

ENCHANTMENT RESORT

Distinguished Service Team - Nominees - November 2006

Front of the House

Sacha Barnett – Room Service – Server: Sacha's attention to detail is the key to our room service operation. She is very organized, dependable, and always courteous to everybody. She is as cheery at 5:45am as she is at 2:30pm, and I can schedule her opening as well as closing the department, and I'm comfortable at the fact that room service department will run smoothly with her presence. **Dani Djamal**

Crystal Sincoff – Front Desk – Supervisor: Crystal started at the desk last January. She has done a great job the past 11 Months. She is one of the most caring people I have been around in along time. She is always helping a guest or one of her co-workers. She brought to one of her co-workers a cart with wheels so it would make it easier for her to go to the grocery store. She is always looking out for her co-workers or the guest. Thanks a lot for all of your sincere help. You're the best. **Ricardo Davila**

Nichole Charlan – PBX – Operator: Nicky is a very hard working and dedicated employee. She is willing to work whenever needed. She will work late, come in early or come in on her days off. If you give Nicky something to take care of you can depend on her to follow thru until it's 100% complete. Thanks Nicky!
Ricardo Davila

Edgardo Miralles – Room Service – Server: is relentless, a savior, and always on-the-move. He functions as two-employees-in-one, because of his agility and accuracy delivering services to our guests. He always has smiles wherever he goes. He keeps toast warm in the warmer for delivery, and has excellent handwritings for our amenity cards. These little things make big differences in our operation. **Dani Djamal**

Rene Bismanos – Room Service – Server: Who else can I nominate that's as hardworking, fast, and dependable as Rene? In addition to room service, he fills in Yavapai and Banquet shifts too, and other managers are never hesitant to ask for his help in emergency. When we were really busy, his smile never went away amidst back-to-back scheduling. And he cleans our little room service department like nobody else. Do you know how tedious it is to clean each one of the buttons on computer keyboard? **Dani Djamal**

ENCHANTMENT RESORT

Distinguished Service Team - Nominees - November, 2006

Heart of the House

Gudrun Ernstberger – Sales & Marketing – Coordinator: Gudrun has become a “best resource” for many departments looking for assistance with graphic design projects. In addition to her talents in using various forms of publishing software, Gudrun represents the Public Relations and Marketing efforts for Enchantment, Mii amo and the Tides Inn with great care and professionalism. Her attention to deadlines and getting facts straight takes no back seat to her constant desire to know everything about the services we offer and how guests can enjoy them. Gudrun is a solid communicator to the media on our behalf and I’m grateful for her contributions every day. **Alexa Hokanson**

Scott Morrow – Accounting – IT Assistant: People who make history deserve their due recognition. A new chapter in Enchantment and Mii amo’s history was crafted in November 2006. For the first time in almost 9 years I was able to take a vacation without having to have my cell phone crazy-glued to my ear solving problems back at the resort. This was only possible because of the dedicated commitment and talents of one man, Scott Morrow!

For the first time I was actually able to relax, de-stress, and enjoy Disney World. My blood pressure finally approached normal ranges. I was even nice to Mickey this year. Good thing he didn’t remember me from last year. Even more amazing, I did return from vacation with the last 7 hairs remaining on the top of my head that were there when I started my vacation. Scott did trick me with a Happy Birthday cell-phone call, you know what a kidder he can be.

Scott took ownership of the dreaded pager like a Jedi Knight cranking up his Light Sword. As he was driving home from work he was throwing it out the window of his car. As it’s flying out the window it goes off. Anyone else would have just let it fly out and hope the car behind runs over it to silence it. Not Scott, he says to himself “Hey the resort needs me!” He slams on his brakes, backs up, jumps outta his car in traffic, grabs the pager, and calls the resort. In reality it was just Matt Bailey asking Scott to stop by his house and feed his dogs. But because of Scott’s commitment, Matt’s dogs did not go hungry! Okay, I made up this paragraph but all the rest is true, and that is what Scott would’ve done. He really did handle all of our IT situations and the needs of our staff and guests, which most of the time is quite demanding.

If I may quote other great people who’ve left their mark on the pages of history:

“If the glove doesn’t fit you must acquit!” -Johnnie Cochran

“The only way we can win is to leave before the job is done.” -George W. Bush

In all due seriousness I implore you my fellow Enchantonians (and Mii amo) to give Scott the recognition and appreciation he deserves for a job well done and for his ongoing positive contribution to the history and well being of both Enchantment and Mii amo! **Bob Gassick**

Scott is our “go to person” for all our problems with computer, printers and anything else we can get him to look at for us. He always is very timely when we make our requests and always checks back with us to make sure everything is working correctly. We also rely on him to assist us with guest requests when they have computer issues. We so appreciate being able to deliver our problems to someone who accepts them with a smile and a “Sure I’ll get right on that” response. He also has assisted with our employees computers on his own time at home to help them out with their computer problems as well. He is always a joy to be around and even on the worst days still manages to smile. I think all these things would make him a great employee of the month for the resort. **Tonyia Gosik**

