

ENCHANTMENT RESORT

Distinguished Service Team Nominees - January 2008

Heart of the House

Francisco Ramirez – Culinary – Steward: During the month of December, Francisco has been the superstar of stewards. On many occasions he has pulled double shifts and returned the next morning at 6am. He has shown good initiative with a great attitude and a great smile. He has done whatever is necessary to get the job done while being extremely short staffed. He has proven to be one of our most valued employees. Thank You Francisco! Keep up the good work.
Chef Steve

Ben Trimble – Engineering – HVAC Technician: Ben has been helping the resort in numerous ways, from his normal duties as an h.v.a.c tech. to trouble-shooting phone lines. He has repaired phone lines for our guest in a timely manner, even before the phone company arrives. Ben has also improved the lighting around the resort by repairing or replacing light fixtures. Ben has become a valuable employee to the Engineering Dept. and an asset to the Resort. Ben is an exceptional employee and there is no doubt in his abilities. Ben has proven to be the next "Employee of the Month". **Freddy Badilla**

Elda Trujillo – Housekeeping – PM Supervisor: Elda always has a positive attitude and a smile. She truly cares about the service she provides to our guests and has stayed positive even with staffing challenges. She has received many guest comments about the personal service she has provided them when needed. A guest sent her flowers and a card letting her know how much she appreciated her assistance during her stay. She is always willing to help where needed and even offered to help with evening room service. Thank you Elda for everything you do!
Jill Madzik

Roberto Ramirez – Culinary – Cafeteria Attendant: The Oasis has never looked so inviting before! Roberto is always pleasant, smiling and saying hello making people feel welcome in the lunch room. He also takes such good care of everything, when it is slow he refills the sugar, napkins, and plates. He keeps the food fresh, makes sure everything is full, and wipes the tables after people are finished so it always looks tidy and clean. Thank you for your dedication and hard work Roberto! **Martha Lojewski**

ENCHANTMENT RESORT

Distinguished Service Team Nominees – January 2008

Front of the House

Juan Rojas – Banquets – Server: Juan is a trooper; he comes in every day with a great attitude and ready to get the job done. In the past six months or so since joining the Enchantment Team, he is one of my strongest morning people. With Frank and Antonio on vacation Juan really stepped up, getting in here first thing in the morning to get things up and running unsupervised. Juan is always trying to do things better, and more efficiently. Efficiency has been one of the points I have been driving for over a year, the impact on the gratuity is immense. Juan is one of the few who has really taken the program to heart. Juan always strives to ensure satisfaction and that his tasks are complete. Thanks Juan for doing a great job every single day! **Matt Bailey**

Nancy Sanchez – Front Desk – Agent: Nancy is always so helpful and has a great attitude! It is so nice, as an employee of the Resort, to see other employees who smile and greet you when you come in the lobby doors because you know they do that anytime someone comes in the front doors! Nancy consistently is the first to offer a smile, offer assistance and truly make you feel welcome to be at Enchantment – even if you aren't a guest, but an employee! I really appreciate her professionalism and it makes me confident that our guests are truly welcomed as they enter our lobby. Thanks so much, Nancy, for your hospitality! **Jenni Garrett**

Hemali Parbhoo – Marketplace – Retail Floater: Hemali does a fabulous job working with the guests and assisting the Front Desk Staff. Most Mii amo guests know her quite well by the end of their stay here. They have nothing but rave reviews when it comes to her guest service. She is friendly and outgoing which is exactly what we needed in a spa greeter. Hemali assists guests with everything from tours of the spa to concierge work. She is a huge asset to the spa team. Recently she got transferred to the retail department. **Jennifer Fishell**

Nicole Montenegro – Dining Room – Hostess: I would like to take this time to thank Nicole Montenegro for helping me do holiday reservations for 2007. The holiday turn out have been very good and we still have one more to go at this time. Nicole thank you, for coming in a couple of hours each week to help. **Kelly Leo**

Mii amo Spa

Distinguished Service Team Nominees – January 2008

Front of the House

Anders “Kalander” Bjurman – Mii amo – Massage Therapist: Kalandar is renowned for consistently exceeding guests’ expectations in the Watsu pool. Guest comments describe him as ‘the most compassionate person they’ve met’ and his treatments ‘as deeply moving and rewarding’. Kalandar sets high standards for himself, thus setting a strong example for the younger staff members to follow. Whenever he is called on to work additional shifts or juggles his schedule to fill a need, he does so willingly. Mii amo is blessed to have such a gifted and dedicated therapist on staff. **Randy Rudloff**

Jeremiah Horstman – Mii amo – Locker Room Attendant: I can’t say enough about how important Jeremiah is to the spa team. He is hardworking, helpful and incredibly knowledgeable about the spa. I know I can always depend on him to assist with any and all tasks. Jeremiah is also great with time management. No matter what duties are given to him I know that everything will be completed perfectly by the end of the day. He keeps a smile on his face while working and is given many compliments from guests and peers. He is truly an asset! **Jennifer Fishell**

Tresha Witty – Mii amo - Front Desk Coordinator: I think Tresha deserves to be employee of the month! She is always smiling, always friendly and has a great report with guests at the front desk. Her friendliness and hospitable attitude go a long way in creating an atmosphere of ‘We are glad you are here’ with everyone who enters Mii amo. Thanks, Tresha, for the wonderful job you do at a very pivotal point in Mii amo and Enchantment’s guests’ experience! **Jenni Garrett**

Emily Daniel – Mii amo – Front Desk Coordinator: Emily has been with us a short period of time but I can see her attempts in stepping up the level of service we offer. She has a really positive attitude towards policies and procedures and is always open to feedback. We are happy to have her as part of our team and we look forward to her continued growth. **Genny Mendoza**

I’ve really noticed Emily paying attention to the small details that add up to be a big factor in the way we run the front desk. She uses the proper verbiage when she speaks with guests, and follows the right procedures when booking appointments. She is reliable, and a pleasure to be around. She has always done her best to ensure guests are taken care of when they come in. **Ashley Daulton**

Susan Wolf – Mii amo – Reservations Coordinator: Susan has been a huge help when we have had to find someone to cover shifts at the last minute. Twice she has been the only coordinator working in the morning, and always has a helpful attitude when we were stuck in a bind. Guests love working with her because she is always patient and knowledgeable. I always know I can rely on her, and turn to her when I need an extra hand. She is a role model for customer service skills and work ethic. **Ashley Daulton**

Jacinta Bahe-Davila – Mii amo – Front Desk Coordinator: Jacinta is a very hard working employee. She is always working on some kind of project and really tries to keep all of our packets stocked and all of our supplies stocked. She is always trying to help reservations book itineraries and is always willing to take on any task that is asked of her. We really appreciate all her efforts. Thank you Jacinta for everything you do. **Genny Mendoza**