

ENCHANTMENT RESORT
Employee of the Month Nominees
January 2011
Heart of the House

Carol Burtt ~ Accounting ~ Accounts Receivable: Carol is an extremely detailed and organized individual. She has a thankless job collecting money from people, fielding arguments about charges and has even found herself in the middle of a few family feuds over who is paying a bill. She is part collections agent, corrections agent, and peace keeper. Carol always presents herself professionally with the clients during pre-con meetings, bill reviews, in emails and over the phone. When she sends out a bill she takes the extra time to audit it thoroughly to make sure that what she is sending out is correct. This saves time and an accurate bill usually means that the resort is paid quickly. She often corrects the mistakes of others without ever letting them know they made a mistake ~ all in the name of efficiency. My favorite thing that Carol says at a client pre-con is that she is from the fun department! Thank you Carol for your work ethic and your humor! **Molly Anderson**

I am not alone when I try to describe how thankful I am to have Carol on the Enchantment team. She is meticulous with her work, extremely reliable and organized. No matter how busy it is, or if she has to deal with not-so-fun monetary situations, she has a positive attitude and keeps her professionalism intact. Thank you Carol for always being on top things - like making sure all debits equal credits, that tickets have been rung up correctly, and (most importantly) that the Resort gets paid on time!

Jessica DeStefano

Mark Duffy ~ Engineering ~ Room Call Engineer: Mark has been wearing many hats recently and has managed to do an outstanding job in every one of them....from room calls to preventive maintenance to parts removal / install from the renovation project to furniture moving...you name it Mark has done it and is still doing it. Everything that has been asked from Mark he has made it look easy and with a smile and with a positive outcome. Mark is a great example in taking ownership of any job and finishing it with outstanding results with a great attitude. Thank you, Mark, for your hard work and setting the bar high. You are a true team player. **Freddy Badilla**

John Hamblen ~ Engineering – Overnight Engineer: John is a doing an outstanding job at Mii amo and anywhere else that he is needed. He has taken on many challenges and has completed them in a professional manner. John is basically a one man engineering crew, due to his graveyard shift he has the ability to manage his time and his job assignments wisely. He is very thorough with job assignments and paperwork. John's hard work and attention to detail is truly appreciated and admired. Many positive comments come my way because of his dedication and pleasant attitude that John displays on daily basis. Thank you John! **Freddy Badilla**

Michael Montoya ~ Culinary ~ Cook: Michael is a great employee with a great attitude. He is always ready to do anything for the guests to exceed their expectations. I have never heard that he couldn't do this or that even when in the very busy holiday season. You tell him what they want and he will fix it right away. Several times, he has gone back to pastry shop to make some desserts after he closes the shop. Guest satisfaction is really important for him. He is also very willing to learn more and help others. When it is slow in the pastry shop, you can never find him there sitting around. He is either at the prep station, or at the line. Thanks Michael for the great job. **Ramazan Menekse**

Elsa Lopez ~ Housekeeping ~ Team Leader: Elsa has been an outstanding member of the housekeeping team. She is always very thorough with her rooms. Elsa is a great asset to the team and takes tremendous pride in her work. Many thanks to Elsa for her dedication to ensure the rooms are kept up to standards. **Andrew Isherwood**

Michael Gonzales ~ Landscaping ~ Groundskeeper: Mike works like a machine. Over the past couple of months he has been working on the renovation area of the property. He is doing such a fantastic job with the landscaping that you wouldn't be able to tell that it was recently a construction site. It is obviously important that every aspect and area throughout the resort is well-kept. The landscaping that Mike is doing is really helping improve the appearance of the renovation rooms. Many thanks, Mike, for all your hard work. It is much appreciated! Keep it up. **Andrew Isherwood**

Front of the House

Michael Robb ~ Food & Beverage: PM Server: Michael helped out when Ramazan was gone and Andy was by himself in the restaurant. Michael also helped out when Ramazan came back and Andy was gone. Michael stepped up and started doing the guest wine tastings when Heather left as well. When I helped in the restaurant, Michael was knowledgeable when I had a question. He is a great leadership presence on the floor and is respected by all of his co-workers. Thank you Michael for stepping up in the past month. **Molly Anderson**

Gilberto Maria ~ Food & Beverage ~ Server Assistant: Gilberto started as a server assistant in Tii Gavo and did a wonderful job and was promoted to Yavapai within a few weeks. He is not only a very hard worker, but also very organized. He has his own agenda; he comes to work (with a great “will-do” attitude and in full uniform), checks everything he needs to and always lets me know if there is anything missing or needed, and gets the job done before he goes home. He always looks for some more to do and is always willing to help his co-workers. I have received several positive comments from the guests about his service. I truly believe he deserves the honor of Employee of The Month. Thanks Gilberto! It is always a pleasure to work with you. **Ramazan Menekse**

