

ENCHANTMENT RESORT

Distinguished Team Nominees – June 2007

Front of the House

Ofelia Lopez – Front Office – Agent: Ofelia has been doing an excellent job working all kind of shifts for me and if I ask her to stay late or come in on her days off she will. Ofelia also had to come in on a day off to do babysitting for a guest. I just want to thank her for all her hard work!

Ricardo Davila

Benjamin Bigelow – Bellstaff – Bellperson: I would like to nominate Ben for Employee of the Month. Besides his wonderful cheerful attitude and great smile he encompasses all of the EOM criteria; Ben anticipates external AND internal guest needs, is a wonderful Team Player and consistently does an outstanding job for our bellstaff. Ben, we are so happy to have you here and want you to know that all that you do is appreciated! **Nicole Rosas**

Devery Galloway – Bellstaff – Bellperson: Dev WOW's our guests all the time. I see his name mentioned on comment cards and hear our guest talk about what great customer service he gives to them all the time. Dev always puts the guest needs first. He is always looking for ways to improve things here at the resort for other employees. In addition to his work on the IDT team he is an outstanding representative for the resort in the community. His attitude at work and his positive manner make Dev truly employee of the month material. We are so fortunate to have him be part of our resort team! **Tonyia Gosik**

Sacha Barnett – Room Service - Server: Time and time again Sacha has proved that she was a dependable trainer and excellent example to her co-workers. She is very thorough, great on the phone, and always follows up on important things so I know in the morning I don't need to worry about deliveries and amenities. She is actively involved in ensuring a new employee is trained, not only in the technical stuff but what to say and do in front of guests and phone etiquette. When everybody is clamoring about the use of guest's last name, she has been doing it for a long time. She is always on time, and her skill in getting the job done correctly, timely, and orderly is highly appreciated. Thanks, Sacha! **Dani Djamal**

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Heart of the House

James Haggerty – Landscaping – Recycling Attendant: Jim is consistent. He is always pleasant and thoughtful. He makes a vital contribution to our recycling program and he does so with a gracious demeanor, a friendly smile and a caring attitude. He always goes the extra mile to make our recycling program successful. We are fortunate to have Jim working quietly and diligently on our team. **Linda Walker**

Mark Reese – Culinary – Pastry Assistant: In the absence of a pastry chef during most of spring break Mark stepped up to the plate running the bakeshop and getting the job done. It was very stressful and with endless hours and lots of production, I think he can now see the light at the end of the tunnel. I speak for the entire culinary staff that worked hard, but I think they all would agree that out of everyone Mark should be selected employee of the month. Thanks Mark from all of us! **Chef Steve**

Robert (Bob) Potisk – Engineering – Supervisor: During our recent staff shortage, Bob sacrificed his evenings to cover the second shift engineer's duties. This has been a hardship for Robert as he has to work two evenings and return to day shift to continue his supervisor's duties. Thanks for stepping up Bob. **Mike Stackwick**

Benny Trimble – Engineering – HVAC Technician: During the recent gas line failure, Ben went above and beyond the call of duty by working, many long hours to help in locating and repairing the damaged pipeline. Ben came in on his weekend and on several days, worked thirteen hours or more, to help get our gas service restored. Ben worked with outside contractors, coordinating their effort to help us find and correct irregularities in our pipeline system. All of this was in addition to all his regular duties as one of the Resort's HVAC Technicians, often having to break away to fix a refrigerator, check an ice machine, repair an air conditioning, etc. Thank you, so much, Ben for your dedication to our Resort! **Mike Stackwick**

Miguel Salas – Housekeeping – Carpet Cleaner: Miguel is a jack of all trades. He not only cleans the carpeting, upholstery and floors in our guest rooms; he repairs our equipment, install new drapery (which saves us the installation fees and travel fees) and anything else that comes up that needs to be done. He is a person we can always count on, ask him once and it is done. He is flexible with his working hours. We are very fortunate to have a staff member with his talent and knowledge. Thank you Miguel for everything you do! We really appreciate it. **Jill Madzik**

