

ENCHANTMENT RESORT

Employee of the Month Nominees

January 2009

Heart of the House

Jim Haggerty – Landscaping – Recycling: Although his job is not glamorous, it is critical. He supports Enchantment and Mii amo with his reliability and his friendly attitude. He makes our lives easier because he does all the legwork in our recycle program. Jim is a great team player who deserves recognition and reward for his quiet dependability, commitment, and steadfast work ethic. **Linda Walker**

Luke Labarda – Purchasing – Warehouse Clerk: Luke really comes through for me on a daily basis. Whenever I screw something up from the warehouse and need a fix or replacement, Luke is always there in a pinch to help me out. The time he saves me by making these small trips really adds up. The best part is he does it happily and can make any one laugh. Thanks for helping me get through those crunch times- **Steve Sicinski**

Luke is my hero he is always so nice and goes out of his way to help us at the spa. He even makes special trips to go back and get things for me that I have forgotten to order. He goes out of his way to be accommodating and has such a great attitude! He is such a pleasure to see everyday he is working. Thank you so much for being you. **Tonya Gosik**

Olga Rodriguez – Housekeeping – Laundry Attendant: Olga has worked in housekeeping at Enchantment for 13 years and continues to be a STAR. She worked as a room attendant, team leader and is now working in laundry. On her shift she ensures the laundry area is neat and clean. Olga is dependable, takes pride in her work and is opinionated in a positive way. It's a pleasure working with her and we are very fortunate to have her on our team! **Jill Madzik**

Dario Asencio - Housekeeping - Overnight Supervisor: In every area of housekeeping that Dario has worked he has had a positive impact. He is very conscientious and dependable. The detail and cleanliness at the spa was noticeable from the very first night he worked and it continues to improve daily. Thank you Dario! **Jill Madzik**

Ricardo Jones – Housekeeping – Night Services: Ricardo performs all his jobs with a pleasant disposition under all conditions. When we had the big snow, Ricardo volunteered to help shovel snow from the Pavilion ramp with the same good spirit he shows to everyone. Ricardo is a wonderful example of a happy, helpful, considerate employee. **Larry Bullock**

Manuel Baldenegro – Engineering – HVAC Technician: Manuel wears many hats for our Engineering Department. Manuel has trained and worked as an HVAC technician, performs preventative maintenance work, takes on room calls, has taken on plumbing projects, and trained as a lab technician and WTP trainee. Manuel is extremely reliable and has admirable work ethics. It is with great pleasure that I nominate Manuel to be our next employee of the month. **Freddy Badilla**

Front of the House

Jose Jesus Lazaro – Food & Beverage – AM Server: It is a pleasure to have Jesus as a server when I am on a site inspection. He is polite, attentive, impeccably groomed, and very efficient. His table maintenance is spot on! **Molly Anderson**

Jessica Smart – Food & Beverage – Hostess: Jessica is always friendly and helpful and goes the extra mile to do whatever she can for us and our guests. Her leadership on the Green Team is invaluable and her commitment to helping us all be “greener” is inspirational. Her upbeat, can-do attitude, combined with her sunny disposition, make her a perfect front line representative of the resort. **Linda Walker**

Araceli Perez-Hernandez – Banquets – Server: Araceli has done a great job of taking on additional responsibilities in the light of our very limited staffing levels and with people out on vacation. Araceli was directly responsible for the success of the AZ Outback group this month. This group was very demanding and did not stick to their schedule on any level, causing many challenges as we tried to service to our standards. Araceli is always on time, always willing to do more, and is very organized. Araceli did a great job this month, as she always has and she would be a great representative for the EOM award! **Matt Bailey**

Chad Vantilborg – Bellstaff – Bellperson: Chad is always smiling and looking for what needs to be done – always anticipating the individuals’ needs – asking me questions about groups and watching out for clients on site inspections. Any guest he comes in contact with remembers him – he makes a positive impression on them, often making life long friends from our return guests. From the moment he greets them at the front he develops an instant rapport with the guest. When you see Chad driving around with guests, he usually has them laughing or at the very least smiling. Guests are always telling me they love him or he was funny. That is a great memory to leave Enchantment with. **Molly Anderson**

Mii amo Spa

Front of the House

Micheal Michelle Penrod – Mii amo Café – Bartender: Micheal is a recent addition to the café but has fit in as if she were here for years. Micheal is a self-motivated, guest-obsessed employee. Her hard work ethic is matched with a great sense of teamwork. Micheal works effortlessly to help up-sell drinks, food and has even been known to sell treatments. I can not say enough about her as an employee – she is hard-working, responsible and fun. Knowing that she is in the café working makes my job that much easier. **Nicholas Papas**

Ethan Williams – Mii amo – Locker Attendant: From the start of his employment, Ethan has exhibited a desire to provide our guests with excellent service through anticipating guest's needs. He shows attention to detail, and a desire to assist with any task when asked. He consistently checks to see if there are any additional projects for him to do and offers to cover shifts, even doubles. He is depended upon by fellow employees because he takes initiative, comes to work on time, and leaves his areas clean and stocked. Thank you Ethan for being a great team player and for all of your hard work! **Kate Kramer**

Motshabi Mabena – Mii amo - Coordinator: I wish we could clone Mo. She is so great with the guests and is always so happy to be at work. When she can help someone, it literally makes her day. She is a great team member and is fun to work with. She puts the guest first. She takes on all her projects with a smile. I know if I ask for her assistance with something that it will be done to complete satisfaction. She will go out of her way to do anything that is asked of her. She is the essence of what an employee of the month should be at all times. Thank you Mo for everything you do for us at Mii amo. **Tonyia Gosik**

Carlo Seddon- Mii amo - Coordinator: Carlo is a great team member and is so accommodating with his schedule. Carlo will work any position you ask him to work with a great attitude. When we have our men's lounge attendants call out sick, he offers to cover the lounges and work the front desk. He takes on all requests without complaint. He is great with the guests too! He is yet another example of a great employee of the month role model. Thank you Carlo for all you do for us at Mii amo. **Tonyia Gosik**

Judy Head – Mii amo – Coordinator: It isn't easy going from one department to another, learning everything new and adjusting your routine to changing schedules. Judy has been doing this with grace and patience. She is an exemplary ambassador of good taste and professionalism to our guests – both internal and external. She pays attention to all the little details that make our guest experience special. **Linda Walker**