

ENCHANTMENT RESORT

Distinguished Service Team Nominees - February 2006

Front of the House

John (Jack) Barton – Belltaff – Bellperson: Jack always comes in to work with a positive attitude; he's always smiling to the guest and also to his co-workers. He is very pleasant to work with. I've seen Jack running from one place to another just to make sure that all of our guest's needs get accomplished. Thanks Jack for all of your hard work. **Ricardo Davila**

Jack has a great attitude he does an outstanding job, the guests love him. Jack is always ahead of the game, he always remains calm even under some stressful situation. He is great with the guests, we have a lot of guests requesting Jack once they have met him. His name shows up all the time on the comment cards. He has a positive attitude. He is a pleasure to work with. Thanks Jack for all of your hard work!!! **Judy Hale**

Meganne Damon – Front Office – Agent: Megan is a Front Desk Agent who's brain never stops working. She is simply brilliant. As a manager responsible for the condition of our guest rooms, I know I can always count on Meganne for a solution to a room juggle, no matter what the occupancy. I have had to run many problems past Meganne and she has never failed me. Our guests do not know what you do to make their stay memorable but I wish they did. Thank you, Meganne, for always coming to my rescue. **Mike Stackwick**

Daniel Stainbrook – Room Service – Server: Constantly and consistently exceeds expectations set forth by the enchantment and the guests. Daniel is a huge asset to our organization and is well liked by everyone in Food and Beverage. His proactiveness and attention to our guests and fellow employees is a great example of his dedication to his job. **Food & Beverage Managers**

Cristina Davila – Room Service – Server: Cristina is a pleasure to work with. She takes a lot of pride in her job. She always has a positive attitude and a smile on her face. I have never heard her complain at all no matter how stressful her job becomes. Thanks Cristina. **Judy Hale**

Christina Stewart – Front Office - Administrator: Christina has been at her new position since last August. Christina has a coat of "Many Colors". Sometimes she's Chris Williams assistant, sometimes she's trying to schedule shuttle drivers, sometimes she's working Front Desk, answering phones @ PBX, Camp Coyote counselor, greeting guest at the greeter stand, and giving guest rides. She fills in where ever we need her. She has a great attitude about all of it. Thanks Christina for all of your help... **Judy Hale**

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Heart of the House

Freddy Badilla – Engineering – WTP Supervisor: During the month of February, the Waste Treatment Plant suffered a setback in operation due to the combination of unknown contaminants destroying the operating bacteria and a very high occupancy rate at the hotel. As a result, many man-hours had to be spent monitoring the Plant operation, the addition of new bacteria, and the monitoring of the growth of these bacteria. Freddie spent several of his weekends working to ensure that the health of the plant was improving and that it maintained its level of state compliance. This was in addition to his regular duties and his additional assistance to Engineering by filling in on room calls during the times of low staff levels and training periods. This is typical of the level of pride Freddie takes in his Treatment Plant and his team spirit. **Mike Stackwick**

Enrique Lopez - Housekeeping – Window Cleaner: Enrique has been with us since March 1999. There is only ONE Enrique, the one and only and he is # 1 in our department. The last several months Enrique has covered the uniform room. Without being asked he re-organized the entire uniform room, adding shelves and lighting. He completed all the alterations, some he took home with him because he ran out of time. He also covered the AM Spa shift for the last three weeks, until we found someone to transfer. He is very conscientious with everything he does, willing to help in all areas, and always goes the extra mile without being asked. Thank you for everything! You are # 1. **Jill Madzik**

Paul Pop - Housekeeping - PM Laundry Attendant Paul has been the afternoon housekeeping staffs right arm. He has been working in laundry, guest service deliveries, turndown and overnight services. He is a pleasure to work with, never says no and works non-stop. You have been a great asset to our department! From the entire housekeeping department thank you for being everywhere when needed. **Jill Madzik**

Ron Bennett Engineering – Mechanic: After being here seven days due to the snowfall one weekend, Ron took it upon himself to clean up the area between Purchasing and Housekeeping, when the sun came out. Ron spent a considerable amount of time shoveling stuff that had turned to Gook from getting saturated over the weekend. Thanks Ron. **Kerry Loftus**

Justin Holt – Culinary – Cook: One day I was passing through the Banquet Kitchen and they were preparing hors de oeuvres trays for an event that afternoon. When I came back through the kitchen I commented to Uwe that the trays were especially attractive and he replied that he had not made them that Justin had. As I told him “Good Job” he smiled with pride and took a big bow. It was nice to see someone taking such pride in his work. Thanks Justin. **Kerry Loftus**

Nichole Charlan – PBX – Operator: Nicky does an excellent job with the phone, radio and just being able to multitask and keep her cool she is dependable and takes ownership, if Nicky gets a call from a guest who’s needing help with something, she will try to help the guest first before transferring to someone else. She wants to cross train at the front desk so she’ll be able to better assist the guest. **Judy Hale**

