

ENCHANTMENT RESORT

Employee of the Month Nominees - May 2010

Heart of the House

Jose Villa ~ Culinary ~ Cook: Jose is an out going individual whom puts out his best effort daily. Jose always has a great attitude no matter what is asked of him or what situations may arise. Jose works for us from morning till night without complaint and can not do enough to help his co-workers with things they need to accomplish. Thank you Jose for being a huge help to me! **Chef Bill**

Jesus Bivanco ~ Engineering ~ Pool Technician: Jesus has been doing a fantastic job with the pools around the resort and helping the department with the preventive maintenance in the past. Jesus has been part of the team that has helped pass many inspections with glossy results from the Health Department. Jesus is consistent, reliable, and has a great attitude toward guest and staff. We wish you the best of luck on your nomination. Thank you for your dedication and hard work. **Freddy Badilla**

Manuel Casiano ~ Culinary – Steward: Anybody that works with Manuel knows that few words are necessary to describe his work ethic. He knows what needs to be done, does it efficiently, and when Manuel is done with a job and has nothing to do he looks for the next task to tackle. And if any special jobs need to be taken care of, Manuel will get it done. He needs only one explanation and it will always be done correctly! Thank you Manuel!
Uwe Wais

Gustavo Rodriguez~ Landscaping ~Construction Specialist: Gustavo is a great asset to Enchantment. He works quietly and you would have to be told about his latest project or you might not notice it. Lately he has been painstakingly working on the rocks that line the drive way to the clubhouse, other masterpieces of his around the property are the perfectly placed rocks the line the side walk of Deer Trail and the meticulous drainage ditch at the intersection of Javalina Run and Bear Trail. His attention to detail is unsurpassed, but often unobserved. He contributes to the subtle and natural beauty of the resort. **Molly Anderson**

Millie Davis ~ Engineering ~ Administrative Assistant: Millie is a pleasure to work with. Her follow through is greatly appreciated. Every time we call in a banquet repair issue, she relays back to us the status of the repair; fixed, waiting for parts, etc. She understands the urgent nature of some calls and does her best to relay that to her team. She often comes to the area to get a better understanding of the repair/replacement issue so she can best communicate it with a vendor. **Molly Anderson**

Debbie Drake ~ PBX ~ Operator: Debbie has filled some pretty big shoes in a short time and she has done a great job! Debbie transferred to PBX from housekeeping. She has picked up the job tasks very quickly. She is efficient and professional on the radio. **Molly Anderson**

Barbara Haggerty ~ Accounting ~ Income Auditor/General Cashier: It's a little known fact that the Accounting Department is really the FUN department. And who gets to have more FUN than Barb. She gets to count ALL the \$\$\$ every day in her small, cramped, overflowing room. But you know she's having FUN because she ALWAYS has a SMILE. One of the most FUN things she gets to do is call someone when they have made a mistake. That NEVER happens! But she does it cheerfully and courteously, and then follows up however many times it takes to get the situation straightened out. In over three years she has worked all but one weekend and many if not most Holidays, again with her ever-present cheerful attitude. Most people never see her, but she's always here, making sure we have enough cash to operate; making change for all the Front Desk and Food & Beverage staff; balancing out all the tips for all the servers so it gets to their paychecks; and the myriad of other tedious tasks we ask of her day in and day out. A vote for BARB is a vote for the hardworking, under-thanked- because-they're-never-seen employees who keep this Enchantment Ship running smoothly. **Milton Crewse**

Front of the House

Jake Addis ~ Banquets ~ Server: Jake has proven that he understands how efficiency effects the gratuity point by making sure he is doing things right the first time by double checking info, he uses the carts to load multiple items instead of making multiple trips, he is constantly looking for more to do. Jake has a great attitude and has responded to some last minute schedule changes very well. Jake started in February with zero food and beverage experience and zero hotel experience. Jake is proof that a strong work ethic and a positive attitude will produce excellent results. Excellent job Jake!! **Matt Bailey**

