

ENCHANTMENT RESORT
Employee of the Month Nominees - June 2009
Heart of the House

Justin Feurino – Purchasing – Warehouse Clerk: Justin has the special quality you don't see very often anymore... good old fashion work ethic. Justin takes responsibility & ownership of his job. He single handedly changed the warehouse by moving 3 storage rooms by himself Justin is "Johnny on the spot" whenever anyone needs any help. Justin Feurino epitomizes what a true EOM should be. **Doug LaPierre**

Juan Baldivia – Housekeeping – Houseperson: Juan is one of the hardest and smartest working people I have ever worked with. Juan often works in banquets – he keeps his section tidy and he helps other servers when he can. He does not need to be told to do something – he does it. He is always checking with the other servers to see if they need his assistance. He is always very aware of his surroundings when in his housekeeping role – I have seen him stop to pick up trash many many times when others drive or walk by the same trash. I spoke with Jill and she said he is an excellent employee. **Molly Anderson**

Manuel Casiano – Culinary – Steward: Very few words are necessary to describe Manuel. He comes to work and doesn't stop working until he leaves. No need to point anything out to Manuel. He is always on the look out to find something that needs attention, and then he takes care of it every day that he is here. I can always tell when he has been in the kitchen-- it sparkles! Thank you Manuel!!!

Steve Bernstein

Manuel is always cleaning, organizing, cleaning, and organizing. Before you arrive at the cafeteria for your employee meal, he has scrubbed the stainless steel making sure that the buffet area is clean. Manuel deserves recognition for his dedication to the resort's GREEN efforts. The Banquet operation creates a lot of glass and metal waste and Manuel takes the time to sort it correctly no matter how much was left from the night before. **Molly Anderson**

Olga Cervantes – Housekeeping – Lobby Attendant: Olga is hardworking and always willing to assist in the beautification of Yavapai-Tii Gavo-Private Dining- and Lobby area. She is very meticulous in her job performance. Thank you for all that you do. **Kelly Leo**

Elsa Burgueno – Housekeeping - Uniform/laundry Attendant: Elsa is always singing and happy; her positive attitude is contagious and is like a ray of sunshine. She is always busy in the uniform room or laundry and is non-stop from the time she arrives in the morning until the end of day. She takes pride in everything she does and takes ownership of all assigned projects. Thank you Elsa for everything you do. You are such a pleasure to work with! **Jill Madzik**

Front of the House

Juan Gonzalez – Banquets – Server: Juan comes in to work with a determination and enthusiasm to get the job done fast and well. And as soon as one thing is done, he is already onto the next project. He is fast, professional and courteous, and when Juan runs a buffet at night, there is nothing to worry about. Thank you Juan! **Uwe Wais**

Ramazan Menekse – F & B – Pool Bar Server: Ramazan provides exceptional service to all guests every where that he works. He has done a great job at the Pool. When he picks up shifts in Banquets he is extremely helpful and reliable. He is self motivated and does not stand around waiting to be told what to do. Group contacts praise him everywhere that he works ~ they notice him. They comment on his “can do and will do” attitude. Thanks Ramazan! **Molly Anderson**

Carol Vance – Reservations – Agent: Carol did an outstanding job with the Telus rooming list and working with a very demanding client. She is currently doing an outstanding job assisting SOBIB with a very confusing rooming list. Carol is always extremely pleasant and thorough with her group contacts. She is very contentious when blocking group rooms, making sure to protect the resort’s interests. She is also a genius at accommodating requests and/or making the client feel like she did everything she could for them. She makes them feel like they are her only group. **Molly Anderson**

Jack Stapleton-Tii Gavo server: Jack is energetic and enthusiastic about the menu. He is an effective salesman and holds high standards for himself, Tii Gavo, his guests and co-workers. Jack has been a help in covering shifts when needed. Thank you Jack! **Kelly Leo**

Mii amo Spa Front of the House

John Young – Mii amo Café – Server: John is an exceptional employee. He sets the standard of service we have come to expect at Mii amo cafe. He is professional, courteous, responsible, consistent and always willing to help. John has displayed excellent leadership skills and has appeared on comment cards frequently during his long tenure with the café. Having John on our team is what makes our job both easier and enjoyable. Thank you. We couldn't do this with out you! **Tracie Bliss**

Juan Peña – Mii amo Café - Server: Juan epitomizes the Mii amo standard. He is responsible, professional and constantly giving great service. Guests remember Juan from years past and we have never had anything but positive things to say about him and his service. Juan is always willing to stay as long as needed and does what needs to be done. He is the type of employee that makes all our jobs easier. **Nicholas Papas**

Alex Crawford – Mii amo – Locker Attendant: Alex has worked very hard for us at Mii amo since arriving in the fall. He always comes to work on time and stays to make sure his area is clean. He has come in numerous times at last minute notice to cover shifts. Alex always completes any task we give him with out question. I would also like to recognize that Alex has regularly assumed the duties of the Mii amo houseman in addition to his normal workload when no PM Houseman was scheduled. With out this effort we would not have been able to supply our guests with the necessities of the spa like robes, towels and the therapist's linen. **Kate Kramer**

Colette Coletta – Mii amo – Massage Therapist: Collette has really stood out in her efforts to accommodate our guests. She receives calls from the Front Desk almost daily requesting her for odd times for her specialty service, the Bio Aquatic Cranial and she always tries to come in. She has stayed several hours past her scheduled shifts when we needed her help with additional massages. Not only does her specialty service completely wow our guests and bring uniqueness to what Mii amo has to offer, but she consistently provides fabulous services everyday. **Kate Kramer**