

Enchantment Resort

Team Distinguished Service Nominees – March 2007

Front of the House

Huean McLean – Bell Staff – Supervisor: Huean is always so positive and cheerful. His smile is pleasant and really makes a difference to all the people he interacts with by bringing a smile to their faces also. He is a hard worker and very conscientious about giving great service. Keep up the good work! **Tami Shobert**

Bret Wiegman – Tii Gavo – Server: Bret has had several repeat guests asking for him to serve them as he does such an outstanding job. He has stepped up to the plate to cross train in Yavapai also. He is a very quick learner, fast on his feet and gets the job done. We are so glad to have Bret as part of our team. Thanks for the efforts and keep up the good work. **Bill Delong**

Horacio Lopez – Tii Gavo – Server: Horacio has been extremely helpful to me, pleasant and proactive in getting things done when I've had guests with me in the Food and Beverage area. He provides great service to our guests, and his hard work and dedication is appreciated. Thank you Horacio! **Alexa Hokanson**

Denis Khantimirov – Guest Services – Ambassador: Denis is very pleasant and proactive, he enjoys helping our guests providing a five star service he has a great sense of humor and always has a smile on his face. Denis gets along with his co-workers and is a great team player. Thank you Denis. **Alexa Hokanson**

ENCHANTMENT RESORT

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Heart of the House

Clara Cisneros – Housekeeping – Lobby/Spa Attendant: Clara is like sunshine entering our office when she comes in! Her smile is contagious and she always has such a cheerful attitude. Clara is very thorough in her work and pleasant to have around. Keep up the great work, Clara!
Nicole Rosas

John Hamblen – Engineering – Night Engineer: John has proven to be an invaluable employee. Since he started working nights, problem areas at Mii amo have dropped significantly. John performs all the building preventive maintenance, work orders and also assists in servicing & maintaining the many water features at Mii amo. John handles this and so much more with aplomb. He is never stressed or harassed and always maintains a gracious manner. He is always willing & ready to contribute any way he can. **Mike Stackwick**

Marcia Mavis-Dunn – Mii amo Housekeeping – Night Cleaner: Since Marcia has arrived she has done an awesome job with the night cleaning duties of Mii amo. Her work is very noticeable especially the areas that used to be an issue to get taken care of. We really appreciate having her and appreciate that she takes on any task that is asked of her with a smile. **Genny Mendoza**

Magda Urias – Housekeeping – Supervisor: Magda is the housekeeping supervisor, and an indispensable part of this department. She can cover shifts when needed without complaint, and always with a smile. She takes charge of projects given to her, and makes sure that they are done when they need to be. Thank you Magda for everything that you do. **Kelly Ahrendes**

Ron Bennett – Engineering- Mechanic- This is easy. Think about how long Ron has been here and all that he has done for us. Ron is, without a doubt the most valuable player on our team. He responds quickly to any emergency, always remaining flexible to adapt to any request. Ronnie's contributions, every month, every day are incalculable. **Mike Stackwick**

Ben Trimble – Engineering – HVAC Technician: Since Ben started with Enchantment, he has been on a mission to repair, upgrade and improve the electro-mechanical equipment at the resort. Ben's first major accomplishment done on his own initiative was to create a computer-based inventory data base of all HVAC equipment, including service records. This data base will prove to be a tremendous asset to the resort. Ben never compromises on quality & never refuses a task. Thank you Ben for contributing so much to the resort in a short time. Enchantment Resort is lucky to have you! **Mike Stackwick**

Karen Grey – Housekeeping – Laundry Attendant: Karen does an outstanding job; she keeps the area neat, clean and organized. She works non-stop throughout the day and rotates laundry to ensure all areas are stocked. She has a great positive attitude and is a pleasure to work with. Thank you Karen! **Jill Madzik**

Balvina Hernandez – Culinary – Prep Cook: Since the 1st day I hired her, she has proven to be an excellent employee with great work ethic, exceptional attitude, respect for coworkers and wonderful personality. She takes ownership of her area and does not settle for mediocrity. When she is working, you never need to be concerned with not having adequate amounts of prep. It's a pleasure working with her each and everyday. Thank You!!! **Chef Steve**

Carolina Delgado – Housekeeping – Team Leader/Desk Clerk: Carolina is our desk clerk and jack of all trades. When someone calls in, Carolina volunteers to go inspect and clean rooms without being asked. She always comes to work with a smile, and manages to leave work with a smile as well. She works well with the housekeepers as well as with the guests. Thank you, Carolina, for everything. **Kelly Ahrendes**

Mii AMO

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Front of the House

Christine Scott – Mii amo – Reservations Coordinator: Christine has been really stepping up to provide great guest service and has really been taking a lot of responsibility to ensure things are getting done and handling guest issues in a proficient and quick manner. She is up for the challenge no matter what the situation is. We also really appreciate her coming in to cover some shifts on her days off when we needed the help and has switched over to be full time. Great job Christine. **Genny Mendoza**

Magdolna Soros – Mii Café – Hostess: Magdolna is the consummate team player. She has always been cooperative, helpful and willing to take direction but has taken it to another level as she has learned and become more comfortable. Something needs to be done, Magdolna has already started to help or ask what she can do. She is always proactive in responding to guest needs or situations by doing something about it or asking the question to someone who can assist her if she is not sure. These are just a couple of examples of how Magdolna has consistently contributed to the success of the guest experience at the café. “It’s not my job” has never even crossed her mind, she just wants to help her coworkers and the guest experience!! Magdolna has a great attitude and is a huge asset to our team at Mii amo. Thanks Magdolna – keep up the good work!!! **Rick Kulander**

Miguel Gonzalez – Mii amo Culinary – Cook: Miguel is awesome, not to mention extraordinarily dependable, flexible and consistent and tireless!! He contributes to the success of the café in so many ways. He is very reliable in keeping up with his duties at a very high level while also taking on other responsibilities. While not doing his primary job Miguel is always finding ways to help, contribute to the team and learn more. The kitchen responsibilities he has taken on started at a very basic level on cold side but have gotten more advanced as he has continued to learn and improve, moving to hot side and running the line frequently. Miguel always does his best and puts out a consistently high quality product that helps provide a superior guest experience. Thanks for all your hard work and your efforts to not only make yourself better but us as a team better!!! **Rick Kulander**

Donna Steinbeck – Mii amo – Massage Therapist: I would like to recognize Donna not only for her outstanding experience and service to the guest but also for her dedication and commitment to Mii amo. In the short time I have been at Mii amo Donna has come to the rescue to help with scheduling conflict numerous times and always with a smile on her face. She has an incredibly giving spirit and projects warm glow of peace when she is at work. I am very grateful her wonderful attitude and the great talent she brings to the Mii amo guests. **Tony Nicastro**

Tresha Witty – Mii amo – Coordinator: Tresha has a fun-loving professional way of interacting with our guests. She is courteous and has a great big smile on her face. We receive guest comments frequently about her pleasant helpful nature. **Susie Dahl**