

## **Enchantment Resort**

### **Distinguished Service Team Nominees ~ December 2010**

### **Front of the House**

**Dawn Kaseoru ~ Guest Services ~ Concierge:** I've had the pleasure of working with Dawn and she was one of my best hostesses ever. She did a great job with us and has recently transferred to Concierge. She's continuing to do a wonderful job there, too. I have noticed that there have been some great comments from guests since she has transferred to Concierge. She is a wonderful fit to the existing Concierge team and they are happy to have the opportunity to add her to their team. Thanks, Dawn, for doing such a great job! **Ramazan Menekse**

**Juan Gonzalez ~ Banquets ~ Server:** Juan is so consistent and works so hard I would feel confident to nominate him every month. In the past few months Juan has really stepped up a great deal to assist me in Jutta's absence. Juan has learned numerous buffet set ups virtually on his own, he has helped me train existing staff to do things more efficiently, and on several occasions has been responsible to close the department at the end of the shift. Juan is a tremendous asset to the team. Thanks, Juan, for all your efforts! **Matt Bailey**

**Juan** has in recent months really "stepped up to the plate". His understanding of what needs to be done and why has increased. He has shown an active interest in learning more about duties that are required not just of a server, but a supervisor that has to be aware of different aspects that need to come together to make a plan work. This includes duties for the same day, but also looking ahead and planning for the next day! He is always communicating with me any information that we need for upcoming functions. Thank you, Juan! **Uwe Wais**

**Devery Galloway ~ Bellstaff ~ Bellperson:** Dev is a great ambassador for Enchantment Resort. He makes a life long connection with each guest that he interacts with. Many guests mention how nice and informative Dev is. Because Dev is such a great ambassador for the resort, he was asked to deliver Thanksgiving and Christmas menus around town to concierge staff at different resorts, time shares and B&Bs around town. Thanks Dev for always taking great care of our guests and being a super team player during the holiday season!  
**Molly Anderson**

**Ingrid Szabo ~ Retail ~ Sales Associate:** This past month Ingrid went above and beyond to assist the department with shift coverage. On several occasions, Ingrid shuffled her schedule at her other job to accommodate the extra shifts here at Enchantment. She worked doubles, back to back night and morning shifts and I am not sure she took a day off last month. I never had to ask Ingrid to work an extra shift. When she saw the struggles with staffing she immediately came to me, with her cheerful positive attitude, offering to assist in any way she could. I don't know what we would have done without her! **Amy McMurry & Kelly Dunagan-Johnson**

# Heart of the House

**Maria Concepcion Casiano ~ Housekeeping ~ Team Leader:** Concepcion is a great example to team members. She is always continuously working on projects throughout her section. Concepcion has tremendous pride in the standards of the rooms and will always complete the list set. If something needs to be done, Concepcion will always be willing to help and she will complete the task to a high standard. Many thanks, Concepcion! You are doing a fantastic job--keep it up. **Andrew Isherwood**

**Ethan Williams ~ Housekeeping ~ Team Leader:** Ethan has been working many days with the renovation rooms changing his days off to assist in getting the job done. Ethan has taken great pride in trying to get these rooms back into inventory at the earliest possible date. Keep up the dedication and good work. **Andrew Isherwood**

**Enrique Lopez-Perez ~ Housekeeping ~ Houseperson:** I think that most people across the resort know Enrique since they see his efforts in one form or another. Enrique circulates around the resort cleaning all the windows. Anytime any body has asked for some windows to be washed, Enrique has done it before I've even asked him. I have never seen Enrique without a smile on his face--no matter how busy he may be. Enrique has also taken on additional projects including re-upholstering the cushions throughout the public areas at Mii amo. The work and attitude that you have, Enrique, is Fan-Dabby-Dozy and much appreciated. Many thanks. **Andrew Isherwood**

**Estella Trevino ~ Housekeeping ~ Room Attendant:** Estella has been doing a great job with her team partner, continuously completing the list in a timely manner. Estella has also been working throughout the renovation rooms helping to ensure that they are ready as soon as possible. In addition, Estella has lent a helping hand to numerous other teams. Thank you for setting a good example and doing a fantastic job. **Andrew Isherwood**

