

ENCHANTMENT RESORT

Employee of the Month Nominees

February 2010

Heart of the House

Lila McLean ~ Retail ~ Warehouse Supervisor: Lila has been a tremendous help to the Retail Department, both front and back of house. She has anticipated our needs and has been willing to step in and help prior to being asked for assistance. She has worked hard to understand our inventory procedures as well as our month-end procedures and has become well skilled in their practices. Lila, thank you for stepping in where needed to support the Retail Department. We truly appreciate you. **Kelly Dunagan-Johnson**

Tony Rader ~ Engineering ~ Room Call Engineer: Tony has proven to be one outstanding employee. Through his hard work he has taken on numerous tasks that make him stand out with the best of them. He has managed to expedite the light bulb ordering for the entire resort with great results. He has also been involved in many electrical projects that helped the lighting around the resort. He has helped with room calls and is always making positive suggestions to improve our work environment with staff and guests. It gives me great pleasure to nominate Tony for his hard work and his dedication to be the next "Employee of the Month." Good Luck from all of us. **Freddy Badilla**

Carol Burtt ~ Accounting ~ Accounts Receivable: Carol does an amazing job for the resort. She is a true professional. This is a really tough time in terms of group billing and Carol has been a constant ally for the Sales team. Carol takes the time to thoroughly explain all aspects of the billing procedure to our clients for ease of process. It is not easy being in her position as often times she is required to communicate attrition damages, non-approval of credit, and other difficult topics, but she always finds a way to guide our guests to a positive conclusion. Thank you, Carol, for being an important part of our team. We truly appreciate all of your really hard work. **Jacqui Marth**

Salvador Becerra ~ Engineering ~ PM Rooms Engineer: Sal has been a great addition to our Engineering department in the evenings. He has responded to calls for banquets in the evenings to address sound, heating and lighting issues and has been quick, professional and polite. When we had training for the sound system he was very involved and asked great questions. Several light bulbs were out in the Anasazi Ballroom and he took the time to get the very tall ladder and work with Shawn to change the chandelier lights that are very hard to get to before an important event the following day. Thanks for your support! **Molly Anderson**

Shawn Eye ~ Engineering ~ PM Rooms Engineer: Shawn has been a great addition to our Engineering department in the evenings. Several light bulbs were out in the Anasazi Ballroom and he took the time to get the very tall ladder and work with Sal to change the chandelier lights that are very hard to get to before an important event the following day. While he was doing this project he noticed the cracking wall around one of the ceiling beams. He patched it and attempted to find paint to match the ballroom walls. He also left a note for Doreen and Steve because the paint was not an exact match. The cracked wall had been there for a long time and he was the first person to go the next step and do something about it. Thanks for patching the wall! **Molly Anderson**

Front of the House

Claudia Strever ~ Yavapai ~ AM Server: I had a wonderful lunch the other day in the Yavapai Restaurant with three clients that are bringing a large group to the Resort in May. All three of them commented on the quality of food, and the exceptional service that Claudia provided to us. While we were eating, Sue (the main client) was telling me how good the salad dressing was and was wondering what it was made with. Two minutes later Claudia came out with a copy of the recipe! Sue was so thankful and very impressed. Claudia gave these very important clients a great first impression of the quality of service that Enchantment employees provide to all of our guests. Thanks Claudia! **Jessica Caldwell**

Carol Vance – Reservations – Group Coordinator: In December, I approached Carol to assist with the VIP Reports while I was on vacation thru early January. She didn't bat an eye and from her previous training jumped right in and was able to get the VIP reports done beginning that afternoon. Appreciate her willingness to help out the department in any capacity and how she beautifully executed her task without any problems. Thank you Carol! **Susan Lisak**

Brian Garcia ~ Yavapai ~ AM Busser: Brian is continually on time, maintains a great attitude and displays a sense of urgency like no other!!! **Heather Wilson**

Ramazan Menekse ~ Tii Gavo ~ Bartender: Since his addition behind the bar, he has charmed countless guests, displayed a sense of teamwork and has a fantastic ability to prioritize & organize. His learning curve has been high. He is an excellent guest advocate. **Heather Wilson**