I would like to nominate Scott Morrow for Employee of the month. When I mentioned to my staff during inventory that I would be nominating him, they all ENTHUSIASTICALLY told me things they wanted included as they feel he is most deserving. Scott will come to assist at a moments notice, you call and he'll show up. That is so important when you are experiencing problems with the computers in the store and have a guest trying to depart in a hurry. He is always pleasant and more than happy to help. And of course we love that sense of humor! Thanks Scott for your continued assistance, patience and mostly for always making us smile. **Kelly Dunagan-Johnson**

Scott is always upbeat and willing to assist when needed. Whether there is a printer, fax machine or computer that is not working you can count on Scott to save the day! He is always quick to respond to guest requests and needs for assistance with the in room internet and does it with a smile! Thanks for all you do Scott it doesn't go unnoticed! **Tara Cline**

Scott recently had to cover all duties of the IT Department while Bob Gassick was on vacation. Scott held the fort in an outstanding fashion. But this is what I've come to expect from our "Son of the home star" Scott's "can do" & helpful manner is what has enabled him to advance so quickly in his position & job skill lead. He is always willing to learn more about my needs so he can take some work load off me & my department. His high morale is infectious & we always appreciate his visits to Engineering. Thank you Scotty; you are an inspiration & a pleasure to work with. **Mike Stackwick**

Marilene Muller – Housekeeping – Team Leader: Anyone who has come in contact with Marilene would have to agree that her positive attitude is down right infectious. Marilene helps out in banquets a lot, on top of her already full schedule in housekeeping. She is one of the first people I recruit when looking for additional staff. Marilene is great with the guests and coworkers alike. She will run with any task thrown at her with such enthusiasm. Marilene is absolutely a four star employee! **Matt Bailey**

Sarah Gonzalez – Housekeeping – Spa Attendant: does a great job of keeping everything looking fresh and clean here at the spa. She brings tremendous attention to detail, and is meticulous in making sure that no spot is left behind. Sarah's bright smile makes her a true pleasure to have at the spa. Thank you Sarah for all that you do! **Mary Low**

David Lucas – Engineering – Room Engineer: David has been extremely diligent to monitor our eucalyptus steam rooms. It has been so great to have him take care of this without us having to ask, or calling engineering because it is out. He ensures we have supply available and requests reorders in a timely manner. David ha also been very helpful with the unusual challenges that the spa presents. Thank you David! **Deborah Waldvogel**

Eduardo Garcia – Engineering - HVAC Technician: Eduardo has amazing technical skills. In the few months that he has been with us , he has used those skills to perform beyond his job description, voluntarily taking on assignments unsolicited, he has saved us money by doing work normally contracted out. He has improved safety & jobsite conditions. He always performs a task beyond what is expected. He finds no job unpleasant nor too challenging. Eduardo has wasted no time to proving his worth to his co-workers & the resort thank you Eduardo, for your professionalism and fine spirit. It is a pleasure to work with you each day!
Mike Stackwick

Olga Cervantes - Housekeeping – Lobby Attendant: It's always great to see Olga in the morning. She makes sure that the public areas in the Clubhouse are clean for guests to enjoy the rest of the day. She always has that enthusiastic 'good morning' cheer at 5:30am, and that's not easy for most people. All of us in Yavapai depend on Olga to 'open' our restaurant to our guests, and she never disappoints. **Dani Djamal**

Mii amo

Distinguished Service Team - Nominees - November 2006

Front of the House

David Wrocklage – Spa – Massage Therapist: In addition to being an excellent therapist, David excels at creating great guest experiences. He is personable, caring and professional, not only with our guests but also with our Mii amo team. He has excellent work habits, usually being the first to arrive for the morning shift. He keeps his work areas beautifully neat and orderly. Thank you David, for all that you do. **Mary Low**

Allison Culpepper – Spa - Aesthetician - Reid is such a pleasure to have in the spa. She is a skilled Aesthetician and has a wonderful manner with guests. When it comes to making changes to her schedule, Reid is extremely accommodating to guests, as well as other staff. She has spent many extra hours in learning all of our wet treatments, which helps greatly in booking treatments. She is a real team player. Thank you Reid! **Mary Low**

Jacinta Bahe-Davila – Spa - Coordinator: Jacinta has really grown in her position over the past few months. She is confident and friendly, willing to take on situations and correct errors as they arise. Jacinta is taking initiatives to ensure particular front desk duties are handled completely and accurately. She has become very attentive to details, especially with our registration cards, ensuring the guests' first interactions with the front desk upon arrival are positive. Thank you, Jacinta! **Deborah Waldvogel**

Raufa Magid – Spa – Massage Therapist: Raufa recently had a major medical procedure. In preparation for this, she was extremely supportive in training other staff to perform her "specialties". I so appreciated her efforts to ensure we could fulfill the services we had scheduled and requests that came in during her absence. She returned on a limited basis to perform readings shortly after her surgery and has been a true gem to accommodate numerous requests from guests. We are very fortunate to have her on our team. **Deborah Waldvogel**