

ENCHANTMENT RESORT
Employee of the Month Nominees
January 2010
Heart of the House

Jose Delgado ~ Culinary ~ Cook: Jose (“Chuy” to us in the kitchen) is one of those people that seems to fall through the cracks. He is dependable, quiet, and just comes in and takes care of what needs to be done 100%. He gets everything taken care of without much fanfare. One doesn’t have to worry when Chuy is here-- he just makes it happen. Thanks Chuy! **Uwe Wais**

Jose to the culinary team and me goes well beyond his job description to make sure our day time crew runs smoothly. Whether he is working breakfast or lunch (usually both everyday) he is sure to put out a fresh quality product that our guests expect. Jose always is there to accomplish any task asked of his chefs with out complaint. Thanks for being a big help to me Chuy! **Chef Bill**

Tara Morgan ~ Housekeeping ~Team Leader/House person/ Room Attendant: Tara has an amazing team spirit. Her willingness to work any area of housekeeping is unsurpassed. She is self motivated. If she sees something that needs to be done, she will complete the task to perfection. Whether she is scheduled as a team leader, house person or room attendant she will help her co-workers by making beds, cleaning or covering the desk clerk for her lunch breaks. Tara we are so fortunate to have you on our team, THANK YOU! **Jill Madzik**

Steve Hapner ~ Engineering ~ Painter: Steve and I spoke about a project in the rooms to re-finish the refrigerators, which he started immediately. He is not only re-finishing the refrigerators but he decided to replace the bottom of the cabinets, painting and staining. Thank you, Steve. The project looks GREAT! **Jill Madzik**

Steve has been our go to guy for many tasks including room paint touch ups, code 3, drywall repairs, cleaning and painting refrigerator cubicles, patch and paint projects, department work orders, and the list goes on and on. His ability to take on many jobs on a daily basis and finish the day with professional results is truly admirable. Steve has been a great asset to the resort and the department. It’s with great pleasure to nominate Steve for all his hard work that he has displayed. Thank you and Good Luck!!! **Freddy Badilla**

Eduardo Garcia ~ Engineering ~ HVAC: Eduardo has been very responsive and helpful with recent maintenance issues in the new meeting space and with the old heaters in the Anasazi. Most recently he had to install parts on the roof while a meeting was going on. Thanks! **Molly Anderson**

Shelly Knox ~ Accounting ~ Staff Accountant /Payroll and Accounts Payable: Almost all of the work Shelly does is “behind the scenes”. Very few people realize what an enormous task it is to get over 400 employees paid ACCURATELY every other week AND juggle all payable responsibilities in between. December was one of the most challenging months in years, because besides lots of paid holiday processing, lots of questions and special requests from departments and *unforgiving* employees, Shelly was responsible for submitting 4 payrolls in 1 month – that is double the work for her! I don’t know anyone that takes their job more seriously than Shelly does and she chose to work on Christmas day in order to ensure she had enough time to process all PAF forms and other payroll related paperwork for checks on New Year’s Eve. Shelly, you many times are a miracle worker and it is much appreciated! **Nicole Rosas**

Justin Feurino ~ Purchasing – Warehouse Clerk: Justin really stepped up when we started experiencing illnesses in the department volunteering to stay late if need be, or just working by

himself and making sure everything got done and all orders were delivered on time. I am very happy Justin works in our department and really thank him for all he does. **Doug LaPierre**

Front of the House

Beverly Fisher ~ Food & Beverage ~ Server: There is nothing that I need to say about one of our employees when their name is mentioned by the guest in the comment cards, because that says it all. In this case I am talking about Beverly Fisher. The guest had nothing but positive things to say about Beverly's friendly, courteous and professional service that they received when they were dining in Yavapai. And I know I see the same about Beverly's interaction with co-workers, when I work up in the kitchen. Thank you Beverly, you definitely created memories by exceeding expectations because the guest remembered you by name. **Uwe wais**

Sandra Garcia ~ Front Desk ~ Agent: Sandra is the friendliest, most welcoming front desk agent I have ever come across, she is always willing to help with clients, site inspections and all guests needs. She is a pleasure to work with. **Jacqi Marth**

Scott Brainard ~ Safety & Security ~ Officer: Scott has been very flexible and accommodating with group needs during the cold months. There have been a couple of times, but the one that sticks out is over Christmas when the Dashew Family was staying with us. It was really cold the evening of 12/24 and the bellmen were very busy with rides and check ins. The 20 Dashews requested a ride from their Hacienda to the meeting village. Scott jumped in and helped the bellmen. Knowing that the guests would all be returning to 48 he staged the Enchantment mini bus in front of the Juniper House and transported everyone back to the Hacienda in a heated vehicle. The client wrote a nice thank you note and commented on how great our staff was – but what stood out to them was the nice gentleman that brought the heated bus to take them back to their rooms at 10pm on Christmas Eve. **Molly Anderson**

Alana Adams ~Yavapai ~ Server: Continually striving to increase her knowledge & improve service. Her high standards rub off on those she works with and elevates service just with her presence. **Heather Wilson**

Mii amo Spa Front of the House

Heather Strutz ~ Mii amo ~ Locker Attendant: I would like to nominate Heather for her dependability and hard work. Heather is determined to exceed expectations, which shows every day when the lounge looks spectacular and she is consistently friendly and warm with guests. Heather's co-workers enjoy working with her and appreciate her attention to detail. This past month she has also helped train a new staff member and has willingly come in on her days off to cover for call-outs. **Kate Kramer**

Chris Caldwell ~Mii amo ~ Coordinator: Recently we had some high profile guests at Mii amo. Chris greeted them upon arrival and handled their check in process. He was thorough, very gracious and attentive to their needs/expectations. The last night of their stay they commented on how great every staff member at Mii amo was – however – who impressed them most was Chris. Every time they passed him he greeted them by name and he asked how their stay was and always asked if there was anything they needed him to change for them, bring to them, etc. They mentioned that he seemed to have their agenda memorized. He made them feel really special ~ **Molly Anderson**

Nicole Plante ~ Mii amo Culinary ~ Cook: Throughout a tremendously busy holiday stretch, Nicole really stepped up and delivered exceptional effort. Numbers in the café were higher than I have ever seen consistently, and she provided me with all of the extra help I could possibly need. Not only was her contribution great, but her work quality remained at the high level I have come to expect. Thanks for putting in the extra time and effort. It is invaluable and appreciated. **Steve Sicinski**

Ivano Zuccolotto ~ Mii amo Café ~ Bartender: Ivano is a great employee he works very hard to keep our guests happy. He is very proactive in his position and we appreciate all he does! **Jaqui Marth**

Amado Trejo ~ Mii amo Housekeeping ~ Houseperson: Amado is a joy to have at Mii amo. His hard work and dedication are exemplary and always with a smile. Thank you, Amado for being a part of our team. Your positive attitude is a real contribution to Enchantment Resort. **Robert Elliot**