

# **Enchantment Resort**

## **Distinguished Service Team Nominees – December 2009**

### **Front of the House**

**Carol Vance ~ Reservations ~ Coordinator:** I constantly receive compliments about Carol from my clients. They say she is thorough, caring, on top of it, great, nice, friendly. They are always looking forward to meeting her when they are at the resort. The JBM 50<sup>th</sup> group was a bit tricky and they appreciated her assistance. Several of our groups are not corporate and they need assistance navigating through the reservation process and the attrition clauses and she always seems to make it easy for the groups. **Molly Anderson**

**Christina Davila ~ Room Service ~ Server:** Christina is a hard worker, she is always aware of what needs to be done and what is missing. She stays on top of everyone to make sure that she has the right cards for the amenities and is extremely helpful with last minute amenity requests. When Christina works in banquets she is a great help ~ willing to do anything and always working hard. **Molly Anderson**

**Luz Medina ~ Banquets ~ Server:** We don't talk about Luz much because Luz doesn't talk much. She is a quiet, steady, dependable member of the banquet team. She has the best attitude and is always smiling. Her co-workers love working with her because of her reliability and work ethic. **Molly Anderson**

**John Meyers ~ Activities ~Tennis & Activities Instructor:** I can not say enough nice things about John. Our guests love him!! He is always getting us out of binds and never hesitates to come in on his days off and always with such a positive attitude! He is very deserving to be employee of the month. Thank you so much John for all you do for our guests. **Tonyia Gosik**

## Heart of the House

**Debra Drake ~ Housekeeping ~ Team Leader:** Debra is very conscientious about the service she provides to our guests. A guest asked her for extra pillows because her friend had a neck problem and was lying down. Debra rolled a towel to put behind her neck and went to Mii amo and borrowed therapist's pillows. The guest was impressed that Debra would take it upon herself to give such exceptional service. The guest just happened to be the Executive Assistant in a very large company and asked in her letter that the sales department contact her regarding booking group with VIP's from around the world. Thank you Debra you are exceptional! **Jill Madzik**

**Jonathan Haney – Purchasing – Clerk Supervisor:** Jonathan does an amazing job! No matter how many times a day we call him asking for camp supplies; he never complains and always sees to it that we receive supplies in a timely manner. I really appreciate all his hard work and his friendly nature. Thank you! **Jennifer Fishell**

**Arturo Perez ~ Culinary ~ Cook:** Arturo is always incredibly helpful when we have larger banquets. He is always asking Uwe “what next” and he is quick and efficient at tasks assigned. For the Thanksgiving Buffet in Banquets late in the afternoon we were hit really hard and he was extremely quick, resourceful and helpful in keeping all of the cold food items looking bountiful and beautiful. We could not have done it without him! **Molly Anderson**

**Mike Prado ~ Engineering ~ Pool Technician:** Mike has been doing an outstanding job in the pool business. His ability to maintain all the bodies of water up to code is truly admirable. For many years, Mike has repaired and maintained all pool equipment with professional results. He has also helped keep the pools looking great for the Home Owners around the resort, and helped pass many Health Inspections. And thru his hard work, he has made it possible for thousands of guest to enjoy their stay, while they enjoy the pools. Thank you Mike for creating so many memories to so many guests. Good Luck from all us. **Freddy Badilla**

**MII AMO SPA**  
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**Front of the House**

**Jeffrey Halaschak ~ Mii amo ~ Massage Therapist:** We are so grateful to have Jeff back on staff with us. He has been the man of all trades at Mii amo since his return. He has worked as a Lounge Attendant, Pool Attendant, Café Server, and Therapist. He has already had multiple guests specifically request him as a therapist. He has come in on his days off and added shifts to help us cover when business picked back up. He has been flexible with his schedule and fits in and works well with his coworkers. Thank you Jeff for your flexibility! **Joy Schweitzer**

**Donna Steinbeck ~ Mii amo ~ Massage Therapist:** Donna truly is an asset to the Mii amo team. She is flexible with her schedule staying late or coming in early when needed. She is a team player assisting her peers without hesitation – whether it be spa coordinators or management. Donna gets multiple requests and we continue to receive great compliments about her. I cannot begin to express how grateful we are to have Donna with us as a therapist. Thank you Donna for everything you do for Mii amo! **Joy Schweitzer**

**Lucia Nolasco-Curran ~ Mii amo Culinary ~ Steward:** what more to say about a person that continually impresses me more and more on a daily basis. Lucia is the one of the most proactive and fundamentally sound people I have ever worked with. To say she is a steward is misleading; she takes care of those duties effortlessly. On the other hand, what she does as an untitled “prep cook” is astounding. She has learned so many facets of our daily culinary operation that she literally assumes food prep roles without being asked. I can’t begin to explain how valuable this is to me and members of my staff. Truly a wonderful team member and pleasurable person to boot. Not only does she manage a spotless kitchen, but I can always count on her asking me what she can do to help. Thanks! **Steve Sicinski**

**Heather Strutz ~ Mii amo ~ Lounge Attendant:** I would like to nominate Heather for her dependability and hard work. Heather is determined to exceed expectations, which shows every day when the lounge looks spectacular and she is consistently friendly and warm with guests. Heather’s co-workers enjoy working with her and appreciate her attention to detail. This past month she has also helped train a new staff member and has willingly come in on her days off to cover for call-outs. **Kate Kramer**

**Michael Michelle Penord – Mii amo Café – Server:** Michael is always so happy and helpful! She is excellent with guests and is always willing to go the extra mile. Michael has helped me set up the library for David Romanelli’s retreats for the past two years. She has a gift for making the room look perfect! Thank you so much for all your help. You are a wonderful asset to the Mii amo team! **Jennifer Fishell**

**Chloe Gehlert ~ Mii amo ~ Aesthetician:** Chloe has been very gracious with her time lately with us here at the resort. Many times we have asked her to come in and she has helped us out. Chloe is also very good with our guests and is very knowledgeable. Thank you Chloe for all you do for our guests.

**Tonyia Gosik**

**Dawn Lay ~ Mii amo ~ Aesthetician:** Dawn is one of our most requested aestheticians from repeat guests. Our guests love her. Dawn is also very generous with her time and frequently comes in early or stays late for our guests. Thank you Dawn for all you do for us here at Mii amo.

**Tonyia Gosik**