Considering that Jake has started with no F+B experience; he has come a long way since starting here In February. I always see Jake working in a focused and expeditious manner. He's always asking the right questions, helping out others, and multi tasking when able to. He has a great attitude and work ethic which will allow him to be very successful at whatever he tackles. Thank you Jake! **Uwe Wais**

Branden Ackerman ~ Food & Beverage ~ Server: Branden has displayed a great deal of professionalism and guest advocacy through multiple schedule changes, working in the various departments within the food and beverage, he has assisted in training new staff members to Enchantment standards. Thank you Branden! **Heather Wilson**

Courtney Grieco ~ Reservations ~ Specialist: Courtney has been a tremendous asset to the reservations department. She is very personable on the phone and has been named on many comment cards. Courtney willingly takes projects like answering emails from info@enchantment, filling out competitor promotion charts, mailing out monthly birthday cards to previous guests, and helping out with gift certificates. Thanks Courtney! **Susan Lisak**

Antonio Mendoza ~ Banquets ~ Server: Antonio is an amazing employee. He is one of the most reliable and dependable persons I have ever had the pleasure to work with. He is extremely resourceful at when making a guest happy. In banquets it is often challenging when we receive special requests because we prepare and order based on the banquet menus. Antonio does not let that stop him when accommodating a guest. He will exhaust all resources before telling a guest he can not provide them with what they asked him for. This is a rare trait in a banquet server! **Molly Anderson**

Mii amo Spa Front of the House

Bill Amos ~ Mii amo ~ Massage Therapist: Bill is so flexible with his schedule. He recently came in for a service that we needed to book because of guest relations. He came in on his day off for one treatment. Bill is very supportive as a team member not to mention that he totally wows our guests. Bill would make a wonderful employee of the month. Thank you so much Bill for all you do for us at Mii amo. **Tonyia Gosik**

Ivano Zuccolotto ~ Mii amo Café – Bartender: Ivano has been a lifesaver in the Café! On multiple occasions, he has come in early or stayed late due to sick calls, etc. He is very flexible with his schedule and never hesitates to help out where needed. On a daily basis, you will see him in the bar, bussing tables, hosting, and out at the pool. He does whatever it takes to keep the Café team running smoothly. Thank you Ivano for everything you do! **Joy Schweitzer**

Jeremiah Horstman ~ Mii amo ~ Locker Room Attendant: Jeremiah is such a great team member! I am always asking him to do things for me. He always has been so gracious and helpful. He consistently receives great remarks from the guest's comment cards. He is just basically a joy to work with all around. Thank you Jeremiah for all you do for us at Mii amo. **Tonyia Gosik**

Scot Soller ~ Mii amo ~ Fitness Instructor: I recently conducted a site inspection with a repeat guest. I picked them up at Mii amo and they could not stop telling me how fantastic Scott was on the Vortex walk, They commented on his passion for Enchantment, Mii amo and Boynton Canyon and his calm energy. They enjoyed the walk with him and inquired as to what other activities he facilitated. I often hear great comments from guests about Scott. **Molly Anderson**

Jennifer Simon ~ Mii amo ~ Coordinator: I would like to nominate Jennie Simon for employee of the month for several reasons. First, for being so flexible with her schedule and being so gracious about changing at the last minute. She also volunteered to help me with groups work and then she was just so proactive and took care of so much without having to be asked. In Mii amo reservations she has started having her own guests that she has responsibility and ownership. In the last group of comment cards she received two very good ones. She is a pleasure to work with and handles extra assignments with a very positive attitude with an "I can do that" response. **Tonyia Gosik**

Joy Schweitzer ~ Mii amo Café ~ Supervisor: Joy was recently promoted to Café Supervisor where she has jumped in and learned the operation fast. The staff at the Café enjoys working with her and she has been a huge support for them while the department is without a Manager. Thank you Joy for willingly taking on the necessary extra duties you have with such sensibility. **Kate Kramer**