

# ENCHANTMENT RESORT

## Employee of the Month Nominees

### March 2009

### Heart of the House

**Ron Bennett – Engineering – Mechanic:** Sungard received their shipment of trophy awards and 4 of them were broken. I asked Larry if there was anyone on his staff that might be able to fix them – good enough for the presentation that evening. He called Ronnie and Ronnie went to the client's office with me and assessed the project ~ he went off with one of the trophies and when he returned you could never tell it was broken. They were so pleased and surprised that he had such an accommodating attitude and that he took their request so seriously. He repaired all 4 of the Trophies to better than new and had the project completed in less than an hour. Thanks Ronnie! **Molly Anderson**

**Robert Hart – Culinary – Cook:** Robert has become a valuable member of the culinary team. Not only is he detailed and organized, but he puts 100% into everything that he does, whether it is for the guest or for cafeteria. Robert will always go out of his way to help anyone that needs something from the kitchen, no matter how busy we are. Robert also has excellent skills in dealing with the guest when working a station. He is polite, courteous, and will do his best to answer all questions that the guest may have and entertain them at the same time. Plus, Robert has also been able to work Brunch many a time. Thank you Robert! **Uwe Wais**

**Shelly Knox – Accounting – Staff Accountant:** I am in complete awe of how Shelly's gets everything done! She handles so many different tasks at one time! I appreciate the fact that she is always willing to take time if I need assistance on payroll or any billing questions. She is great with explaining things and will even come to your office to train you on E-Time! I am happy to work with such a great person! **Jennifer Fishell**

**Manuel Casiano – Culinary – Steward:** Very few words are necessary to describe Manuel. He comes to work, and doesn't stop working till 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!!! **Uwe Wais**

**Mark Duffy – Engineering – PM Engineer:** Mark is very helpful and quick when I ask for assistance from the Engineering Department. Mark also has a common sense approach to everything which adds to his effectiveness. Mark also listens to his radio and when the bellmen are backed on guest rides to/from the Meeting Village he shows up if he is not on a guest call. Mark is a great team player. **Molly Anderson**

**Alma Alas – Housekeeping - Desk Clerk:** Alma is a STAR! She starts working at 6:30 am to complete the daily operation assignment sheets for housekeeping. She is very dependable, accurate and has a take charge attitude. She is flexible and knows the priorities and has the ability make necessary changes minute to minute throughout the day. Always has a positive attitude and will work in area as needed. Thank you Alma for EVERYTHING YOU DO! **Jill Madzik**

## Front of the House

**Mitchel Bishop – Banquets – Server:** Recently Mitch exceeded a guests expectation from a Banquet Server so much so that the guest wrote a 1 ½ page letter describing how special Mitch made them feel and how attentive he was to their requests. Mitch demonstrates all the time that if a guest asks for something ~ try to get it. In Banquets we do not carry every brand of liquor or wine and the easiest answer for a server or bartender is to just say we do not have that ~ Mitch does not take the easy route ~ he always asks his Captain or Manager if they can go get what the guest requested. Some times we are constrained by a client's budget but in this case we were not and every night this group dined in banquets – Mitch recognized them by name and exceeded their expectations. Mitch has also developed a relationship with the owners of Exposures Gallery and he goes as a server to the events we do at their gallery. Each time they praise Mitch for his attitude and efficiency and they tip him above and beyond as a token of their appreciation. Thanks Mitch for always doing a great job in banquets! **Molly Anderson**

**LeAnne Gregory – Activities – Concierge:** LeAnn continues to WOW the guest and go above and beyond in her search to exceed the guest. She recently worked with a gentleman that is bringing his wife of 25 years to Enchantment to celebrate. He has never been to Sedona before and he has depended on LeAnn to guide him. She has done a great job and assisted him beyond his expectations. **Molly Anderson**

**Beverly Fisher – F & B – Server/Hostess:** Bev has such a lovely presentation and manor with the guests. Even when it is busy during Brunch she keeps her calm and greets the guests in her section with a smile. She takes the few extra seconds to make each table feel like they are her only table. She has a gracious way about her when interacting with repeat local guests. **Molly Anderson**

**Bev has been** with us for many years and is a valuable employee to Enchantment. Beverly is not only a host but an AM server. We have multiple guests that have been joining us for lunch or brunch that request her to be their server. Beverly is only on-call with us but is always willing to help out when needed (i.e. during spring break and when co-workers are on vacation). We all feel that working with Beverly is a pleasure with her upbeat can-do spirit. **Kelly Leo**

