

ENCHANTMENT RESORT
Employee of the Month Nominees
March 2010
Heart of the House

Adela Ponce De Tamayo ~ Housekeeping ~ Room Attendant: Adela leads by example, is always willing to help out and has a great attitude. She takes that little bit of time out of her day just to check that everything is right and she shows that she really cares and takes pride in her work. She cleans the rooms to an impeccable standard and is an excellent example. Thanks for the great effort Adela! **Andrew Isherwood**

Lila McLean ~ Retail ~ Warehouse Supervisor: What can I say – Lila saved the day for AZ Infectious Diseases on Saturday night. The client came to me at 5:15 pm and needed a gift basket for the outgoing president. I called Lila at home and she came back to work to make the basket in time for them to present it at dinner that night. Lila ALWAYS exhibits this level of customer service. She is extremely helpful and accommodating with all group gift requests and she takes pride in what she presents to them. The gifts are always delivered on time and they are gift wrapped beautifully and labeled. Lila thinks of every detail and we truly appreciate that.

Molly Anderson

My nomination for Employee of the Month is Lila McLean. Lila has done an absolutely amazing job these past few months and is most deserving of this award. With the Retail Department short-staffed, Lila has really stepped up ensure that all aspects of the Retail Warehouse operations continue to run smoothly. This is no small task! In addition to Lila's supervisory role she has filled many shoes lately. Whether Lila is in the Warehouse or on the selling floor she gives 110%. Lila has become very adept at multi-tasking. Some days she works every step of the warehouse operation by herself.....shipping, receiving, data entry, tagging, delivery of merchandise, and covering the sales floor. Other departments have begun to take notice Lila's efficiency as well. She is often called upon to assist with group gifts and other projects. Lila – I can't thank you enough for all of your hard work and for bringing your positive "can-do" attitude to work every day! **Amy McMurry**

Maria Julia Gomez-Lopez ~ Mii amo ~ Room Attendant: Julia transferred several months ago to Mii amo rooms and the housekeeping guest comment scores have continued to increase. Julia is detail orientated and reports any issues she finds in room arrivals and stay over's. She takes pride in her work and truly cares about the service she provides to our guests. Thank you Julia, you are a STAR! **Jill Madzik**

Dorine Lape ~ Engineering ~ Painter: Dorine has been doing an outstanding job with any tasks that have been assigned to her. She is our Mii amo go-to evening painter and anything else that is needed. Her attention to detail is really appreciated and applauded. You can count on her to change her night to day schedule on short notice. She has been responsible for many outstanding looking rooms throughout the resort, including the fire place faux paint projects at Mii amo casitas and at an Enchantment Jr. Suite. She continues to WOW us all in her work. Many compliments have come our way because of her professionalism and hard work. Thank you Dorine for the dedication you constantly display and we all wish you good luck in becoming the next employee of the month. **Freddy Badilla**

Gabriela Figueroa ~ Housekeeping ~ Room Attendant: Gabriela never misses a day of work and is a hard worker every day. She and her team member very rarely miss anything in the rooms and continuously complete projects asked of them by their respected team leader. All in all, she is an excellent example of a team member. She always has a great attitude and a smile. Thank you for all your hard work Gabby! **Andrew Isherwood**

Millie Davis ~ Engineering ~ Administrative Assistant: Millie has done a great job in Engineering. She is extremely efficient with following through on maintenance issues in the meeting space. She has personally come to the space to determine exactly what the problem is or where the problem is before she delegates it to one of the Engineers. In the Anasazi Ballroom she personally owned the job of selecting, repairing, and replacing the brass floor plates. We appreciate her sense of urgency and thoroughness. **Molly Anderson**

Margarita Sanchez ~ Housekeeping ~ Turndown Attendant: Margarita has helped out fellow turndown team members over and over again throughout the month of February. No matter how short of notice, she always comes in to help out and to provide the guest with the best possible experience. She is truly a valuable member of the team, not just for the guests, but also for her willingness to assist her team mates. Thank you very much, Margarita. **Andrew Isherwood**

Arturo Figueroa ~ Culinary ~ Steward: Arturo is the guy that you never hear about. He is quiet and very personable. He is the machine that works all kitchens and gets the job accomplished with nothing said. Stewarding is an important department that gets little recognition. We are recognizing Arturo for his positive attitude, work ethic, and great dependability. It's people like Arturo that make our daily obstacles much easier. Thanks!!
Chef Steve

Linda Surakus ~ Purchasing ~ Warehouse Assistant: With the Retail Department running short-handed, Linda has really stepped up in her position and has been a BIG help! Linda follows through with all purchasing transfer requests, ensuring we receive the proper merchandise in a timely manner and making sure that all paperwork is promptly and accurately completed. Linda is always willing to assist with guest requests. She takes the time to research the purchasing information we need. Linda continues to assist with both incoming and outgoing shipping. She helps ensure the proper delivery of incoming shipments and assists with guest shipping.
Amy McMurry

