

# ENCHANTMENT RESORT

## Distinguished Team Nominees – June 2006

### Front of the House

**Jamilee Scheiwe – Activities – Concierge:** Jamilee has stepped up during a transition period at the Concierge Desk. Jamilee assisted with updating the SOP's, checklists, made a training manual for new hires. She has made a difference with a positive outlook and is setting an example for others to follow. I would like to thank Jamilee for her great attitude, hard work, and willingness to improve the concierge desk. **Mike Rock**

**Lila McLean – Reservations – Agent:** Lila has just been a life saver in my department. From the get-go she was a quick learner and helped me get a lot of projects done around the department. Lately, she has helped with the VIP reports and guest amenities while Matt Moore was on vacation, and has helped me in loading rates over the internet. She has also helped in training our new reservations agent. I find her reliable, flexible in her work hours, and very professional over the phone. Lila is a great asset to the reservations department and the resort. **Susan Lisak**

**Meganne Damon – Front Office – Agent:** I want to thank Meganne for all she does here @ the resort. She helps in other departments when needed. She was a rock of strength during the governor's conference, she has helped out so many times, it's hard to keep track! Thanks Meganne! **Judy Hale**

**Herman Lucero – Tii Gavo – Server/Bartender:** Herman is a very flexible employee who is able to work many different positions in the outlets. Whether is Banquets, Pool Bar, Bartending in Tii Gavo, or Serving he is a true professional. His dedication to the Enchantment and his consistency in bringing the guest our best service possible are great examples to us all of why we are here. He is one of the most adaptable persons I know and he continues to amaze me on a daily basis. Thank you Herman for being one of the best of the best! **Ryan Wolf**

**Gerardo Hernandez – Dining Room – Expediter:** The food expediter for dinner in Yavapai is critical to the operation and Gerardo just flat out exceeds the expectations day in, day out. His preparation is second to none and his organizational skills are phenomenal. When business levels become extreme Gerardo responds with expertise and energy for success. Thank you Gerardo! **Bill DeLong**

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### Heart of the House

**Jeffrey Place – Culinary – Cook:** Jeffrey has been at Enchantment for about 8 months. He is responsible for the success of the Yavapai pm cold apps and salads. He has also been working in banquets, brunch, and is now learning stations on the hot line. He is very organized, friendly, positive, and as a team player will do whatever whenever to ensure success. When we are behind and backed up Jeffrey is one that you want working by your side. He makes it look easy because I never see him run. Thanks for your efforts, we appreciate you!! **Steve Bernstein**

**Olga Reyes - Housekeeping – Spa/ Lobby Attendant:** - Olga recently got another job with another resort, and was only working two days a week here. She has recently changed her schedule so that she can work more hours for us. During the Governors conference, Olga was cleaning rooms in addition to working in the spa and the lobby. Without her assistance, it would have been very hard to get through the weekend. Thank you for all of you hard work. **Kelly Ahrendes**

**Linda Surakus – Purchasing – Administrative Assistant:** During my recent absence Linda handled everything in the department like had been doing it for years, this time also included the days leading up to and the first 2 days of the Governor's Conference. Thanks Linda. **Kerry Loftus**

**Angel Gonzalez – Purchasing – Warehouse Supervisor:** While I was recently gone on vacation Angel stepped up and become Linda's "right hand" as Linda is to me, she says she couldn't have done it without him. They made a great team. Thanks Angel! **Kerry Loftus**

**Ana Maria Zapata - Room Attendant:** Ana has worked at Enchantment for nine years as a room attendant and a pleasure to work with. She does an outstanding job, takes pride in everything she does, always completes her rooms, is in complete uniform, dependable and is always smiling. She is truly a STAR!! Thank you Ana, we appreciate everything you do! **Jill Madzik**

**Carolina Delgado – Housekeeping – Room Attendant:** Carolina is a great worker. She was working only as a turndown attendant for us, but quit her other job for the opportunity to work days. Carolina is a very hard worker, and very dependable. Thanks, Carolina, for all of the hard work. **Kelly Ahrendes**

**Concepcion Casiano – Housekeeping – Room Attendant:** Concepcion is a star worker. She works well under stress and always, always has a smile on her face. Even when she is faced with early arrival VIP rooms, she has them complete and ready for the guests on-time. She is also willing to help out cleaning rooms whenever needed without complaint. Thank you, Concepcion. **Kelly Ahrendes**

# **Mii amo Spa**

## **Distinguished Team Nominees June – 2006**

### **Front of the House**

**John Young – Mii amo Café – Server:** John is our dependable morning server. He is always on time, and does a great job preparing the Cafe for our early morning guests. He is very receptive to requests and I so appreciate his responsible approach to his work. Thank you John. **Deborah Waldvogel**

**Jesse Lash – Mii amo – Aesthetician/Retail Associate:** It has been so wonderful to have Jesse back at Mii amo. She continues to do an outstanding job in retail and we are very excited about having her also join our aesthetician team. I enjoy her enthusiasm and eagerness to learn everything. She has been working very hard to complete trainings and strengthen her confidence. I look forward to watching her growth with us in the month ahead. **Deborah Waldvogel**

**Jan Dibler – Mii amo – Aesthetician/ Fitness Instructor:** Jan continues to be a great contributor to the Mii amo team. She has been working so hard to learn all the products, facial protocols, and body treatments as well. She has been very flexible with her schedule and has spent many hours practicing to feel very confident with all of our services. I even received a comment card from a guest complimenting Jan for her knowledge and obvious passion for her work.. **Deborah Waldvogel**

**Angela Waldron – Mii amo Café – Server:** Angela has such a great attitude about her work. She is always smiling and friendly with staff and guests. She works very hard and is always looking for projects to keep her busy during slower times. I appreciate her energy and enthusiasm and it is helping to make the Cafe dining experience a memorable event for our guests. **Deborah Waldvogel**

**Colleen Webb – Activities – Coordinator:** Colleen has been a huge asset to both Enchantment and Mii amo this month. She is doing a great job at camp and she has covered numerous classes and activities for the Fitness Department. She was called early in the morning and able to come in on very last minute notice. She is always energetic and smiling, regardless. Thank you Colleen for being a team player. **Deborah Waldvogel**