

Enchantment Resort

Distinguished Service Team Nominees – December 2008

Front of the House

Carol Vance – Reservations Coordinator: Carol goes above and beyond for our guests. As an example, there was one evening that Carol could not reach anyone in Mii amo reservations or at the Front Desk instead of making the guest wait for a call back, Carol took it upon herself to take the information from the guest so everything would be taken care of. The guest also didn't want to wait to get into her room once she arrived. In order to accomplish this, Carol shifted all the arrivals around to make sure this happened. Carol also does a great job with handling groups. She makes sure everything is communicated in an appropriate manner for everyone involved. Thank you Carol for everything you do! **Joy Schweitzer**

In December, I approached Carol to assist with the VIP Reports while Lynn was on vacation. She didn't bat an eye and agreed to be trained in how the report is generated, how the amenities are set up, and how to find any changes or cancels. She quickly learned the process and in no time was able to get the VIP reports and amenities done accurately the entire time Lynn was out of the office. I appreciate her willingness to help out the department in any capacity, and how she beautifully executed her task without any problems. **Susan Lisak**

Alberto Delahel – Bellstaff- Bellperson: Alberto always has a smile and greets the guest with a most positive attitude. Recently I had a client from Spain that spoke very broken English, she commented that he made her feel very comfortable from the minute he greeted her at her car. Recently there was a site inspection that indicated a "hotel representative" would show them around. Alberto turned out to be the representative and he brought the guests down to the Meeting room area and introduced them to me. He had been very thorough with the guests and had answered all of their questions. Alberto is a true ambassador of Enchantment Resort!
Molly Anderson

Corey Bagby – Activities – Camp Counselor: Corey has been an INCREDIBLE asset to camp. She has creative ideas for events and games that the children love. Corey is hard working and is creative and accurate with every task she is given. She has already begun planning the camp events for 2009 and I think her fresh ideas will really turn camp around. She makes my job so much easier! I am thrilled to work with her! **Jennifer Fishell**

Ramazan Menekse – Banquets – Server: Ramazan is a very dependable employee, consistently energetic and hardworking. An example of this is when the John Deere group wanted to walk through the setup and flow of their outdoor reception. Ramazan, who had been finishing up from his AM shift, noticed our meeting outside. Seeing there was not a banquet employee present, he came outside and walked through the space with us and took notes as to what they wanted to change and how they wanted the set-up rearranged. Instead of waiting for the PM staff to arrive to pass on the changes, Ramazan set up the reception himself without being asked to do so, with ease and precision. It is comforting to know that there are employees such as Ramazan who are reliable and ready to assist guests and fellow employees at any moment. **Jessica Caldwell**

Heart of the House

Steve Broe – Engineering – PM Engineer: Steve is one of the most pleasant employees we have. He always remains calm no matter how busy he gets with guest calls in the evening. He is also very efficient at everything he does. He does not waste time ~ and if he has to stop doing something in banquets to handle a guest call, he always returns to finish the task.

Molly Anderson

Roberto Ramirez – Culinary – Oasis Attendant: I realize that Roberto won EOM this year, however, he deserves it every month! When Roberto is off I notice a HUGE difference in the cleanliness and organization of the Oasis. He does not complain about the “messes” that his co-workers leave behind for him to clean up. Some mornings when he arrives, there is food and trash left on the tables from the night before. He is always cleaning up after all of us.

Molly Anderson

Frank Allen – Engineering – Construction Engineer: We have been very fortunate to have some one like Frank on our team. His skills and great attitude that he brings to Enchantment and the department is truly outstanding. He has been a key player in many projects around the resort, including the Yavapai Kitchen Remodeling Project. He worked many nights and days to achieve its final goal .A very large part of the successful completion was due to his hard work and dedication that he displays on any job that comes his way. He has not only made the engineering dept. shine but the resort as well. It’s with great pleasure to nominate such a person like Frank who without a doubt should be Enchantments next “Employee of the Month”. Thank you on behalf of our team! **Freddy Badilla**

Maria Mendoza – H.R. Benefits Coordinator: Maria took on a difficult task of processing all of the forms for the benefit change over. Maria took time to assist many people individually to make sure they understood and were making the selections they wanted to. During all of this – she had other responsibilities too and on top of that she was baking and decorating like a pro!

Molly Anderson

MII AMO SPA

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Zoe Garcia – Activities - Fitness Instructor: Zoe gets nothing but rave reviews for her fitness classes and private sessions. She has fantastic guest service and is always a pleasure to work with. Zoe is great about catching the small details that make the fitness center a great department. She has also been helpful in proofing the activities brochures. I am happy to have Zoe as part of the Mii amo team! **Jennifer Fishell**

Trisha Witty- Spa Coordinator: Trish sets the bar high for all exemplary employees. She consistently receives positive guest feedback and is remembered in guest surveys for her assistance during their stay. Trish is depended upon by her co-workers. She is always on time, prepared to jump into her shift and take care of our guests. She completes her work thoroughly, notices discrepancies and details, and does what is necessary to stay one step ahead of the guests. Trish's consistent positive attitude and work ethic sets her as a rock within our department. **Kate Kramer**

Ivano Zuccolotto - Mii Amo café – Bartender: Ivano is an exceptional employee! He is courteous towards guest, and polite among co-workers. Ivano is a team player, he is ambitious, wants to learn and grow, he is charming, has sense of humor, lighthearted, committed, and loyal. Ivano adds joy to each workday! **Tracie Bliss**

Nicole Plante – Mii amo Kitchen – Cook: Nicole started in the kitchen as an intern and has really stepped up to the challenges. She has taken on all types of roles and is doing a wonderful job for us. We are so thankful to have her as part of our team. Thank you Nicole for all your hard work! **Chef Steve Sicinski**