

ENCHANTMENT RESORT

Distinguished Service Team Nominees - January 2006

Heart of the House

Kathie Dowhower – Retail – Warehouse Lead: Kathie really stepped up to the challenge this past month. She helped keep the Retail Department running smoothly during Kelly's travels in January. No matter what was asked of her Kathie attended to every matter with her "Can-Do-Attitude". She often had problems solved before I even knew there was one. This past month Kathie has assisted with everything, from guest relations to scheduling. This was all in addition to her regular warehouse duties. I don't know what I would have done without her!!! **Amy McMurry**

Ana Maria Delgado - Housekeeping - Room Attendant: Ana is a very good worker even though she is eight Months pregnant, she continues doing rooms. She does not want to move to the laundry or do lighter work. She always keeps her area clean and organized. She always does exactly what we ask her to do. Thank you Ana for your very hard work. **Magda Urias**

Luis Ramirez – Culinary – Pastry Cook: Luis is a man of many talents; pastry, stewarding, banquet housemen. Luis is one of those guys that you can throw as many hours at him as you can and he will still ask for more. On many occasions he's helped to fill in the gaps in banquets and now is one of the first people I look for when extra staff is needed. Luis has a good attitude and can work unsupervised. Thanks Luis! **Matt Bailey**

Michele Fitzpatrick – Engineering – Administrative Assistant: Michelle is truly the heart and soul of our Engineering Department. I watch her go out of her way, on a daily basis, to help keep her department running smoothly as well as to help other departments where she can. She is a real Team Player and we appreciate her. **Kerry Loftus**

Michele "is" Engineering, every time we call she has an excellent attitude and always follows through with all requests. You can count on Michele to help with anything. Thanks Michele! **Kelly Ahrendes**

Sofia Gonzalez – Housekeeping – Team Leader: Sofia is always here when we need her. Sometimes she is asked to cover double shifts and works in both laundry and rooms. Every time you see Sofia she has a smile on her face and is very well respected by the housekeepers. Thank you and keep up the great work! **Kelly Ahrendes**

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Front of the House

Huean McLean – Bellstaff – Bellperson: POSITIVE ATTITUDE, team player. Always willing to do whatever it takes to get the job done...He's always ahead of the game! Are just a few of the reasons I think Huean should be employee of the month. We recently had a walk-in wanting to stay @ the resort. We were very busy so I showed them a room. After we started to go in to the room the lady said to me. "The main reason they decided to stay was because of Huean. He greeted them at their car, he was so enthused about the resort and how beautiful it was here and how lucky he was to work at such great place. That sold it for those guests. What a great first impression. Thanks Huean for all of your hard work. **Judy Hale**

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**

Adam Prosser – Banquets – Server: Adam has become a true asset to the banquet team; his eye for detail, great attitude and diligence can not go unrecognized. Adam shows genuine concern to make sure things are being done right and always follows up. Adam has expressed interest in advancing within the department and he is certainly on the right track. Thanks Adam for being my "go-to" guy on the night crew! **Matt Bailey**

Gerardo Hernandez – D. R. - Expeditor: Gerardo has been at the Enchantment longer than anyone in Yavapai. Gerardo is a dedicated individual who is always on his A – game. He can be seen assisting everyone in the kitchen and will take initiative to serve food in Tii Gavo when they are in a rush. Thanks Gerardo for all the dedication and hard work. **F & B Managers**

Meganne Damon – Front Office – Agent: Megan does such an outstanding job at the Front Desk helping out where she can while still attending school in Flagstaff. Without Megan's experience on the job there would surely be a large gap in the Front Desk Staff. **Kerry Loftus**

Barbara Hewson – Retail – Sales Associate: I want to take this opportunity to acknowledge Barbara Hewson for her continued contribution to the Retail Department and Enchantment Resort.....9 years and still counting!!! Barbara is an employee I know I can always count on. She is reliable and always willing to help. Barbara treats the Marketplace as she would her own business. Her organization and attention to detail helps keep the store looking great and operations running smoothly. Barbara creates a welcoming environment for our guests. She uses the 10-5-3 rules and is always the first one to introduce herself in a conversation. Barbara goes above the call of duty to ensure our guests find what they are looking for, often placing special orders so our guests get exactly what they want. Recently, Barbara has assisted with additional store coverage. She has answered our every call and has come to work, on several occasions, with little or no notice. Barbara thank you for ALL you do to support your co-workers, your managers, your department, and the resort!!! **Amy McMurphy**

Mii amo Spa

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Front of the House

John Young – Mii amo Café – Server: John has been exceptional and friendly with guests, who have given him rave reviews for his service. He always remembers repeat guests' preference, and guests always remember him when they return. He is always flexible with his schedule, willing to cover his co-workers whenever needed, and he sets example by never being late to work. "John Boy" is a great part of Mii amo Café team and we're glad to work with him. **Dani Djamal**

Diana Foltz – Mii amo Spa – Massage Therapist: Diana began as a coordinator at Mii amo, and then took a short break to complete her massage therapy certification. She rejoined the Mii amo team during the second half of 2005 and we are so happy to have her back with us! Diana is passionate about her work, always giving 110% of herself to her clients. She takes initiatives to find information and solve situations on her own. She checks in with management to see if there is anything she can do to support us. I appreciate Diana's genuine care and concern. Thank you Diana. **Deborah Waldvogel**

Jeffrey Halaschak – Mii amo Spa – Massage Therapist: I have really seen Jeff grow during the past several months. He is getting more and more requests from guests, especially for the Table Thai Massage. He has a renewed energy and excitement to be a major contributor to the Mii amo team. He is getting involved in our lecture series and hopes to lead a workshop later this year. Jeff's attitude has been great, he is always early for his shift, and he has been willing to adjust his schedule to meet the needs of our guests. Thank you, Jeff. Your efforts do not go unnoticed. **Deborah Waldvogel**

Dennis McBean – Mii amo Spa - Locker Room Attendant: Dennis has again this month been a huge support! He works extremely hard and I have seen him trying to be very proactive which I appreciate so much. He has a great attitude; he is courteous and has a friendly smile. Thank you, Dennis, for your dedicated and quality work. You are awesome and are highly deserving of this recognition. **Deborah Waldvogel**