

ENCHANTMENT RESORT
Employee of the Month Nominees - July 2010
Heart of the House

Justin Feurino ~ Purchasing ~ Warehouse Clerk: Justin has worked in the warehouse for 3 years now. He is truly a pleasure to work with. He is extremely knowledgeable, and bends over backwards to help anyone who asks him. I have been getting numerous compliments on Justin's work and truly believe he deserves the honor of EOM. Thanks Justin! **Doug LaPierre**

Justin is always helpful in communicating any discrepancies with orders, allowing me to resolve any missing items needed in a timely manner. Justin always asks question about foods if he is not certain where they belong and how they should be stored once delivered. Justin pays attention and lets me know if something will be delivered at a later time so I don't waste time looking for the product. Thank you for all your help Justin! **Uwe Wais**

Justin consistently does an outstanding job communicating any issues with orders, especially if something is missing. Justin has come to me numerous times to double check that I hadn't mis-ordered certain products or mis-punched on the item quantity etc. Justin thinks on his feet, has a good attitude, he has an eye for detail, he communicates, and he takes pride in his work. Thanks Justin for making my job easier! **Matt Bailey**

Andrew Isherwood ~ Housekeeping ~ Supervisor: When preparing to show rooms, Andrew continues to be extremely supportive of the Sales Team with tremendous attention to detail. Everything is the way they like it to be with special attention to all of the details. Andrew is equally diligent in following up on the preparation of VIP rooms with special requests. All you have to do is show Andrew a problem area once and he will make sure that the problem is fixed and the area kept cleaner at all times.

Molly Anderson

Linda Surakus ~ Purchasing ~ Assistant: Linda has really helped me a great deal. She always keeps me on my toes and follows up with every task. She is positive & focused and really is my right hand man! Linda has really stepped up and helped me keep the purchasing department moving forward. Linda is the EOM to me! Thanks Linda for all you do. **Doug LaPierre**

Diana Trejo ~ Retail ~ Warehouse Supervisor: Diana has been working with us in the warehouse now for 3 months, in that time she has proven to be a very motivated employee, always willing to learn more or fill in as needed. As the new kid on the block, she has confidently jumped in to do makeup color matching and sales at the spa. She is constantly busy with warehouse tasks, as well as cleaning, organizing, etc. Recently, it was brought to my attention by John in Recycling that he felt strongly Diana should be nominated for EOM. He went on to tell me how helpful she is when she brings over recycling, that she is extremely pro-active and has a wonderful attitude. I want to thank John for recognizing a co-worker for her positive attributes and I want to thank Diana for her continued hard work.

Kelly Dunagan-Johnson

Nathan Tucker ~ Culinary ~ Cook: Nate goes well out of his way to work and help out in any area needed. He will work any schedule and fill in anywhere without complaint. Thanks, Nathan! **Bill Cole**

David Davis ~ Landscaping ~ Groundskeeper: David does an awesome job making the property look amazing! In addition to all his duties, he also helps keep the tennis courts looking sharp. Recently he went above and beyond when he cleaned up debris and more from court 4 that could have caused a guest injury. I appreciate that he is always offering help to everyone! David is always friendly to employees, guests and even the camp kids! Thank you so much David! **Jennifer Fishell**

Shaun ~ Engineering ~ Room Engineer: Shaun is so helpful! He is always willing to take time out of his busy day to help the Camp Staff set up for movies and other events. He gets there fast and makes sure everything is perfect so we don't have any issues throughout the evening. We couldn't do it without him! He is dependable and has an amazing work ethic. Thank you so much for all that you do! **Jennifer Fishell**

Millie Davis ~ Engineering ~ Administrative Assistant: Millie has been doing an outstanding job with her day to day duties and she has gone beyond to make sure we have the parts needed to accomplish the tasks that are pending. She makes sure the vendors are up to speed in our needs and she has gone out of her way to pick up supplies so we may have them on hand. Millie is always ready to help anyone who walks thru her door. Her dedication and hard work is truly appreciated and admired. Millie is no doubt a good candidate for the next "Employee of the Month." Good luck Millie!!! **Freddy Badilla**

Front of the House

Luz Medina ~ Banquets ~ Server: Luz has really stepped up her guest interaction and her attention to detail in banquets. She has been a huge asset to the AM team. As Luz' English language skills improve and her confidence grows stronger, she is taking more initiative with the banquet guests and helping us deliver excellent service in the morning. When we have multiple events in multiple rooms she has become a stronger team member and we really appreciate her input more and more every day!

