

ENCHANTMENT RESORT

Employee of the Month Nominees - July 2009

Heart of the House

Steve Hapner – Painter – Engineering: What can I say.....Steve has done so many things that have made the resort and the department shine. From painting around the new Tii Gavo Lounge, painting just about every room for the high profile group that we had on property, assist in room calls, move furniture, and anything else that is assigned to him. Steve will volunteer to come in early in the morning to complete a job and still have time to respond to any requests given to him. All of this is done in a professional manner with outstanding results. He manages to do so much with a great attitude, a smile, and never complaining about his workload. Steve has given the phrase “Stepping Up” a whole new meaning. I have no doubt that he deserves to be our next “Employee of the Month”. Thank you, Steve, for your dedication and your hard work. ~**Freddy Badilla**

Steve was an exceptional help preparing for the July Tour’s arrival. With not a lot of advanced notice, we had to remove furniture in various rooms, take down fixtures, and repaint the walls in the VIP guestrooms. He never complained about being rushed and instead asked if there was anything else he could do to help. The entire engineering staff was extremely helpful during this time, and without Steve’s help the rooms would not have been ready. The July Tour was very satisfied with their overall stay. They commented on our attentive staff, and superior level of service and overall product that exceeded other resorts they stayed in during the American tour. Thanks Steve! ~**Jessica Caldwell**

Frank Allen – Engineering: Frank has been so courteous and helpful during group requests. Frank worked nights on a spa project that came out great. You’re super, Frank! ~**Molly Anderson**

Dorine Lape – Painter – Engineering: Dorine has been so wonderful helping during recent group requests. She worked nights on the spa project that turned out great. Thanks, Dorine, for stepping up and being so willing to help out. ~**Molly Anderson**

Ernie Valenzuela – Mini-Bar –F&B: Ernie runs this department with minimal supervision. His attention to revenue generation, solving issues and guest service is excellent. Ernie truly cares about both Enchantment and its guests. He monitors his hours and is pro-active about managing his payroll; he jealously maintains his inventory and supplies. In my 25+ years in and around food and beverage I have never come across such a relatively problem free mini-bar operation. ~**Nicholas Gold**

Maria Garcia – Turndown Supervisor – Housekeeping: Maria always has a positive attitude and is very concerned with the service she provides to our guests. She supervises turndown and delivers requested items to guests in the evenings, roll-aways, cribs, hangers, etc. She is dependable and has a get-it-done attitude and is a pleasure to work with. Thank you, Maria, for providing GREAT service to our guests. ~**Jill Madzik**

Front of the House

Marlo Johnson – Server – F&B: Marlo is an outstanding employee who continually goes above and beyond for all guests she comes in contact with. Her maturity, resort knowledge and willingness is unmatched. ~**Heather Wilson & Maury Kepley**

Terry Bearson – Bellstaff – Guest Services: Terry is an amazing asset to the company. He has a positive outlook, is always looking for ways to help the department, and genuinely cares about our internal and external guests. He has also been very helpful while Huean was gone. Terry, thank you for being you! ~**Briana Gee**

Terry is very professional in every interaction with all guests. When Huean is out, Terry often steps up as the go-to person for special requests. Good job Terry! ~**Molly Anderson**

Antonio Mendoza – Banquet Server – Banquets: Antonio has been very dependable on the morning shift in Banquets. He is extremely flexible as well. He recently worked an early morning shift in Banquets and then finished that day in Grounds. Antonio is the most conscientious employee in banquets. Thanks, Antonio! ~**Molly Anderson**

Antonio has been such an enormous asset to the banquet team in a time of a number of staffing changes and a very erratic flow of business levels. Antonio has been very flexible with schedule changes and handling special requests that fall out of his job description. Antonio always has a positive attitude, is always on time, and is constantly looking ahead to make sure we have the inventory and staffing we need to ensure success. Thanks, Antonio! ~**Matt Bailey**

Jamie Blazquez – Camp Counselor –Activities: Jamie is an excellent counselor. She is great at creating fun and exciting projects and games for the kids. She helped develop a new camp program that goes year round. In addition to her Camp position, Jamie is now a hiking guide. She has already received positive feedback from guests. I appreciate how hardworking and flexible she is. We love having her! ~**Jennifer Fishell**

We recently received guest feedback from the Dewit family. They absolutely raved about the experience their daughter Delaney had in Camp and how incredible the Camp Coyote staff was. Jamie was a huge part of that. Jamie, thanks to your excellent work and enthusiasm, these and many other guests, big and small, have an absolute blast! Keep up the good work! ~**Nicole Rosas**

Mii amo Spa

Peggyanne Fuller – Cook – Mii amo Café: Peggy has done a remarkable job holding my pm kitchen together for the last few months. Much of my time has been focused towards day, and her stepping up to ensure night runs smoothly and proficiently has helped me significantly. It is a great feeling when you know your kitchen and service are in capable hands. Thanks Peggy for being a strong team player. ~**Steve Sicinski**

Miguel Gonzalez – Cook – Mii amo Cafe: Miguel has done so much over the past few months to really make sure my kitchen has been flowing at night. With him covering 5 night time shifts a week, I know my guest are in good hands and they are receiving the highest level of service. His efforts have really helped me out during these periods of staff and business fluctuations. Thanks Miguel for taking charge and coming through with the assets that are truly immeasurable. ~**Steve Sicinski**

Ethan Williams – Spa Attendant: Ethan Williams is such a team player, its amazing to watch him work... I see him in perpetual motion from the beginning of his shift until the very end. Ethan is always upbeat and focused. He is attentive to our guest at all times. Thank you Ethan for all you hard work and dedication. Please know how much we all appreciate you! ~**Tracie Bliss**

Kim Webber – Spa Coordinator/Café Supervisor: Ever since joining our team three months ago, Kim has excelled as an employee. She was recently promoted from Spa Coordinator to Café Supervisor. When she was at the Front Desk, she was a superstar. She shows she truly cares about her co-workers. She takes on tasks without hesitation and is eager to learn new things. I have no doubt that she will excel in her new position. She is an incredible asset to Mii amo. Thank you for all you do, Kim! ~**Joy Schweitzer**

Heather Strutz – Spa Attendant: Heather has been working for us for a short time but has really raised the bar in her department. She is on-time and flexible with her schedule which helps the entire team. She has shown the guests a gracious and positive attitude throughout her shifts and they have really noticed how consistently clean and organized the lounge is. Heather's co-workers have come to depend on her as she always leaves her work area stocked and ready for the next shift and is fully willing to take ownership on any additional projects. ~**Kate Kramer**