

ENCHANTMENT RESORT

Distinguished Service Team Nominees - January 2007

Heart of the House

Gudrun Ernstberger – Sales & Marketing – Coordinator: Gudrun is one of those special people who possess an enviable combination of talents and characteristics that set her apart. She handles every task with dedication, enthusiasm, and determination and the outcome of this effort and attitude shows in the professional results she delivers. She writes, designs, and communicates with all the outside associates and internal departments to make sure she is producing what is asked of her. She rolls with all the punches and smiles through it all. Everyone feels an appreciation and comfort at the mention of her name, and I have never once seen ego get in the way of her performance and cooperation. **Linda Walker**

Christina Anderson – F&B – Administrative Assistant: During the Christmas Season I was becoming overwhelmed with the huge amount of work involved in setting up decorations. An elf appeared and took charge. This elf wrapped the 185 poinsettias with foil, arranged the plants, organized and decorated the Pavilion trees, decorated the pavilion lobby, decorated the enchantment lobby, coordinated the decorating of the Yavapai Hostess stand, decorated the Tii Gavo restaurant, organized and setup the New Years Eve party decorations. After the holiday was over this incredible elf helped me tear down and organize the storage of all decorations for easier set up next year. My elf did all this with a take charge yet pleasant attitude that made the whole process go smoothly and enjoyable. If not for Christina Anderson I surely would have been lost and completely frustrated to say the least. How you did all you did, and your everyday assignments, is incredible and shows how dedicated an Enchantment employee you are. Thank you Christina, you are the best. **Charles Haney**

Eduardo Garcia – Engineering – HVAC Technician: I realize that Eduardo has been nominated previously, but we wanted to add what a great job he does for us. We had several issues with our heat in the warehouse which he has taken care of as well as a crazy ice machine that has a life of it's own. Thank you Eduard! **Kerry Malone Loftus**

Guy Garcia – Housekeeping - Nighttime Cleaner, Mii Amo Overnight: Guy is our night cleaner at Mii amo. He has bounced around from turndown to housekeeping to houseman to Mii amo, and now back with housekeeping as the overnight cleaner at Mii amo. Guy is exceptional in everything he does, whether it be his attitude or work. Guy is always at work, and he is always in housekeeping after his shift asking if we need any turndown shifts covered—this after working eight hours overnight. Guy is an indispensable part of our department, and we are going to hate to see him leave. **Kelly Ahrendes**

Ann Marie Street – Housekeeping - PM Laundry Attendant: We were all so happy to see Ann Marie come back to work in housekeeping, she is such a pleasure to work with. She brings a ray of sunshine in with her, everyday with her great smile and laughter. She does a great job keeping the housekeeping laundry area clean and neat during her shift, and she takes great pride in her work. Thank you Ann Maria for everything you do! **Jill Madzik**

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Barbara Boic – Retail – Retail Associate: Barbara is such a valuable team member to the Retail Department and Enchantment Resort. Barbara works in both retail outlets as well as the Warehouse. She is always pleasant, knowledgeable, detail oriented and willing to assist wherever duty calls. The best word I can use to describe Barbara is GRACIOUS. Barbara offers exceptional guest service and her name frequently appears on our Guest Comment Cards. It seems we aren't the only ones to notice how fabulous she is!! Thanks Barbara for continuing to Make Memories while Exceeding Expectations. **Kelly Dunagan Johnson**

Jutta Mingers – Banquets - Captain: Jutta has really put forth some extended effort with training of staff and reorganizing the banquet storage areas. Jutta tries to get involved in activities property wide as well, including, the holiday door decorating contest and after 6 months on the safety committee she has been elected the chairperson. Jutta has earned the respect of her subordinates as well as peers. Thanks Jutta for your extra efforts! **Matt Bailey**

Jack Barton – Bell – Bellperson: We would like to nominate Jack for EOM simply because he always so darn cheerful. Whether he is looking for a guest package or picking up water he is just happy to be there. I'm sure the enthusiasm we see spills over to the guests experience whenever Jack is on duty. **Kerry Malone-Loftus**

Barbie Kahle –Retail – Retail Associate: Barbie is such a whirlwind. Her energy and excitement is visible to anyone who encounters her. Barbie is passionate about what she does, what she sells and where she works. She is always enthusiastic and anxious to interact with our guests. Barbie has always been willing to assist wherever needed but has truly found her "niche" in the Enchantment Marketplace and we are so happy for that!! Shopping with Barbie is a memorable experience, she is personable, congenial and the friendliest person you'll ever meet. Thanks Barbie for bringing your own brand of energy to our Retail world. We are so fortunate to have you!! **Kelly Dunagan Johnson**

Amanda André – Safety & Security – Officer Grave Yard: I would hereby like to nominate Amanda Andre for January employee of the month. Amanda started with Enchantment Resort just about 1 year ago as PBX operator. Having an interest in working with children, she picked up shifts in Camp Coyote and was a great help to the Activities department. In October of last year Amanda showed interest in being trained in the position of Security Officer. The Public Safety department gladly accepted her transfer request and she has been doing a great job in her department ever since. Amanda gracefully took on the graveyard shift and ensures all is taken care of in the wee hours when everyone sleeps. Chuck can leave with peace of mind every evening knowing that Amanda has got things under control. Thank you, Amanda, for a job very well done at such odd hours!

Nicole Rosas

Mii amo Spa

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Christine Scott – Mii amo – Coordinator: Christine has really stepped up in the Front Office area during the past few months. She is taking initiatives to be proactive with particular projects so that her co-workers do not feel overwhelmed. The result is much more accurate and professional work being contributed by everyone. Thank you Christine! **Deborah Waldvogel**

Annette Clarke – Mii amo – Women's Lounge Attendant: Annette has done a fabulous job of improving guest service in the lounge area. She is friendly, polite and helpful with all guests. She works very hard to keep up with the stocking and organization of the lounge. Even when we were drowning in dirty towels and trash during the high occupancy periods she still maintained a wonderful smile and a positive attitude. **Deborah Waldvogel**

Annette works hard during her shift keeping the area very neat and clean. But beyond that she engages with the guests in a most appropriate manner, greeting them, joking with them and anticipating their every need. She really enjoys her work space and time. **Susie Dahl**

Ericson Laxamana – Mii amo – Men's Lounge Attendant: Ericson is an extremely positive addition to the Mii amo team. He is incredibly polite and willing to help in any situation. It does not matter what you ask him to do or if there is a problem you need to discuss with him, he maintains a positive attitude and makes an honest attempt to correct the situation. **Deborah Waldvogel**

Jeanne Kuber – Mii amo – Fitness Instructor: As in the past, Jeanne has made huge contributions to keep the Fitness program flowing during a month of illness, high occupancies and last minute guest requests. She is willing to step in at any time she possibly can and does so with such a wonderful smile and positive attitude. **Deborah Waldvogel**

Jan Diebler – Mii amo - Aesthetician / Fitness Instructor: Jan has again been such an incredible support for both the aesthetician and Fitness departments. She has come in to cover single appointments as well as group classes before her full facial shift. She has come in with only 20 minutes notice in some cases. She is always professional and very pleasant with our guests. Her name is being mentioned much more frequently on comment cards so guests are recognizing her talents as well. **Deborah Waldvogel**