s supposed to be, and is willing to come in when he’s not. His dedication and work ethic are commendable and serve as an example for the rest of the team. We are truly lucky to have him. **Kirsten Combs**

**My nomination** for employee of the month is Kalandar Bjurman. Kalandar is one of our all star employees. He consistently receives rave reviews for his Watsu treatments in which he WOW’s the guests. He is always available to come in and cover shifts for therapist that call in and for special guest requests. His work ethic raises the bar for the rest of the staff to follow. He is a great choice for employee of the month! **Tonyia Gosik**

**PeggyAnne Fuller – Mii amo Culinary – Cook:** Peggy is a formidable workhorse in the kitchen; her enthusiasm, knowledge and work ethic make her a tremendous asset for all operations. Her willingness to gain more knowledge and improve herself is truly unquenchable. By assuming more responsibility and leadership, she really improves the overall atmosphere for the entire kitchen and allows me to refocus in other areas. Thank you and keep it up Peggy!  
**Steve Sicinski**

**Ana Guevara – Mii amo Café – Server:** Our Ana has consistently received rave reviews on the Mii amo comment cards. Our guests love Ana! They always mention that she remembers their names and always welcomes them to the café. They love her friendly attitude and her award winning smile. I have personally observed Ana as she is pitching in to help in other areas in the café such as washing dishes and assisting other employees with their guest needs. She is a great role model for new staff member to follow. Mii amo is very lucky to have such dedication in a staff member. Ana really deserves to be employee of the month. **Tonyia Gosik**

**Javier Delgado – Mii amo Culinary – Cook:** Javier is the energetic catalyst that keeps my day staff together. You can’t have a better attitude or enthusiasm than this guy - he is always looking to put out the best possible product and looking for ways to make it better. His great attitude is so prevalent it keeps an entire kitchen happy through some of the toughest days, something like this is immeasurable and I appreciate it more than anything. Thank you Javier! **Steve Sicinski**

**Leo Martinez – Locker Room Attendant:** Leo always has a smile on his face and is a pleasure to work with. No matter how hectic of a day he never lets things overwhelm him. He takes on all duties with no complaints and keeps himself busy throughout the day. We are very happy to have Leo as part of our team. **Genny Mendoza**

**Miguel Gonzalez – Mii amo Culinary – PM Cook:** Miguel is the backbone that keeps my night staff together. Busy or slow Miguel quietly and efficiently provides exceptional service to both guests and fellow employees alike. He always finds things to do especially those little things that tend to be super important. His dependability and effort are unmarked and he is getting stronger all the time. Thank You Miguel! **Steve Sicinski**

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**Kirsten (Kaja) Adams – Massage Therapist:** What can we say about Kaja except that she is the best of the best. Kaja always puts the guest needs first. She is a great team member and has contributed much to Mii amo in the past few years. Because of her extraordinary gifts she is frequently requested again and again by our guest and never lets them be disappointed with a session. She is also a great team member and is always helping others here at the spa. Mii amo is a better place because Kaja is here with us helping us to maintain our number 1 status!

**Tonyia Gosik**

**Jenna Snoke – Mii amo Culinary - Cook:** Jenna's great attitude and friendly demeanor typify how a model employee should act. Although we don't have much guest contact, she really has a great repoir and can be very comforting with some of our "difficult" guests. I have tremendous faith in her decision making and capability of adhering to guest needs whenever necessary. Not only that, but she puts together some of the best presentations of anyone! Thank you Jenna. **Steve Sicinski**

**Francine Schock – Prep Attendant:** From the day I started Francine has been such an amazing support and wealth of knowledge. She is so attentive to every detail of each spa service which ultimately ensures the guest is receiving the very best treatment possible. Behind the scenes she is always quick to find a solution to problems or bring issues to management's attention that need to be fixed. Francine can always be counted on for following company policy and procedure and exemplifies the model employee behavior. It is an honor to work with her and a privilege to have her as part of the Mii amo team. Thank you for everything you do Francine; it would not be the same without you! **Tony Nicastro**

**William Mills – Mii amo Culinary – Cook:** Bill has made an enormous impact since our mid-year transition with dining hours. He fills the role of breakfast reliably and dependably, something that takes a huge weight off my shoulders. I have the utmost confidence that our restaurant is opened each day successfully. It truly is priceless to have such a dependable employee. Thank you Bill! **Steve Sicinski**

**Daniel Bogran – Mii amo Culinary – Cook:** Daniel's solidity at his position throughout the year is more than I could ever ask for. He has effortlessly coasted through our many menu changes throughout the year and he does it all with an exuberance and happiness that truly makes my day a pleasure. Change is not always easy, but Daniel's enthusiasm makes my job and others much more enjoyable. Thank you Daniel! **Steve Sicinski**