

ENCHANTMENT RESORT
Employee of the Month Nominees
February 2011
Heart of the House

Justin Feurino ~ Purchasing ~ Warehouse Clerk: Justin takes ownership of his position. It isn't often a supervisor sees employees taking the initiative. On his own, Justin re-organized the warehouse, dairy cooler and is helping the department by making the inventory process much more accurate and easier to do. Thank you, Justin. Your efforts are very much appreciated. **Doug LaPierre**

Olga Cervantes ~ Housekeeping ~ Public Areas Attendant: Olga is always making sure all of her areas are clean and presentable. Even after she takes care of her responsibilities, she manages to do as much as possible to improve the resort's clean image. She has done an outstanding job in all the public areas including the golf cart area...and it's all done with a great deal of professionalism and a great smile. Thank you, Olga, for your hard work and for making the resort shine. **Freddy Badilla**

Michael Montoya ~ Culinary ~ Cook: Michael always has a positive attitude and is willing to do anything the kitchen managers ask of him. He takes care of his main duties in the pastry shop and is always looking for other opportunities to help other team members, both front of the house and back. He is fun to be around and contributes greatly to the morale of the heart of the house. **Peter Calhoun**

Dorine Lape ~ Engineering ~ Painter: Dorine takes pride in her work and does an outstanding job! She has assisted the Retail Department on several occasions with many different projects and her work is always impeccable. Recently, Dorine took on the project of painting the Mii amo Boutique Skin Care Wall. When she realized that other areas of the store were in need of painting and touch ups, she volunteered to stay all night to get the job done..... AND WOW what a difference!!! We can't thank her enough for all of her assistance with projects big and small and for her positive can do attitude!
Amy McMurphy

Belmar Cardenas ~ Landscaping ~ Groundskeeper: Belmar has been responsible for the Mii amo area and his willingness to work with housekeeping in getting the arrivals ready is very much appreciated! Belmar, thanks for your consideration. You are a good team player! **Clariza Sanchez**

Steve Hapner ~ Engineering ~ Painter: Steve has demonstrated a work ethic that is infectious. He likes to make his co-workers' jobs easier! Personally, he made a brand new employee feel very welcome by painting her new office just 2 days after her arrival at Enchantment! Thanks, Steve! **Melissa Sheffer**

Enrique Lopez ~ Housekeeping ~ Window Cleaner: Enrique is one of our stars in our department. He always comes to work happy and with a positive attitude and is ready to take anything that comes at the last minute and complete it in a timely manner. Thanks, Enrique! **Clariza Sanchez**

Maria Mendoza ~ Human Resources ~ Benefits Coordinator: Maria is tasked with updating and changing everyone's benefit status at this time of the year. Yes it is "her job" but Maria goes above and beyond just doing her job. I have heard her talk to employees and walk them through their decisions. She is informative, compassionate and patient. She chases after people that forget to turn in their paper work by the deadline. She translates for our staff that needs clarification. Maria does so without ever complaining and with extreme attention to detail. When employees change their mind and she has to do the input over she is always willing and flexible. All year long she handles the benefits but during this time of year she goes above and beyond! **Molly Anderson**

Front of the House

Phillip LeBlanc ~ Bellstaff ~ Bellperson: Phillip joined Enchantment and the bell staff team a little over two months ago and he has developed into a star player. His energy and willingness can hardly go unnoticed. Phillip is always going above and beyond the call of duty to ensure that each and every guest he interacts with has experienced the true meaning of what it feels like to be enchanted. On one of the many instances that Phillip has excelled was during the snow storm at the beginning of the year. During this storm, Phillip transferred luggage from Enchantment to Mii amo on foot because all of the bell carts were in use or out of service. He did this service without any prompting and in good humor. Thank you, Phillip, for all that you do to go above and beyond. You truly are a star player!! **Huean McLean**

Juan Gonzalez ~ Banquets ~ Server: The speed and efficiency with which Juan Gonzales re-sets a banquet room is impressive. His attention to detail and creativity is incredible. His ability to work with minimal supervision is respected and appreciated. Juan has taken on the role of trainer for all new PM banquet service staff. New hires aspire to be as great as Juan in speed and detail. Juan is an amazing member of our PM banquet team and we have relied on him tremendously in the absence of a PM banquet captain for the past months. Thank you, Juan! **Molly Anderson**

Joshua Taylor ~ Reservations ~ Specialist: Joshua has been a great asset to the reservations department since he started last October. He helps out with projects whenever I ask, and also has started to assist Denise in answering the large amounts of email that come in to the resort every day. He always has a great attitude and a professional telephone voice. I really appreciate all the help he gives me and I am confident that the department is in good hands when he closes the office in the evenings. **Susan Lisak**