**Armando Machado ~ Culinary ~ Steward:** Armando has proven to be quite invaluable down here in banquets. He takes his work very seriously, is always asking for feed back, makes sure everything is done properly. Armando also takes on many special tasks, follows through on them, and will actively look for projects when he is done with current tasks at hand. I never worry about things not getting done when Armando is down here. Thank you for your hard work! **Uwe Wais**

**Armando** has been working in the Oasis and Banquets a lot lately and it shows. Armando, under his own supervision, rearranged equipment in the dish pit to make it more functional for all parties involved. Armando has a great attitude and follows up consistently to ensure he is doing a good job. On a number of occasions Armando has come to help close banquets late at night after he has completed all of his own tasks. It's great to get that assistance on those late nights! **Matt Bailey**

**Michael Gonzalez ~ Landscaping ~ Groundskeeper:** Although Mike has been with us a short time, he has taken on his job duties with a vengeance. Mike is the epitome of hard work. As the renovated rooms are completed he has renovated the exterior grounds giving them a clean and professional look that has set the standard for the whole resort. Mike accomplishes this while helping others on the team, or in other departments, and maintains a refreshing humor that makes us all smile and laugh. Thanks, Michael! **Charles Haney**

**MII AMO SPA**  
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**Judy Head ~ Mii amo Reservation ~ Coordinator:** Judy has been a tremendous support to me since we have been working together. She is an outstanding staff member in our small department. Judy consistently gets great feedback from guests when she plans their journey. She takes her work and her guests to heart. I've never heard her complain even though we have been struggling with last minute bookings and guests are extremely busy these days. I so appreciate her, her positive outlook, and her willingness to go above and beyond. Thank you so much Judy for all that you do for us. **Tonya Gosik**

**Tresha Witty ~ Mii amo Coordinator:** I would like to nominate Trish for employee of the month. Trish's customer service skills are outstanding and the guests love her. I have also noticed that Trish is getting more and more positive remarks on the guest comments cards. Trish is dependable, and a great co-worker. If I want to make sure something is taken care of, I ask Trish to assist me. She always makes sure the job gets done. Thank you Trish for all you do for our guests and for me. **Tonya Gosik**

**Trish** is such an asset to the Mii amo front office department! Her multi-tasking skills are superb! She is always juggling multiple projects and completing them with great detail and finesse. She has done a great job at training the incoming staff and has become a "go-to" person for any help that they may need. Trish, you are a genuine person and as an employee you truly shine. Thank you for all the effort and passion that you have for your job. I have come to count on you for so much. It's appreciated! Ja-makin-me happy! **Christine Scott**

**Trish** may not be outgoing and gregarious but her impact on the department is significant. Trish watches for and directs the details of the operation helping the entire department run smoother with fewer mistakes. She arrives everyday ready to give 100% and always exhibits a professionalism that allows her to gain the guest's trust and assist in guest relations situations. Trish's co-workers have tremendous respect for her and look to her as a prime example of a top notch Spa Coordinator. Thank you Trish for your essential contributions to our Team and your continued willingness to take on new things! **Kate Kramer**

**Christine Burks ~ Mii amo Café ~ Hostess:** Chrissy joined the Café team from Tii gavo about 6 months ago. She is such a pleasure to work with. She is always in a good mood and comes to work with a smile on her face. She stays busy by finding things to do and does things without being asked or assigned to them. She does whatever it takes to help the team out--whether it be bussing, running food, or setting for dinner service. Overall, she is well liked by her co-workers and managers alike. Thank you Chrissy for everything you do for the Café! **Joy Schweitzer**

**Stephanie Lesman ~ Mii amo ~ Massage Therapist:** Stephanie has been staying over and coming in on her days off to help us out in our very busy time. She came in yesterday just for one service. She always has a positive attitude and our guest's love her work. She is a great team player and I so appreciate her flexibility with her schedule. Thank you Stephanie for all you do for Mii amo and our guests! **Tonya Gosik**