Jamie Blazquez ~ Activities ~ Camp Counselor: Jamie does a fantastic job! As a camp counselor she is great at motivating the kids and helping them with projects. Jamie also does an excellent job as a hiking guide. She has a great deal of knowledge about the trails and plant life. Jamie has assisted numerous departments in the last month including PBX and Mii amo reservations. I appreciate how flexible she is with her time. Currently she is working on her ACE certification. I am excited to add her to the fitness team! **Jennifer Fishell**

John Meyers ~ Activities ~ Tennis Instructor: John Meyers is truly a renaissance man. He does EVERYTHING! Currently he is working on plans for a tennis tournament as well as a hiking retreat. He consistently receives positive feedback from guests and is one of the most requested hiking guides. John has also developed team building exercises for groups. We are very lucky to have him! **Jennifer Fishell**

Mii amo Spa

Front of the House

Heather Strutz ~ Mii amo ~ Lounge Attendant: Whenever Heather is working, I know the Lounge will be perfect without a doubt. She takes her job seriously and enjoys what she's doing. The guests love her which shows through on our comment cards. She is very reliable showing up to work on time and coming in on her days off to cover call outs. Heather takes the initiative in her position. Recently I observed Heather cleaning the chairs in the employee break room at Mii amo. No one had asked her to do this, she had noticed they were dirty and wanted to clean them for her fellow team members. It is reasons like this and many, many more that I nominate Heather for employee of the month. **Joy Schweitzer**

Every time I walk through the lounge, Heather is always there assisting guests and making sure it sparkles. She greets everyone with a smile and is helpful to guests as well as her peers. I am thankful that she has been there to assist me the few times I have worked at the Front Desk. She is wonderful to work with. Heather is the perfect representation of what a Mii amo employee is! **Jennifer Fishell**

Ethan Williams ~ Mii amo ~ Lounge Attendant: Ethan is always willing to go above and beyond for our guests. He is exceptionally helpful to the staff and managers at Mii amo. He is always asking if we have something we need help with or anything he can do for us. Ethan we really appreciate your help and great teamwork. **Tonya Gosik**

Leslee Vogal ~ Mii amo ~ Consultant: Leslee does it all! I appreciate how flexible she is with her schedule and her amazing guest service. On numerous occasions she has come in on her day off to do private sessions for guests. She also has taken time to work with many departments on Compassionate Communication as well as train new staff. Thank you, Leslee, for all that you do! **Jennifer Fishell**

Christine Scott ~ Mii amo ~ Coordinator: Christine is amazing! She is always the first person I see when I bring clients into the spa and what a pleasant greeting! She is very attentive and is very proactive in determining guest's needs. Christine, you are a true professional and your friendly and professional attitude are recognized and appreciated. Thank you for being you! **Jacqui Marth**

Jacinta Davila ~ Mii amo ~ Coordinator: Jacinta has a genuine care for our guests. She is consistently calling to report things that may affect the guests and offering suggestions on things we can do to assist them. When a guest expresses a need, Jacinta goes all out to try to make them happy. Jacinta also checks in with our Reservation office to see if there is anything she can do for us. She has also stayed late and come in on her days off to help us out when we were behind. Thank you, Jacinta, for taking care of our guests and for helping us. **Tonya Gosik**

Jeanne Kuber ~ Mii amo ~ Fitness Instructor: Our guests love Jeanne for her high energy and fun classes. Jeanne has been great about coming in for us during the busy times. We really appreciate Jeanne being so flexible with her schedule and also for taking such good care of our guests. Thank you, Jeanne!! **Tonya Gosik**

Leanne Hawes - Mii amo – Coordinator: Leanne has been an extremely consistent, reliable employee since she started. Her attention for detail and high standards in the ladies lounge has carried through her promotion to Spa Coordinator. Leanne leaves a positive affect on Mii amo guests and follows through with their requests. She is also a valuable team member. She is respected by her co-workers and they enjoy working with her and she is extremely flexible with her schedule. **Kate Kramer**