**Cierra Hull - Front Desk - Agent:** Cierra always has it together! Her communication skills are outstanding and she always keeps the housekeeping desk clerk updated on any room changes. Whether she is moving early arriving guests to available rooms or has 100 rooms checking in or out she has things under control, calm, cool and collected. Her first concern is always the guest. Thank you Cierra it is a pleasure working with you! **Jill Madzik**

**Lila McLean – Retail – Sales Associate:** Lila has had an incredibly smooth transition in to Retail. Her knowledge of RIO was immediately above average. She logically figures out computer, as well as Retail issues and because of her varied work experience at Enchantment, she knows where to go for the solution.. **Kelly Dunagan-Johnson**

**Horacio Lopez – Tii Gavo – Server:** Horacio is another employee that has been with Enchantment for years and vital to the operations of F&B. He is like a machine, always going. Horacio will do what ever is necessary to get the job done. He also helps in banquets when he is needed. Thanks for all you do. **Kelly Leo**

## Mii amo Spa Front of the House

**Juan Pena – Mii amo Café – Server:** Juan is a gracious server and a great asset to our team in the café at Mii amo. Juan will take the initiative to complete anything that needs to be done. He is quick to do whatever that is asked of him, from room pick-ups to his extraordinary cleaning rituals. His dedication and consistent work habits, which he displays daily, make him such a likable and admirable employee. His attention to detail towards every job that is given to him is outstanding. In addition; he always gives more than he takes. Juan has earned the nomination to be the next “Employee of the Month.” Thank you Juan, for all that you do. **Tracie Bliss**

**Jacinta Bahe-Davila – Spa - Coordinator:** Jacinta is the core of our morning shift at the Mii amo front desk. She takes on a lot every day and puts her heart into completing her duties. Jacinta ensures that all of the background details that make our department run are taken care of. Her knowledge has been very beneficial for the new front office team. She also helps at the Enchantment Front Desk at a moment's notice. Jacinta also regularly shows compassion for the other employees. **Kate Kramer**

**Leslee Vogel – Spa – Consultant:** Leslee is a pleasure to work with! She has an amazing energy with both employees and guests. She is always willing to come in on her time off for guest services. Leslee does a number of workshops and retreats for Mii amo and has recently began working with Molly and Jessica to do sessions with groups. Guests always comment on how much they learned from their time with her. Leslee also spends time teaching staff about Mii amo treatments. She is very much appreciated! **Jennifer Fishell**

**Joy Schweitzer – Spa – Supervisor:** Well, first and foremost – one might think that Reservation Supervisor is a back of the house job... which it is when Joy is at her desk and on the phone ~ however ~ the other side of Joy is amazingly engaging with the guest. I recently had the pleasure of seeing Joy “in action” at the Sungard registration desk in the Card room. She was super friendly with the clients and their guests. She was extremely accommodating and a wizard at making all of their requests come to fruition. When the service and/or time the guest requested was not available she was a master at offering an alternative in such a way that they never realized that she was steering them towards an opening we had. She continued to “hand hold” the VIPs with this group through their entire program and they were very complimentary of her services, knowledge and professionalism. Thanks Joy! **Molly Anderson**

**Hemali Parbhoo – Mii amo Boutique – Sales Associate:** While Hema is a full time Mii amo staff member, when the Retail department scaled back for budgetary reasons, we were required to fill vacant positions with existing people. This required us to ask store staff to work straight shifts and sometimes have only one day off. Hema has graciously assisted us outside of her “home” store, in the Marketplace shop and having her there has been such a smooth transition. We certainly appreciate Hema’s flexibility and willingness to work wherever and whenever needed. **Kelly Dunagan-Johnson**

**Ekin Akol – Mii amo Boutique: Sales Associate:** While Ekin is a full time Mii amo staff member When the Retail department scaled back for budgetary reasons, we were required to fill vacant positions with existing people. This required us to ask store staff to work straight shifts and work outside of their home store. Ekin has graciously assisted us in the Marketplace shops and having her there has been such a smooth transition. We certainly appreciate Ekins flexibility and willingness to work whenever and wherever needed. **Kelly Dunagan-Johnson**

**Judy Head – Spa - Coordinator:** It's not easy to transfer from one department to another. Judy has done an exceptional job of adjusting to her new position as a Spa Coordinator. She has been flexible with her schedule working early morning, mid-shifts, evening, and late evening shifts. We enjoy having Judy with us whether in Reservations or at the Front Desk. She is great with the guests and will graciously take on any task you ask her to complete. For these reasons and many more, Judy gets my nomination for Employee of the Month. **Joy Schweitzer**