Front of the House

Horacio Lopez ~ Banquets ~ Server: A comment from a guest - Horacio was my right and left arm this week. He went out of his way to make sure every request was met and one day when he was preparing to leave (I didn't know), he took time to take care of a request. If I had known this, I never would have asked. He is always pleasant and accommodating. I sincerely appreciate all he did for us this week. **Molly Anderson**

James Willis ~ Bellstaff ~ Bellperson: James was very helpful during the large Stewart Title check-in (also the day of the big snow). All of the bellmen were working very diligently to accommodate the guest check-ins, giving rides to guests to their events, and keeping them safe and dry from the snow. James was a very big help in particular and was very quick to respond to the group guests' requests I had in the Anasazi Ballroom. He never says "No" and is very easy to work with. I know he will always be there for the team and for the guests even in stressful situations! **Jessica Caldwell**

Jamie Blazquez ~ Camp Coyote ~ Counselor: Jamie does a little bit of everything! Not only is she an excellent camp counselor, but she is always willing to assist other departments. In the last month she has done PBX, shuttle driver and projects for both Conference Catering and Mii amo Reservations. Jamie recently passed her ACE certification test and is very excited to join the Mii amo fitness department. Up next is USPTA certification. We are very lucky to have her!

Jennifer Fishell

Jamie has been helping me out with my filing and organizing in Mii amo reservations. I don't even have to ask her to help she just comes by and starts filing! Last week Jamie came by and not only filed but moved all the cabinets around, took the olds one out to another storage area and rearranged the filing cabinets in the back room. Wow, talk about exceeding expectations!! Thank you Jamie for all the help. I would never have been able to get all that done. You really deserve to be employee of the month. **Tonyia Gosik**

Jutta Baker ~ Banquets ~ Captain: A comment from a guest - Jutta was always willing to do more. I was amazed at her patience with our group, and we're not easy. To offer to come in early to accommodate my schedule was a nice gesture, but I didn't allow it. She has a disposition to help ease your crazy day. **Molly Anderson**

Scott Brainard ~ Safety & Security ~ Officer: Scott has a great attitude and is a pleasure to work with. He is always present at the weekly resume meeting, takes notes, and actively participates in productive work conversations. He is a great asset to the team! **Jessica Caldwell**

Huean McLean ~ Bellstaff ~ Supervisor: I can count on Huean to always plan ahead and anticipate the group's needs when it comes to deliveries, rides and bellmen assistance on departure day. Huean is always changing his schedule to make sure he covers the busy times and the times that the group contact needs his assistance the most. He is excellent at scheduling his staff to accommodate the flow of groups. He is thorough at scheduling and following up on Flagstaff airport shuttles. **Molly Anderson**

Ceara Hull ~ Front Desk ~ Agent: Ceara is very helpful when I am home and need assistance with guest issues. I can call in and she will look up, contact, and follow through – anything that I need her to do. She is also really good at contacting me on my blackberry to let me know when she is aware of an unhappy group guest. I appreciate her service follow through.

Molly Anderson

Mii amo Spa Front of the House

Maneesha McClure ~ Mii amo ~ Massage Therapist: A comment from a guest - I would love to spend my entire day in the spa! I had a hot stone massage with Maneesha, I've been to several four diamond resorts in the US, and this was the best hot stone massage ever! From my 6 day gym workouts and stressful work life, Maneesha was understanding and knew exactly what to do, with an explanation of what to expect. I felt like a new person after that massage, it was definitely what I needed before my program. **Molly Anderson**

Jan Dibeler ~ Mii amo ~ Fitness Instructor: I can't even count the number of times Jan has helped us out of a jam. She is always so flexible with her schedule! Jan jumps in to cover classes and private sessions, sometimes with less than 15 minutes notice. Front desk staff can always rely on her to help out. She is well liked by guests and is simply a pleasure to work with. We are very lucky to have Jan as part of the fitness team! **Jennifer Fishell**

Christopher Caldwell ~ Mii amo ~ Front Desk: Christopher is such an asset to the Mii amo Front Desk! While working there last week, I got to see him in action. He has wonderful customer service. I appreciate how much he helped me balance all the tasks for the weekend. Thank you so much Christopher. **Jennifer Fishell**

LeAnn Hawes ~ Mii amo ~ Coordinator: It has been a great pleasure working with LeAnn these past few months. She has helped us out in reservations by answering phones and running back and forth between front desk and reservation office all the time. She has a great attitude and outgoing smile and is a great team player. Thank you LeAnn for everything you do for us. You would make a great employee of the month! **Tonyia Gosik**

Jean Lorenti ~ Mii amo Boutique ~ Sales Associate: Jean has really pitched in this past month to assist with vacation requests and call-ins. She has switched schedules, worked extra days, worked double shifts and back to back shifts.....sometimes all in the same week. Because of Jean's incredible willingness to accommodate the scheduling needs of the department, the Boutique maintained proper staffing and we never missed a beat. Jean – Thank you for all of your hard work! You are very much appreciated! **Amy McMurphy**