

ENCHANTMENT RESORT

Distinguished Team Nominees – July 2007

Heart of the House

Clara Cisneros – Housekeeping – Lobby/Spa Attendant: Clara is a very hard worker. She takes care of the Enchantment Lobby as well as the Mii Amo Spa morning cleaning. She does a great job, and there are never any complaints when she is finished. It is always nice to come in the mornings and see her with that huge smile on her face that lets you know that she wants to work. **Kelly Ahrendes**

Mike Prado – Engineering - Pool Technician: Mike is always very willing to help and always has a very informative way of answering all questions. He is great with follow up and tries to take care of things as quickly as possible. I know he always follows through with what you ask of him and with a great attitude. He is very reliable and really strives to be the best he can be. I appreciate the work he puts into trying to maintain the pools. Thank you, Mike. **Genny Mendoza**

Ramiro Martinez – Landscaping – Supervisor: Over the last few weeks we have had many landscaping small projects that we needed taken care of. All it takes to get them taken care of is to mention it once to Ramiro and he immediately gets working on it to ensure it gets handled. I really appreciate knowing that the improvements are getting worked on in a timely manner. Thank you Ramiro, for all your help!
Genny Mendoza

Eduardo Garcia – Engineering - HVAC Technician: Eduardo is our go-to guy for AC and other electrical issues. He always has a smile on his face, and a great attitude. He has fixed our washers and dryers many times, avoiding a call to an outside company. Thank you Eduardo for everything that you do. **Kelly Ahrendes**

James Haggerty – Landscaping – Recycling: Who doesn't love Jim's humor, professionalism and work ethic. He took over the recycling job with a vengeance and has made the program work to the resort's advantage. Jim is steady and dedicated; two things most people just strive for. What's left to say but he is the treasure of Enchantment and Mii amo. **Charles Haney**

Robert Szechter Engineering – WTP Supervisor: Robert has been nominated before for his outstanding dedication and professionalism. In July we had a major gas line repair scheduled. This had the potential to shut down the entire North half of the resort for an extended period. Because of Robert's work ethic, dedication, and hard work, the shutdown was kept to a three day period. This is typical of what I have come to expect from Robert. Thanks, Robert, for all that you do for Enchantment Resort.
Mike Stackwick

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Front of the House

Sandra Perez – Dining Room – Hostess: Sandra is always a cheerful person. She demonstrates to a tee what a hostess truly is. Her attitude and work ethic are incredible and I am not the only person here who thinks this of her. Below is a transcript from an e-mail for our lead concierge from earlier in the month; - Last night at 9:30 pm the Front Desk called me because a guest was upset not knowing if he had confirmation for his Balloon flight this morning. For whatever reason, the Front Desk was unable to access RIO to verify the guest's itinerary. This could have been a potential disaster... guest shows up at 4:30 am with no reservation... guest doesn't show up and there is a reservation and is charged for no-show. I called Hostess Callie and asked her if I could borrow Hostess Sandra to re-open the Concierge Desk. Sandra was awesome! We went step-by-step and she was able to open RIO and subsequently verify that the guest indeed did have a confirmed reservation. I don't know if we still give out WOW's, but Sandra deserves praise and recognition for her willingness to help out another department. She did so cheerfully and professionally and I am extremely grateful for her capable assistance. You Rock Sandra!!!!!!!

Ryan Wolf

Jack Deshida – Activities – Tennis Pro: Jack's willingness to go beyond the expectations has been a huge asset to the tennis department. He is outstanding with guests, and goes above and beyond what is expected from him in keeping the tennis department clean and neat. I am very grateful for Jack's wonderful guest service and hard work. **Lacey Johnston**

Larry Loomis – Public Safety – Lead Officer: Recently Larry Loomis was promoted to the position of Lead Safety & Security Officer. Prior to this promotion Larry went above and beyond to ensure quality guest service as well as providing and promoting safety to Guests and Employees of the Enchantment Resort. Since his promotion, Larry has continued to show this higher than usual work ethic. He has been accomplishing short term and long term goals I have set for him on a daily basis. It is because of Larry and other employees of this caliber that make this resort one of a kind. He has shown a complete dedication to his work and to Enchantment Resort. Thank you Larry for your hard work and dedication.

Fred Wadsworth

Nichole Charlan – PBX – Operator: Nicky always comes to work with a smile on her face. She always has a very nice demeanor on the phone, and you can tell that she enjoys working here. She checks up on calls, which is a huge help to us. It is a pleasure working with Nicky. Thank you! **Kelly Ahrendes**

Alicia Bennett – Activities – Camp Counselor: Alicia has been a huge help this month in Camp, with large numbers of kids, she has stepped up and made herself available often coming in at a moments notice, and she is doing a wonderful job going beyond expectations of the parents and children. I really appreciate Alicia's delightful attitude and willingness to help out. THANK YOU ALICIA!

Lacey Johnston

Crystal Sincoff – Front Office – Supervisor: Crystal has been a huge help the past few months. The front desk has been running with a minimum staff and Crystal has covered wherever necessary, she has been training new employees, handling the day to day desk duties and helping Ricardo wherever she can. She pays excellent attention to detail, is helpful to guests and has a very positive attitude at all times. Thank you Crystal, we really do appreciate all you have done! **John Frank**

Ralph Vance – PBX – Operator: Ralph has been with us for a few years and he has more than proven his loyalty and dedication to Enchantment. As our PM PBX Operator he really holds the show together, all departments rely on Ralph to keep things smooth and organized. When everything is busy Ralph's calm demeanor really keeps everyone cool. As night manager I can rely on Ralph to keep me informed of any and all incidents that might need my attention. Not many people see Ralph but he is a very important part of the PM operations and definitely should be recognized for his exceptional work. Ralph does an excellent job of assisting both guests and fellow co-workers. **John Frank**

Mii amo Spa Distinguished Team Nominees – July 2007 Front of the House

Lorenzo Holquin – Mii amo Culinary – Prep Cook: Lorenzo, since he has been back, has been an integral part of my everyday routine. He basically organizes my whole kitchen while aggressively waiting on standby for any task I might throw at him. He works on my own personal tasks without being told just by seeing my list. Not only does he help me, but also spreads his talents into the Yavapai kitchen when needed. His limitless energy is contagious around my entire staff, and his work ethic is relentless. Thanks for doing your job better than I could ever ask! **Steve Sicinski**

Ana Maria Delgado – Mii amo Housekeeping: Anna takes great pride in the work that she does and works really hard to ensure the level of service provided to guest only gets better. The comment cards often mention that she was very attentive and did a great job in their room. We appreciate her hard work and willingness to handle any task you ask of her. **Genny Mendoza**

Jacinta Davila – Mii amo – Front Desk Coordinator: Jacinta welcomes each and every guest as they enter the front door of mii amo. She listens well to the guests concerns and completes each transaction, she communicates well with the on coming pm shift before she leaves for the day. I consider her an excellent employee! She fills in when staff calls in sick. **Susie Dahl**

Brian Huseby – Mii amo – Fitness Supervisor: I nominate Brian for Employee of the Month. He is always so pleasant and has such a positive attitude. He is willing to do whatever it takes; I know that in the past he had to cover tons of classes while we were short staffed. He has done a great job in his new role and is eager to continue to develop and grow. We need more employees with his great attitude and desire to learn more. **Tami Shobert**