Michele Fitzpatrick – Engineering – Administrative Assistant: During the recent gas line failure, Michele went above and beyond the call of duty, working extra hours and traveling extra miles as a runner for the Engineering Department. She was indispensable in gathering resources and materials. In addition, she also assisted the main kitchen crew by making runs to have propane tanks refilled after her regular work hours. All of this was in addition to all her regular duties helping to run Enchantment Resort's facilities. Thank you so much, for your dedication to our Resort. **Mike Stackwick**

Robert Szechter – Engineering – WTP Supervisor: During the recent gas line failure, Robert went above and beyond the call of duty by working extra, long hours to help in locating and repairing the damaged pipeline. Robert worked with outside contractors, coordinating their efforts to help us find and correct irregularities in our pipeline system. Robert recently volunteered to be trained and certified in pipeline maintenance and his training proved to be timely. All of this was in addition to all his regular duties helping to run Enchantment Resort's waste treatment plant. Thank you Robert for your dedication to our resort. **Mike Stackwick**

Eduardo Garcia – Engineering – HVAC Technician: During the recent gas line failure, Eduardo went above and beyond the call of duty by working many, many, long hours to help in locating and repairing the damaged pipeline. Eduardo worked straight through his weekend and on several days, thirteen hours or more to help get our gas service restored. Eduardo worked with outside contractors, coordinating their efforts to help us find and correct irregularities in our pipeline system. All of this was in addition to all his regular duties as one of the Resort's HVAC Technicians, often having to break away to fix a refrigerator, check an ice machine, repair an air conditioning, etc. Thank you so much Eduardo, for your dedication to our Resort!
Mike Stackwick

Manuel Baldenegro – Engineering – Room Call Engineer: During our recent staff shortage, Manuel sacrificed his Saturdays and Sundays to cover the weekend shift. He also put aside his HVAC training to cover the room call engineer's duties. Thanks for your dedication and willingness to help. **Mike Stackwick**

Mii amo Spa

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Front of the House

Lynnette Bazzil – Mii amo – Massage Therapist: Lynnette is one of our hardest working employees and is consistently recognized by the guest for outstanding service. She always demonstrates a strong “can do” attitude. Even under less than ideal circumstances she can always make it work and does not complain. Her warm and gentle nature is a gift to the entire staff at the spa. Thank you Lynnette, we are very happy to have you as a member of our team.

Tony Nicastro

Jeanne Kuber – Mii amo – Fitness Instructor: Jeanne is a great role model as a fitness instructor at the spa. She is always on top of new things in the industry and excited to bring them to the spa. The guests love her high energy spirit and the way she motivates them to incorporate fitness into their home life in a functional way. Thank you Jeanne for all that you do for us and the guests at the spa. **Tony Nicastro**

Bruce Haveri – Mii amo – Massage Therapist: Bruce has quickly become a great new addition to the massage therapist team at Mii amo. He is always willing to go the extra mile to make the guest happy in every detail of dealing with them. Bruce has a constant upbeat attitude and a beaming smile even on the craziest of days at the spa. We are grateful to have him on our team and are excited to for our future together. Thank you! **Tony Nicastro**

Sarah Gonzalez – Mii amo – Housekeeper: Sarah does an outstanding job here at the spa. She picks up after everyone! We so appreciate her work ethic and how she takes care of us. She goes above and beyond what is expected and when we ask her to do anything extra is it always done with a smile. Sarah, thank you so much for taking care of us. **Tonyia Gosik**

Clara Cisneros – Mii amo – Housekeeper: Clara has a great attitude about her job and she goes above and beyond for us every day she works at Mii amo. Her smile could light up the night it is so big and bright! We really appreciate the great work and all she does for us here at Mii amo. Thank you so much for everything you do Clara. **Tonyia Gosik**

Barbara Boic – Mii amo Boutique – Retail Associate: Barbara intuitively anticipates our guests’ needs and is always willing to go the extra mile to ensure that each and every guest has an extraordinary experience. It is no surprise that we often see her name on comment cards and receive direct positive feedback from the guests regarding Barbara. Barbara is a team player. She is always willing to work in any aspect of Retail, including the warehouse. Barbara jumps in without hesitation to assist other departments with whatever is needed. Barbara, thank you for the extra effort you put in everyday to make the Boutique, Mii amo and Enchantment Resort the best. We are very fortunate to have you. **Amy McMurphy**