

ENCHANTMENT RESORT
Employee of the Month Nominees
March 2011
Heart of the House

Gerardo Delgado ~ Culinary ~ Cook: This is the second time I have nominated Gerardo for Employee of the Month because of his great attitude and work ethic. I have never seen any cook in my professional life not only as fast but also as cool. It doesn't matter for him how many people are seated. He gets the tickets and makes them ready as quickly as possible. When he has 10 tickets hanging in front of him and 30 guests are in the dining room waiting for their food, all he needs is a pitcher of ice water. Thanks Gerardo. **Ramazan Menekse**

Gloria Sanchez-Felix ~ Housekeeping ~ Desk Clerk: Gloria is an amazing asset to Enchantment Resort! She always is so friendly when answering the housekeeping line and goes out of her way to be accommodating and understanding our guests and staff needs. She is proactive, upbeat, and extremely helpful. For example, when I come up from the Sales office to do a site visit, I usually call housekeeping on my way up to the resort to make sure they are aware of the site, etc. Gloria is always on top of her game and is not only aware of the site, but has the site rooms ready and inspected the majority of the time. She is amazing at communication and I value her hard work! Thank you for being so great Gloria! **Jacqi Marth**

Gloria is a key person in the housekeeping department. Some may not know who she is, but without a doubt, if anybody has called...they've spoken with Gloria. We're sure they'd agree that she is very sweet and positive, and whatever is needed, it will get done. Housekeeping operations run more smoothly because of Gloria, and housekeeping as a whole is a more fun place to be because of her. Keep up the exceptional work and many thanks.

Melissa Sheffer & Andrew Isherwood

Kelly Leo ~ Banquets/Landscaping ~ Server/Groundskeeper: Kelly has been at Enchantment for years and is valuable to Enchantment. She is very familiar with the property and resort operations, and she is also multi-faceted! Kelly will step in to almost any department and assist if needed. For example, she was working in grounds recently and stepped in to assist banquets in the same day. She has a great "can do" attitude and is always willing to help out. Great job Kelly!

Jessica DeStefano

Bruce Christensen ~ Landscaping ~ Groundskeeper: It is always a nice start to a day when I run into Bruce. He is very friendly and has a pleasant demeanor when he interacts with staff and guests alike. He is always taking great care of our indoor plants in our department, carefully measuring the water levels and making sure every plant is happy and healthy. He likes what he does as a job and it really shows. Thanks Bruce for contributing to the beauty of the Resort inside and out!

Jessica DeStefano

Vi Bunescu ~ Guest Services ~ Operator: With all the years that Vi has provided her services here at Enchantment, it is still an absolute pleasure to hear her polite and pleasant voice as the operator. Many thanks for all of your hard work--we all appreciate it!

Melissa Sheffer & Andrew Isherwood

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Maylene Trump ~ Landscaping ~ Groundskeeper: I have observed Maylene as being a very hard working individual who takes great pride in not just her job but also in Enchantment as a whole. She always has a smile to give to the guest and interacts well with both internal and external guests. In all the years that I have worked at Enchantment Resort, I have never come across a Grounds employee who impressed me more. Maylene was assigned the task of tending to the Clubhouse areas a few weeks ago and I watched her make sure that each area she came in contact with was in pristine order before moving to the next area. She took great pride in showing how beautiful Enchantment really is-- giving our guests the best first impression. Kudos to you, Maylene for a job well done!! **Huean McLean**

Veronica Acuña ~ Housekeeping ~ Desk Clerk: Veronica has been exceptional this month in helping pick up extra rooms. Her willingness to help fulfill other duties has tremendously aided in getting guest rooms turned day in and day out. Veronica has also shown a continuous good attitude throughout the work day, even under great pressure. Thank you very much for your dedication and hard work. **Melissa Sheffer & Andrew Isherwood**

Viki Romero ~ Housekeeping ~ Room Attendant: Viki has been working very hard and shown a very positive attitude. Viki has also helped out during turndown when we have been short. Both her work ethic and positivity throughout the day has not gone unnoticed. Many thanks and keep it up. **Melissa Sheffer & Andrew Isherwood**

Elda Trujillo ~ Housekeeping ~ PM Supervisor: Elda is always a very hard worker and reliable. No matter what the issue is during the evening, you can rely on Elda to get it sorted. We have very rarely seen Elda become overwhelmed with any situation...whether it's being short staffed or a guest issue, she just gets on with it with a smile. Many thanks Elda for your dedication and keep it up. **Melissa Sheffer & Andrew Isherwood**

Steve Hapner ~ Engineering ~ Painter: Steve continually shows his support to his team and other departments by always being accessible and with a fantastic attitude. You'll often find Steve with a smile on his face and a friendly "hello," no matter how swamped he is in making sure that everything looks freshly painted! Thanks, Steve. You are so appreciated.
Melissa Sheffer & Andrew Isherwood

Baltazar Lozano ~ Engineering ~ Painter: Baltazar has not been with us very long but he has made a positive and productive impact since he started. He has been a tremendous help to the department and his co-workers thru his hard work from room paint touch to the "Furniture Teak Project" for the Yavapai restaurant that looks outstanding. A big thank you for everything that you have done to make us shine. Great Job Baltazar!!! **Freddy Badilla**