Mii AMO

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Front of the House

Cliff Rosenstein – Mii amo – Coordinator Cliff has been a huge contributor to operations both upstairs and downstairs at Mii amo. Cliff has become a new leader for morning operations at the Front Desk. When I know he is present, I am confident Front Desk operations will be handled properly. In addition, has covered therapist shifts during very some very challenging days. Thank you for your many contributions. **Deborah Waldvogel**

Barbara Tobin – Mii amo – Locker Attendant: Barbara is a tremendous help at Mii amo. She is very reliable and always willing to help in whatever aspect she may be needed. Even when faced with a challenge she will always look forward to resolving the matter to the best of her ability. She is great to have as one of our team players. **Genny Mendoza**

Tamara Scattergood – Massage Therapist: Tamara has been a huge support during our very busy and transitional period at Mii amo Tamara has been very flexible with her schedule and has helped us accommodate guest requests on numerous occasions. She is constantly helping Francine with prep work between services. Thank you for being such a great team player! **Deborah Waldvogel**

Raymond Prinsloo – Mii amo – Locker Attendant: We would just like to make note that Raymond has made great strides since he has been at Enchantment/Mii amo. His demeanor and work ethic has come a long ways since his start. Keep up the good work Raymond. **Kerry Loftus**

Raymond has really stepped up these last few months to be an indispensable part of the Mii amo team. When Raymond is on the schedule, I never have to worry about checking up to see that things are done properly. He is a strong support and a great role model for the other team members. Thank you so much Raymond for all you do for us. It is greatly appreciated. **Tonya Gosik**

Debra Olsen – Mii amo – Massage Therapist: Despite some weather challenges, Bea jumped in to extend her shift at the very last minute on numerous occasions this month. She has a great attitude and works very hard. I have asked her to stay late at the very last minute and she has never said no. She is appreciative of our efforts to support her work here. Thank you Bea! **Deborah Waldvogel**

Beth Puchino – Mii amo – Coordinator: Beth does a great job with our guests. I have seen her in stressful moments pick up a guest phone call and do an awesome job with her customer service skills with our guest. She is continuously commented about by the guest and always gets appreciation emails and acknowledgements. She also has great attention to detail and everyday she comes in really gives her all. Thank you Beth for all your hard work! **Genny Mendoza**

Chloe Gelhert – Mii amo – Aesthetician: Chloe changed and extended her schedule numerous times to help when we were short staff this month. She always has a great attitude and is willing to help out any way she can. Chloe has been doing our make up lectures and has received great reviews! Thank you so much for being such a team player Chloe! **Deborah Waldvogel**

Jean Marie – Mii amo – Massage Therapist: Jean has stepped up to help cover shifts numerous times this past month. She also has extended or come back in after a regular shift to help when co-workers have called in. Her communication with management is always clear and professional. She has been supporting efforts during our transition period by coming in early voluntarily to prepare the rooms for the start of the day. Thank you so much Jean! **Deborah Waldvogel**

Francine Schock – Mii amo – Prep Attendant: Francine has been amazing during our recent transition period on the second floor at Mii amo. She has stepped up to handle several administrative and day to day operations dealing with the therapists while we recruit a new spa services manager. Her attention to detail and knowledge of operations and follow through on tasks has been a huge help to us. She has worked extra hours to support us through this period. We can not thank her enough for her hard work and dedication. **Deborah Waldvogel**

Francine and I work together often in our attempts to maintain the Mii amo equipment in top running condition. This is something that is difficult to accomplish, but, nevertheless, it never deters or discourages Francine. She stays on top of problems and keeps a steady flow of Maintenance Requests coming to me and does whatever she can to help my staff and me resolve problems. She displays a dedication to Mii amo worthy of emulation. **Mike Stackwick**

Mary LoPiccalo – Mii amo – Massage Therapist: Mary has been a huge help in several areas at Mii amo. Her toe reading lecture has become very popular. Due to illness of co-workers, Mary has returned after long shifts to pick up additional services. She is also professional and communicates well with management. Thank you Mary! **Deborah Waldvogel**

Quincy Rusich – Mii amo – Aesthetician: Quincy has been extremely flexible with her schedule numerous times to help when we were short staffed this month. She has offered to support us any way she can any time. Thank you so much for being such a team player Quincy! **Deborah Waldvogel**

Jim Miller – Mii amo – Massage Therapist: Jim has pulled so many extra shifts this month. Whenever I ask for help he is one of the first to volunteer even if it means working a double shift or turn around. His stamina is amazing! Thank you Jim for allowing us to accommodate the overwhelming number of guest requests for services. **Deborah Waldvogel**