

ENCHANTMENT RESORT

Distinguished Service Team Nominees-February 2007

Front of the House

Angella Pryce – Dinign Room - Hostess/Server Assistant: Her incredible motivation to do better, her attitude, and mostly always going above and beyond, not to prove herself, but because she has a strong desire to fulfill our mission statement upon every guest encounter. Angella never stands around, but always finds some little detail to work on and gets the rest of the staff involved as well. The wax in the dining room is a constant battle that she is always fighting to make our dining room as nice as possible. I want to thank her for doing a great job every single day! **Martha Lojewski**

Kevin Williams – Dining Room – Host/Server Assistant: "Kevin always sets a great example for his co-workers. He's flexible with his schedule and he's the guy we call for host, busser, or even server's shift. The last time we had a 'secret shopper' he was dependable and performed excellent as usual. Great job Kevin!" **Dani Djamal**

Chad Jones – Room Service – Captain: "Welder, woodworker, Room Service Captain; what else does he do? He's a visionary in Room Service and made my work a lot easier. He took scrap shelves that would have otherwise been trash from other department and slowly transforms 'that little engine that could' called Room Service into an organized place that it is now. Thank you Chad. Now, if only we could find more shelves!" **Dani Djamal**

Kathy Haney – Concierge: Kathy has a great demeanor with guests. She is very professional and positive in all her interactions. She just recently volunteered and joined the IDT employee committee which shows her commitment to helping make it a great place to work. Thanks Kathy for all you do! **Tami Shobert**

Phil Miller – Front Gate – Greeter: Phil is always so friendly and welcoming to all guests that come through the gate. He has a great smile and is very helpful. He also has a wealth of knowledge about life and will share many stories. We appreciate all you do to start the guests stay off right. Thanks. **Nicole Rosas**

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Heart of the House

Luz Medina – Housekeeping – Mii amo Room Attendant: Luz does an awesome job of servicing the guest rooms at Mii amo every day. The average 2006 guest comment score for Mii amo housekeeping service 4.94%. Luz is self motivated, takes pride in everything she does and is an asset to Enchantment Resort and Mii amo Spa. Thank you Luz you are exceptional.

Jill Madzik

Balvina Hernandez – Culinary - Cook: "All of us in Room Service can depend on Balvina for help in making our last-minute orders and she always does them with a smile. Last month we asked her to make countless amenities that we needed right away, and she did them in time for guest arrivals. Thanks Balvina for your hard work." **Dani Djamal**

Juan Baldivia – Housekeeping – Houseperson: Juan is an on-call server for banquets, he usually comes up straight from housekeeping with a positive attitude and ready to work. Generally he is scheduled to work on the buffets which he keeps full and clean. Juan will also help the servers on the floor once the buffet is taken care of, he takes the initiative to find something that needs to be done and do it...many times without being prompted. He always stays until our banquet night is over, many times long after the event, helping with sets and clean up. Thank you for your help and being one more person I can depend on. **Meghan Rudolph**

Michelle Fitzpatrick - Engineering – Administrative Assistant: Michelle is always ready to step in and take charge. Anytime I have called her for carpet or tile repairs, telephones etc. She is on it and gets it done I never have to ask her twice. Thank you Michelle, we appreciate everything you do! Thank YOU! **Jill Madzik**

Karen Gray – Housekeeping – Laundry Attendant: Karen is always here on time, she is dependable, and when she is working you notice that the laundry is always clean. When she doesn't have anything to fold she always finds something to do. Thank you Karen for everything that you do! **Magda Urias**

Antonio Mendoza – Banquets – Lead Houseman: Antonio has proven to be one of our most valuable players in the banquet department. Antonio has been extremely flexible with his schedule in order to keep up with the ever changing dynamics of group business. Antonio has proven that he can step up and be a leader and did so in Franks absence on more than a few occasions. Antonio goes after tasks that many try to avoid with fervor to accomplish set goals. Antonio has been with Enchantment since March of 1999 and has been nominated many times and never has he been the victor. Antonio is an irreplaceable asset and needs to be acknowledged as such. **Matt Bailey**

Over Please

David Lucas – Engineering - Room Engineer: David has been a tremendous help to just about everyone he has contact with. From his actual duties to being the mechanic of day. He seems to always be in the right place at the right time. Always giving a helping hand taking on jobs with no hesitations. I nominate David for Employee of the Month because of dedication and his fine example he displays. **Freddy Badilla**

David has terrific rapport with our guests. He on several occasions has turned a situation around from a dissatisfied guest to a happy one. On February 5th, David worked so extensively with a guest's problem that the guest specifically mentioned him as making all the difference. In addition David rakes a 10 on the "will" scale – hardly a day goes by he doesn't volunteer for an assignment. He makes suggestions, good ones, on a daily basis of how things could be done better or more efficiently, he volunteers to reschedule his life in order to accommodate staffing problems within the department. David is a key player in the efficient running on my department. **Mike Stackwick**

Dale VanderMolen – Engineering - Night Engineer: I can sum up my regard for Dale in five words "I sleep better at night". Dale always has the best interest of Enchantment and Mii amo in mind. Dale is dependable, trustworthy and caring. He is never without ideas and suggestions while on duty, Dale maintains an "ownership" mentality, ensuring that problems are resolved and tasks handled. A professional in every sense! **Mike Stackwick**

MII AMO

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Front of the House

Sheena Paulus – Mii amo –Massage Therapist: Sheena has established herself as a great contributor to the Mii amo team. She is willing to work long shifts and still maintain a high level of energy and provide our guests an incredible experience. She has training background and is working on a program to train our staff in more specialized modalities. In addition, she has become a great recruiter, bringing several additional high quality staff members to the team.
Deborah Waldvogel

Susan Wolfe – Mii amo – Reservation Coordinator: Susan has been a wonderful addition to the reservation's team. She is attentive to detail and she is eager to learn. What I appreciate the most is that she really enjoys her job and it is reflected in her voice over the phone. She helps guests get excited about their upcoming journey and feel supported from the start of their intake process.
Deborah Waldvogel

John Meyers – Activities – Tennis Pro: John exemplifies the definition of a team player. In addition to his responsibilities at the Pro Shop, John leads several of the extremely popular guided hikes. He has received great feedback from his excursions. We have been trying for a long time to have the Fitness and Activities staff work together. John has taken a huge step in bringing the team together.
Deborah Waldvogel

Kimbeth McDermott – Mii amo – Fitness Instructor: Kimbeth has been a wonderful help in the fitness department over the last few months, she is so willing to step up to help out in many ways, her pleasant and delightful attitude when working with guest is fantastic. Thank you Kimbeth!
Lacey Johnston