Front of the House

Dawn Kaseoru ~ Guest Services ~ Concierge: Dawn is amazing! She is always bringing her “A” game when interacting with guests, as well as other employees. She is an absolute pleasure to deal with and a joy to have on property. I consistently see Dawn going above and beyond to assist our guests with reservations, directions, dining reservations, and the so many other things that she may help them with. She is very patient and extremely accommodating. I also notice that Dawn makes it a point to look up and make eye contact with a friendly smile to guests / staff who are just walking by the concierge desk. Dawn – Thank you for all that you do. You are truly amazing!
Jacqi Marth

John Camillieri ~ Bellstaff ~ Bellperson: John is a great team player. His willingness and ability to serve our guests can hardly go unnoticed. John's positive attitude is contagious. John wanted to become a bellman from the time he started in room service. During his short time in room service I observed his “can do” attitude and his ability to please the guests, both internal and external. His positive attitude and nonstop energy swayed me to hire him as a bellman. Since moving to the bell staff, he has earned quite a reputation for being a charmer and strong team player. I appreciate his willingness and his flexibility in all that he does for Enchantment. **Huean McLean**

Ana Maria Delgado ~ Banquets ~ Server: Ana comes in every day with a positive attitude ready for all the tasks presented to her. Ana has been a big asset to Horacio on the a.m. shift. Ana often volunteers to take on extra tasks that are not necessarily her responsibility such as arranging and displaying food cards for the buffets. Ana is very diligent and requires little to no supervision. Ana, thanks for making mine and the captains jobs easier! **Matt Bailey**

Ananda Le ~ Front Desk ~ Agent: Ananda is a great asset to the front desk. She always acts professional and has a genuine smile on her face. Ananda takes pride in her job and works hard to make sure that each and every guest she interacts with will get Enchantment's best service. In one instance when I was at the front desk I watched Ananda handle a difficult guest situation, the guest was quite upset regarding their room, despite the fact that the guest was yelling at her, she maintained her calm and professional demeanor. The end results were that Ananda made the guest happy with the alternatives she offered and still remained professional. Great job, Ananda. Keep up the good work!! **Huean McLean**

Carol Vance ~ Reservations ~ Coordinator: Carol deserves employee of the month. She is diligent, hardworking, and able to juggle many responsibilities in her role as group coordinator and reservations specialist. Carol's easy going demeanor puts the guests and group contacts at ease, and she is always looking to maximize revenue and alerts me to possible conflicts. She is also the master at opening up room types during this busy season and assists other agents when they can't seem to make a room type available. Good job Carol! **Susan Lisak**

Daniel Stainbrook ~ Room Service ~ Server: Daniel has been working at Enchantment Resort for so long but he still comes to work like his first day with a great attitude. He always shows up on time and is always very willing to pick up any extra shifts that need to be covered. He makes sure that the order is 100% ready before leaving room service and makes sure that the guests are fully satisfied. He is not only a great team player but also is a great representative for the room service. He always checks with his manager regarding their concerns, needs, or questions. He had to work 6 days a week for couple of weeks and he did so without complaining. Is always a pleasure and fun working with him. Thanks Daniel! **Ramazan Menekse**

Mii amo Spa Front of the House

Ivano Zuccolotto ~ Mii amo Café ~ Bartender: Ivano is a dedicated and conscientious employee. He gives 100% effort every day and constantly receives great feedback from guests. He is a pleasure to work with and gets along well with all of the staff. Ivano is a beacon of light that shines upon everyone around him and makes their day a better one. Thank you for your tireless work and dedication to delivering world class service. **Aaron Beaver**

Dana Katz ~ Mii amo ~ Massage Therapist: Dana has been a great help over the last few months and is always willing to extend her shifts and asks if there is anything that she can assist with on a daily basis. Dana has always been a bright beacon of sunshine. She is a true pleasure to work with and always makes sure that she nurtures everyone that comes in contact with her. She has a true gift and her talents are greatly appreciated. **Christine Scott**

Stephanie Lesman ~ Mii amo ~ Massage Therapist: Stephanie brings to work a positive can-do attitude daily. She is always volunteering to come in when we need extra coverage and work late shifts. Stephanie is the first to jump in with an upbeat joke to enhance the mood. While she is a relatively new addition to our staff, Stephanie has emerged herself so that she is well respected by her co-workers and consistently receives compliments from the guests. **Kate Kramer**

Bill Mills ~ Mii amo Culinary ~ AM Cook: Bill has been a morning fixture at Mii amo for quite some time. It is invaluable reassuring to know you have a dependable individual who consistently and willingly takes care of our kitchens for the early morning shift. Bill is always willing to put in an extra shift when I need him to, creating more time for me to keep up with business. Thank you Bill for being a strong asset to our team. **Steve Sicinski**

Jenna Blassi ~ Mii amo ~ Massage Therapist: Jenna has done a phenomenal job in assisting me whenever and where ever she can. She has proven herself time and time again with the guests that she has given treatments and private sessions. She has a wealth of knowledge in her trade but also with regards to the Sedona and Northern Arizona area. Keep up the awesome work Jenna!
Christine Scott

Beverly Fisher ~ Mii amo Café ~ Server: Beverly has done a fantastic job since transferring to the Café. She is always on her A game and the guests all love her! She focuses just as much attention on her team working abilities as she does on her day-to-day functions. She always has a smile on her face and a cheery “hello” waiting for everyone in the wee hours of the morning. Your energy is great Bev! Keep it up! **Christine Scott**