Molly Anderson

Luz is such a role player for us in banquets. She has been very flexible with schedule changes. She works as many or as few hours we can provide and has an excellent attitude. On the 14th of July Luz was scheduled with two other people to handle the housekeeping breakfast and an inventory project. Luz was the only employee to make it that day. The room was not set ahead of time. Luz came in, assessed the situation and took care of setting the room, bringing the food down and making sure everything was to standard. She had to hustle, but she did a great job and our internal guests felt no negative impact on their event. Thanks Luz for having a great attitude and making this event happen! **Matt Bailey**

Paul Zermeno ~ IT ~ Computer Services: Paul was a great help on July 4th when he offered to be the CDL shuttle driver for the wedding that was being held on property. When HR advertised for CDL drivers, Paul took the initiative to obtain his re-certification so he could assist Enchantment when needed. Paul was on the radio all day on the 4th, picking up the bride and groom, transporting guest from one place to another, always with a smile and willingness to help. He was extremely helpful, easy to work with, and up for any change/request that occurred throughout the busy day. He even took a 5 minute break during the wedding ceremony to assist with a VIP internet issue! Thanks Paul for being such a big help and so eager to assist, we honestly could not have done it without you! **Jessica Caldwell**

David Wilson ~ Bellstaff ~ Bellperson: Recently my husband and I and some friends visited Enchantment. David was the bellman who brought us to our room. David always does a fantastic job and is always so pleasant! He genuinely enjoys interacting with people and does his job very well. I was very impressed with David's knowledge of the resort, area and activities available to our guests. Even though David knew I worked for the resort he took his job very seriously and did not miss anything! This was an amazing first impression for us and I am sure it is for all of our guests. Thank you David for all you do! **Jacqi Marth**

Miguel ~Safety & Security ~ Officer: Every time I see Miguel respond to a guest call he shows just how talented he is with guest service! He is very caring and responsive to each guest situation. Miguel is also a pleasure to work with! He helps out the camp staff with movies, events and much more. Thank you so much for all that you do Miguel! **Jennifer Fishell**

Carol Vance ~ Reservations ~ Group Coordinator: Today I received the ultimate compliment for Carol Vance from The Chopra contact. The Chopra center does multiple programs every year in Canada and the US. The contact told me that "Carol is amazing" ~ "one of the best if not the best reservationist I have ever worked with." That is a HUGE compliment coming from someone that books large programs. She wanted me to know how much she appreciated Carol's organization and follow through and that she also appreciated that Carol understood what she was trying to accomplish with managing the waiting list. Many clients comment on how "nice" Carol is and how she "seemed to care" about their group. Carol absolutely makes a connection with all of her groups and to make each one of them feel special and cared for is a gift. Thank you Carol! **Molly Anderson**

-Mii amo Spa

Bill Amos ~ Mii amo ~ Massage Therapist: Bill is a true asset to Mii amo. He is always so attentive to the guests needs and makes sure that every guest that comes across his table leaves with a feeling of Zen. He has ensured a lot of repeat clientele to the spa and is loved by guests and employees alike. Thank you for all of your hard work and dedication! You are truly a rare gem! **Christine Scott**

Bill has consistently received extraordinary feedback from guests for a long time and daily has guests specifically requesting for him. Bill has been extremely accommodating with his schedule. If you need someone to come in two hours early- Bill is your man. If you need someone to stay extra late for a last minute service- Bill is your man. If you want him to come in on his day off even for one treatment- Bill is your man. If you need a therapist to do six Deep Tissue Massages in a row- Bill is your man. If you need someone to turn an upset guest around- Bill is your man. Let's choose Bill as Mii amo's "Man of the Month" **Kate Kramer**

LeAnne Hawes ~ Mii amo ~ Coordinator: LeAnne does a remarkable job at the front desk. She is always so "on top" of everything and is very good at anticipating the guest's needs as well as her fellow co-workers needs and she always does it with a smile! She has also done a remarkable job in assisting the therapists with their prep work in Francine's absence. Thank you so much for all of your hard work LeAnne! **Christine Scott**

Sherry Kennedy-Cameron ~ Activities ~Fitness Instructor: Sherry has done a fantastic job since she started a few months ago. She is full of energy and always has an upbeat attitude. Sherry is well liked by guests and her fellow employees. She has been very giving of her time to substitute for fitness classes and private fitness sessions. I am very grateful for the many contributions she has given Mii amo and look forward to having her here for along time. Thank you Sherry! **Jennifer Fishell**

Jamie Blazquez ~ Activities ~ Fitness Instructor/Camp Counselor: Jamie does it all! She is an attentive camp counselor who motivates the kids. Since March she has been teaching classes and private sessions at Mii amo and gets excellent feedback from guests. Jamie is well liked by her peers and is always willing to cover shifts for them. Recently she has taken on many supervisor tasks for the fitness & activities departments including scheduling, SOPs and payroll. I am so grateful for all that she does. Thank you Jamie! **Jennifer Fishell**