

ENCHANTMENT RESORT

Employee of the Month Nominees

February 2009

Heart of the House

Ricardo Jones – Housekeeping – Night Services: Not everyone may see Ricardo but you can notice his presence when he has been at work. He keeps Tii Gavo neat and tidy for the morning and keeps an eye out around the whole resort. He is always thinking about his co-workers. An example of this is when Yavapai had the carpet cleaned and they moved the chairs outside so it would dry, he came over before the am crew came in and put back the chairs for them. Over time he has done soooo many things that do not get seen by us for we are snuggled under the covers at home. Thank you for the things you do. **Kelly Leo**

Olga Cervantes – Housekeeping – Lobby Attendant: Olga is awesome! About a month and a half ago, she started coming to my office every Friday to help us keep our area clean & organized. Olga works extremely hard and does an excellent job, most of the time she has to kick me out of my office to do her diligent cleaning. She has a great attitude & always has a smile on her face. Great job Olga!!! It is a pleasure to work with you. **Doug LaPierre**

Jesus Bivanco – Engineering – Pool Technician: Jesus has been our go-to guy for just about anything we asked from him, from room calls to preventive maintenance to his day-to-day pool work. His dedication and consistent work habits that he displays makes him such a likable and admirable employee. His attention to detail in every job that is given to him is outstanding, and always gives 100% and so he has has successful results at the end of day. Jesus has demonstrated that he has what it takes to be the next “Employee of the Month.” Thank you Jesus for your hard work. **Freddy Badilla**

Ramiro Martinez – Landscaping – Supervisor: When any department needs an extra hand who do you call? Landscaping! Who makes sure your project is completed? Ramiro! He finishes your project in a timely manner and with perfection. Ramiro’s ability to anticipate our external and internal guest’s needs is above and beyond the norm. He does all this and completes his duties with hard work and determination. This is his resort and it shows in his pride of work. It isn’t one thing that makes him stand out, it’s everything he does that puts him in the “Best of the Best” category. **Charles Haney**

Manuel Casiano – Culinary – Steward: Very few words are necessary to describe Manuel. He comes to work, and doesn’t stop working till he leaves. No need to point anything out to Manuel, he is always on the look out to find something that needs attention, and then he takes care of it every day that he is here. I can always tell when he has been in the kitchen-- it sparkles! Thank you Manuel!!! **Uwe Wais**

Robert Hart – Culinary – Cook: Bob has only been with Enchantment a short time, but in his first few months has made a huge positive impact on the dining experience in Oasis. He has been flexible and gracious in helping Human Resources out with some odd moving projects and has a wonderful positive spirit that is very contagious. Bob, you are a keeper! We are so happy to have you with Enchantment and appreciate your contributions to the culinary department and the resort as a whole! **Nicole Rosas**

Front of the House

Sandra Garcia – Front Desk – Agent: Sandra consistently assists the sales team with making certain guest rooms are ready for show, asking housekeeping to ‘VIP’ the rooms with lighting, etc, informing the sales team when our VIPs arrive, and greeting our guests with a welcoming smile. While on a recent VIP site /meeting with a client who specializes in customer service training for major hospitals, the client openly recognized Sandra’s amazing customer service skills while handling a guest complaint he witnessed at the front desk. He said, “Sandra handled the issue better than my training demo examples, which truly shows Enchantment Resort’s service matches its exceptional product and location.” This is an example of how every employee at the resort can directly influence the opinions of our group programs.

Sales Department

Nicole Steen – Tii Gavo – Server: Since Nicole has been with us she has shown a positive and cheerful attitude. Nicole not only is a server in Tii Gavo but a bartender and an all-around person. When Nicole is on the schedule I am very pleased for I know I will see her that day. No matter what position Nicole is working on a particular day, she is always willing to jump in and give a hand and does so without thinking or being asked. Our bar is looking better and better since she joined us. **Kelly Leo**

Brandon Skornik - Safety & Security- Officer: Brandon was very helpful during the BMW-Italy arrival in February. The group arrived in large buses and had to navigate their rooms in the cold, in the dark, and having never been here before so they did not know where they were going. This situation made it even more challenging for the bellmen as none of the guests spoke English! All hands were on deck to make sure guests were escorted to their rooms. Brandon, from Security, in particular was a huge help. Because of staff members such as Brandon, the group guests were taken care of and were very happy with their overall stay – they are coming back in May! **Jessica Caldwell**

Kelly Leo - Food & Beverage – Supervisor: Fellow employees such as Kelly Leo make everyone’s job a little bit easier. I went on several planning sites this week with future group contacts and Kelly was a big help both days. I could not make definitive plans for lunch because I was not exactly sure how much time we would need to plan the group program. Kelly made sure there were slots open for us to eat and had our table set exactly when we decided to move on to the restaurants. The clients commented on the level of service that was provided by all staff members, especially our restaurant staff. Thanks Kelly for being so on top of things and for assisting your other employees! It is nice to know I can count on my team members for assistance without having to ask twice ☺ **Jessica Caldwell**

Mii amo Spa Front of the House

Teresa Hutchinson – Mii amo – Reservations Coordinator: Every since joining our team in September, Teresa has been a joy to work with. She adds a personalized touch to each guest she assists. In fact, there are particular guests that will only work with Teresa when planning their stays. She has also been a great help by working with some of our VIP guests. Earlier this year, we had a guest that was frustrated and wanted to speak with a manager. When a manager wasn't available, Teresa calmed the guest down and worked to create her itinerary with great precision. We are very pleased to have Teresa as a part of our team. **Joy Schweitzer**

Miguel Gonzalez - Mii Amo Culinary: Miguel is the consummate team player. He covers any vacancy I have in my kitchen and does it with a smile. He is dedicated, friendly, efficient and effective in completing all of his tasks which truly makes my job easier. Thanks Miguel for the outstanding job. You truly are a pleasure to work with! **Steve Sicinski**

Lynette Bazzill – Mii amo – Massage Therapist: She consistently arrives for work on time, prepared to work any services that are thrown her way. She shows a positive attitude and is willing to help her coworkers. She receives great guest feedback from her services. Lynette has also expanded beyond her immediate department. She has taken the time to learn a few basics in the ladies lounge such as where we keep locker keys, robes and how to stock towels. This shows her genuine concern for guest service knowing that she can affect the guest's experience even when she is just walking through the lounge briefly. **Kate Kramer**

Wendy Lindahl- Mii amo – Fitness Instructor: Wendy is a huge asset to the fitness team. She is always willing to change her schedule to help cover services and classes for guests. Wendy has done an excellent job this past year presenting new lectures and classes such as the Vision Board. She gets positive feedback from guests and is a pleasure to work with! **Jennifer Fishell**

Scot Soller - Mii amo - Fitness Instructor: Scot is an excellent instructor! He has a wide range when it comes to classes and consultations. Scot is always willing to jump in last minute to ensure that a guest receives the best possible treatment. I appreciate his flexibility and ideas. He really helps strengthen the fitness team! **Jennifer Fishell**

Ivano Zuccolotto - Mii Amo café – Bartender: Ivano is an outstanding employee! He is outgoing towards guests. He is fair and courteous among co-workers. Ivano is a team player, is ambitious, very helpful, and always shows interest in new ideas. He has a wonderful sense of humor, consistently lighthearted, very committed, and loyal. Ivano brings dignity to each workday! **Tracie Bliss**