Luz Medina ~ Banquets ~ Server: Luz offered to help out during an exceptionally busy period for housekeeping to help ensure arrival rooms would be ready. Even though housekeeping is not Luz’s primary department, she shows dedication to the resort by helping out by doing a fantastic job. She is always willing to help out other teams when her own section had been completed. Your help is much appreciated from the whole housekeeping department, especially through the busy times. Many thanks and keep up the good work. **Andrew Isherwood**

Scott Brooks ~ Safety & Security ~ Officer: Scott is a very responsive, dependable and responsible team member. He comes to the Executive Office daily to pick up and deliver mail. If I request something special of him, I know he’ll follow through. Although this is the only contact I have with Scott, he is very kind, always has a smile and always asks if I need anything else. This is exemplary internal Guest Service! I believe Scott to be worthy of EOM! **Carol Shanks**

Ana Delgado ~ Banquets ~ Server: Ana has been a great aid to the housekeeping department over the busy period, offering to help pick up some of the work load. You wouldn’t believe that housekeeping isn’t Ana’s primary department with the quality of work shown in the rooms. Your help is much appreciated from the whole housekeeping department, especially through the busy times. Many thanks and keep up the good work. **Andrew Isherwood**

Michelle Mountanos ~ Front Desk ~ Agent: Michelle is a wonderful asset to the Front Desk team. I personally have received several comments from group contacts about how they have recognized Michelle’s customer service skills as being exemplary. She is always polite and hospitable with every guest. She is also attentive to the Enchantment team, for example, she always follows up with me when I have a question or need a show room. Thanks Michelle, you are a pleasure to work with! **Jessica DeStefano**

Mii amo Spa Front of the House

Lynette Bazzill ~ Mii amo ~ Massage Therapist: Lynette emphasizes the example of a dependable employee: receiving consistent positive feedback from her guests, maintaining a high respect from her co-workers, maintaining her work ethic and encouraging attitude, and reliably attends her shifts on time ready to work. This past month Lynette stepped up to lead the launch of our new signature treatment the Intentional Aromatherapy and helped train all the current therapists to perform the service in time for our 10 year Anniversary celebration. Thank you for all your efforts! **Kate Kramer**

Geo Guevara ~ Mii amo Culinary ~ Cook: Geo has been an unbelievable workhorse over the past few months and busy holiday stretch. I can't ask any more from a person who always gives me his best effort. His flexibility to cover any shift and position in our restaurant was beyond helpful during the holiday period. Not only does it make my life easier, but provided a means for his fellow employees to enjoy holiday time off with their own families. What a tremendous quality team player to sacrifice his time and rearrange his schedule for the good of the team and our restaurant. Thanks for all of your help and great attitude, all while putting out a killer product to boot! **Steve Sicinski**

Suriya Freitag ~ Mii amo ~ Aesthetician: Suha is a phenomenal worker and all around great person. She is always has a very fine eye for detail. She is always volunteering to come in on her days off to help out other aestheticians and our reservations staff. Suha is a great addition to the Mii amo team and we appreciate all that she has done for us. Thank you Suha! **Christine Scott**

Bruce Haveri ~ Mii amo ~ Massage Therapist: Bruce has some of the best feedback I have seen from guests as well as employees. He is always a pleasure to work with and really listens to the guest's needs. Every guest that comes across his table leaves with a feeling of Ahhhhhh! He is willing to adjust his schedule to help out the front desk and reservations. Thank you so much Bruce. You are truly gifted and it shows through the smiles from everyone that interacts with you. **Christine Scott**

Andreas (Kayum) Franz ~ Mii amo ~ Coordinator: Kayum is very aware of what is going on around him and when he does not have the answer for the guest, he seeks out the answer and takes care of the guest. We recently had a group that was a bit aggressive with the spa demanding certain privileges, etc. He was calm and professional with them but followed up with Catering to make sure that it did not happen again and to make sure that he handled them correctly from a PR stand point. He had done everything right! During the 10 year anniversary luncheon we had an emergency and Kayum was persistent in helping us find a solution. He is always friendly and helpful. I am not at the spa often but when I need his assistance with a guest or group, he always welcomes me. Thank you Kayum! **Molly Anderson**

Francine Schock ~ Mii amo ~ Prep Attendant: Francine is the backbone of the spa. She holds such a space for the therapists on a daily basis--the schedule nightmares and attitudes from us in every direction! She makes sure we have what we need. We are thrilled that she has held the position for us for such a long time. Please recognize her for all she has done to fill in and make our jobs so much easier! **Mii amo Staff**