

Enchantment Resort

Team Distinguished Service Nominees – March 2006

Front of the House

Denis Khantimirov – Front Office –Agent: Every time I see Denis, no matter what day it is, no matter what position or department he's working in, no matter what might have happened earlier that day, that morning or the night before, Denis is always in a perfect state of mind, at least to the outward observer. He is always pleasant, always appears to be in a good frame of mind and always appears happy to be wherever he is at that time. Perhaps we could clone Denis before he has to return to Russia????

Kerry Loftus

Denis is great! He is so flexible with his schedule, last pay period he worked bellstaff, concierge, front desk, and he helped out with the shuttle service at enchantment. He is great with guests, they all love him! He has even been able to do a few check-in's using the Russian language (which he is very good at). We all just appreciate everything he does! Thanks Denis. **Judy Hale**

Julie Storey – Activities – Concierge: Julie has been a great employee at the concierge desk. Her ability to provide our guests the utmost in customer service makes her a great team member. I appreciate her willingness to be flexible and help out any day or time to make sure we provide our guest the best customer service. Thank you for all your help Julie! **Greg Thorndike**

Crystal Sincoff - Front Desk – Agent: Crystal is a very hard working employee, she is very dependable always gives 110%. There have been times I have to change her schedule and she never complains. She works well under pressure and with all co-workers. Crystal is a pleasure to work with. Thanks Crystal for all your hard work. **Judy Hale**

Marlo Johnson – Tii Gavo – Server: Marlo creates an exceptional experience for our guests at the Tii Gavo Restaurant. She has an incredible energy level and always is willing to help out when possible. Her contributions in both Tii Gavo and in the Yavapai Restaurant are very much appreciated. It really never seems to get too busy for Marlo! **F&B Managers**

Jessica Smart – Dining Room – Hostess: Jessica is invaluable in creating a memorable experience for all guests she encounters at our Yavapai restaurant. She is a master in the art of multitasking, alternating between greeting, seating, telephone, answering questions and generally juggling duties as well as keeping the managers organized by flawlessly executing day to day operations that keep us all in a good light with our wonderful guests. She is truly and wonderful person and a superstar in everything she does. Thank You Jess! **F&B Managers**

ENCHANTMENT RESORT

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Heart of the House

Justin Holt – Culinary Cook: Justin started with us as a culinary extern. He has moved his way around just about every station in the kitchen including days, nights, and banquets. He will work until you make him go home. He is willing to always do whatever whenever no matter what the situation and always with a smile and many times a funny comment. He is an excellent team player and is always helping his colleagues. He asks questions and always wants to know about food science. I am very happy to have him on my staff and will make sure that I give him the knowledge to become a success in this business. Thanks for your efforts! **Chef Steve**

Justin should be renamed: “Can Do Justin”, because he tackles every task thrown at him with equal vigor and enthusiasm. Justin has pure, unbridled energy and welcomes new tasks and challenges. Not only does he display this Fervor in Yavapai, but also down in banquets. When I’m busy in banquets, Justin can come down to my kitchen at any time in order to assist, he is always welcome.

Uwe Wais

Freddy Badilla – Engineering – WTP: Freddy has done an outstanding job on the Waste Treatment Plant. He has attended training classes; he has handled the WTP with a full occupancy; plus assisted the Engineering Department. He has been nominated before for Employee of the Month. Freddy is a great asset to Enchantment Resort. THANKS FREDDY! **Rick Villagomez**

Magda Urias – Housekeeping – Supervisor: Magda always steps in to help whenever and where ever needed, cleaning rooms, inspecting or laundry. She is a great example for staff and we can always count on her. She is self motivated and guest service is one of her main concerns. Thank you Magda for all you do! **Jill Madzik**

Magda is always willing to lend a helping hand, whether it is making beds, washing dishes, inspecting, or cleaning rooms. She is the definition of an all-around employee. She stays at work for as long as she has to, even with small children at home. Magda always has a smile on her face, and a can-do attitude. Thanks, Magda, for being everywhere at once. **Kelly Ahrendes**

Margarita Gil – Housekeeping – Room Attendant: She makes sure that you never have to worry about the cleanliness of her rooms. She is always done with her entire list and ready to help others with theirs. She stays late to make sure that we have every room cleaned. Thanks, Margarita, for all you do. **Kelly Ahrendes**

David Lucas – Engineering – Engineer: David is one amazing person. In the last few months, he has been the room-call engineer, the HVAC engineer, and has filled in where needed. He has changed positions so many times in the last few months, that I don’t know what to call him. He always has all the engineering calls taken care of minutes after we call, and we call a lot. **Kelly Ahrendes**

Robert Potisk - Engineering – Supervisor: Bob has helped the Engineering Department, putting out a lot of fires between Enchantment and Mii amo. He has handled any task that has been thrown at him without complaints and finished those tasks successfully and with great humor. He also has attended training to advance his responsibilities and is also in charge of the PM Program. Bob has helped out Mike and me a lot. THANK YOU BOB! You are appreciated. **Rick Villagomez**

Mii AMO
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Front of the House

Joy Schweitzer – Spa - Coordinator: Joy has been doing an outstanding job at the Front Desk! No guest is too difficult or demanding for Joy. She has a great rapport with guests, a wonderful smile and a sincere interest in following through on their many and unusual requests. Thank you so much for your hard work during the very busy Spring Break period! We look forward to your continued growth with us.
Deborah Waldvogel

Donna Steinbeck - Spa – Massage Therapist: Donna did several sessions with a very challenging writer this past month. The writer was extremely complimentary of Donna's work and I appreciated Donna's willingness to do her best, knowing the challenges that we had with this guest in several other departments. Donna remained focused, positive and was able to connect with this guest. Thank you for your patience and your professionalism. **Deborah Waldvogel**

Dana Katz – Spa – Massage Therapist: Dana has a great attitude and is willing to go with the flow as we adjust schedules to accommodate the overwhelming number of requests for services by our guests. Dana is very caring to staff and guests alike and ensures that I receive feedback regarding guest experiences. Dana always has a smile which is greatly appreciated! **Deborah Waldvogel**

Fabian Lee – Mii amo Culinary – Steward: Once again Fabian is doing a great job down at Mii Amo. He recently came back to us and we couldn't be more grateful. Fabian does a great job and always with a smile and eagerness to learn and help. Thank you for all that you do, keep up the great work!! **Erica Brann**

Barbara Boic – Mii amo Boutique – Sales Associate: I am so pleased to have Barbara in the Retail Department. She is such a skilled sales person and displays such a calm energy no matter the challenge. Barbara works in both stores, as well as the warehouse and is excellent wherever she is. Recently, she has been working a lot in the Mii amo Boutique and it is a joy to have her there. She always seems to have the right thing to say to her guests and co-workers. She is a very skilled person and a great benefit to the Retail Department. **Kelly Dunagan-Johnson**