Devery Galloway ~ Bellstaff ~ Bellperson: Dev takes really good care of our guests every time he has interaction with them. He pays a lot of attention to details and this is what makes our guests really happy. We had a couple of guest that were about to check out, when Dev took them to a room and the guest decided to extend their stay and wanted us to acknowledge Dev for the outstanding job he did. Dev is always very professional when around guests and employees. I am very proud of having Dev on our team. Thank you, Dev! **Ricardo Davila**

Scott Brooks ~ Safety & Security ~ Officer: Scott is always willing to help out with any special requests that may come up. If we need to get a shift covered, he is always willing to come in on his day off. When it comes to guests, Scott is always very professional and he makes sure that every guest that he come across is always satisfied. Scott is always willing to assist other department when needed (especially with the bellman late at night with rides). I am very proud to have Scott on our team. Thank you, Scott. **Ricardo Davila**

Brian Hilt ~ Tii Gavo ~ Server: Brian is one of the latest addition to F&B Department as a Tii Gavo server but already doing an amazing job. He comes to work on time and always ready to be called in to cover any shifts. He is either at the top or the second in the bi-weekly or monthly sales contests. He always up sells and cross sells. Since he started, we have consumed 4 times more Partida Anejo Tequila then average, plus he sells lots of Yavapai PM items in Tii Gavo as well. He has been in town for a while so he always has something to talk to the guests. I have received tons of great comments on him. He also takes the responsibility and ownership about his tables and his checks. He makes mistakes but only one time. After being told the right way, you never see him making the same mistake again. Thanks Brian for the great job. **Ramazan Menekse**

Gerardo Hernandez ~ Food & Beverage ~ Food Runner: Gerardo has been working at Enchantment for so long and shines like he just started yesterday and wanted to get all the attention. He is a great employee with a great attitude. He comes to work, prepares everything he and anybody else need, gets the job done and goes home. When he is in the line expediting, I have no concern if the food will be late or auctioned on the table. He gets the orders, builds the tray and delivers. While he is delivering the food, he also checks every single table in the dining room to see which table needs what. He communicates very well both with the servers and the cooks to make sure that the guests are being well taken care of. I believe he truly deserves to carry the honor of Employee of the month. **Ramazan Menekse**

Mii amo Spa

Front of the House

Barbara Tobin ~ Mii amo ~ Lounge Attendant: Over the years, Barbara has been one of our most dependable staff members. When Barbara is working, the lounge always looks perfect. She is great with the guests and is always happy to lend a hand with any additional requests for assistance. Thank you so much, Barbara, for being here for us. **Tonyia Gosik**

Joy Jeffers ~ Mii amo ~ Coordinator: Joy has such a great spirit about her. There is no task too large for her to accomplish. On multiple occasions, I have seen her assisting in the Women's Lounge when there was an employee call-off or coming in early to assist the front desk during busy times. Thank you, Joy, for your flexibility and willingness to assist when and where needed. **Joy Schweitzer**

Sheena Yakopatz ~ Mii amo ~ Massage Therapist: I wanted to nominate Sheena for employee of the month because she is so great with our guests. Also, she is very flexible with her schedule and that makes life so much easier for us here in reservations. Sheena, thank you for your care and kindness. You deserve to be employee of the month. **Tonyia Gosik**

Judy Head ~ Mii amo Reservations ~ Coordinator: Judy is an exemplary employee! I recently had the pleasure of assisting the Mii amo Reservations department. When I was over there, Judy was like the "mother." She ensured everyone's questions were answered and that everything was prepared and booked in the proper manner. She never blinked an eye even though she was interrupted several times during the day to answer questions. She (and the entire reservations team) has been working hard to ensure each and every Mii amo guest is taken care of prior to their arrival. My words can't even begin to express how lucky we are at Mii amo to have an employee like Judy. Thank you, Judy, for everything you do for Mii amo! **Joy Schweitzer**

Kelly Dwyer ~ Mii amo ~ Aesthetician: Kelly has become an essential member of the Mii amo team. She consistently assists her co-workers and provides them extra help along with arriving to her shift ready to work on time. The staff at Mii amo really respect her for her work ethic and positive personality. This past month, Kelly worked together with Joy to cover the many call-outs we had in the ladies lounge, often multitasking so that she was working at the front desk and assisting or closing the lounge simultaneously. Recently, Kelly has also managed several difficult guests/situations and made a positive impact on their stay. Thank you, Kelly, for your great contribution to our team! **Kate Kramer**

Misha Weed ~ Mii amo ~ Coordinator: Misha is very helpful, patient and willing to help housekeeping in any way to accommodate our arrivals on time. It's a pleasure to work with her. Thanks Misha! You deserve to be the Employee of the Month! **Clariza Sanchez**