

# **ENCHANTMENT RESORT**

## **Distinguished Service Team - Nominees – November 2007**

### **Front of the House**

**Alfredo Villalpando – Dining Room – AM Server:** Alfredo is an extraordinary example of a person who you can count on for anything you ask of him, if he has not already done it. He has been with us for 9yrs+ and still going strong. I feel that he should be employee of the month (Actually employee of the Year) for years of hard work and commitment to Enchantment. Thank you Simba!!!! **Kelly Leo**

**Benjamin Bigelow – Bellstaff – Bellperson:** I would like to nominate Benjamin Bigelow for his hard work and continuous dedication to the Bell staff. For just under a year I have worked with Ben and ever since starting here he has proven himself time after time to be an essential part of Enchantment Resort and to the bell staff team. Ben has a unique way with customer service and month after month his name continuously shows up on comment cards. I feel he should be recognized for his impeccable service. **Huean McLean**

**Richard Reeves – Safety & Security – Shuttle Driver:** Richard is a great asset to the Shuttle Department. He goes above and beyond to ensure that the guest's needs are fulfilled. He is definitely a team player and a positive role model to his fellow co-workers. He on a daily basis performs his duties at an outstanding level. He does this by ensuring that the employees who ride the shuttle back and forth to work are comfortable and happy. He has a personality that makes anyone who is around him happy. Thank you for your hard work and dedication to the Enchantment Resort. **Fred Wadsworth**

**Brianna Boehm – Activities: Counselor/Concierge:** Brianna is everywhere. She has been a tremendous help to the entire activities department as well as to several other departments this fall as we have been short staffed and very busy. Brianna can be seen working the tennis shop, the concierge desk, and greeting guests with the bellman all on the same day. She willingly has taken up the daunting task of learning the ins and outs of being a concierge, in order to help out while we are understaffed in that department. I am so impressed with her flexibility and how hard she works; everything she does is done with excellence. Thank you Brianna for always giving your best! **Lacey Pedersen**



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### Heart of the House

**Miguel Salas – Housekeeping - Carpet Cleaner:** You never have to follow behind Miguel to see if the job is done, **you can count on it.** He is self motivated and is always willing to help in any area of housekeeping or in other departments when needed. Miguel cleans carpeting and floors in the rooms, he also hangs drapery, repairs vacuums and the list goes on and on. We all depend on him daily. Thank you Miguel for everything you do, our department would not be the same without you. **Jill Madzik**

**Michele Fitzpatrick – Engineering – Administrative Assistant:** As my last nomination for Employee of the Month at Enchantment Resort, nothing would make me happier than to see Michele win Employee of the Month. She has certainly deserved it every time she has been nominated and even when she hasn't. I hired Michele in 2006 knowing she would be a tremendous asset during the transition from Andy Robertson to Rick Villagomez and she has **NEVER** disappointed me. I don't think I need to tell anyone at this resort what a terrific job she does every day, above and beyond what is expected of her. Michele never fails to deliver what is expected, when it is expected. She often is already thinking of what I want before I can think of it myself. Her devotion to Enchantment is commendable. She is always willing to help every employee, vendor, or guest in any way that she can. **Mike Stackwick**

**Linda Surakus – Purchasing – Assistant:** Although I have only been here a short time, Linda has impressed me with her dedication to her position and the resort. She is very friendly and helpful and is always willing to lend a hand to anyone at anytime. I think Linda personifies what an Employee of the Month truly is. Please consider my recommendation for this honor for Linda Surakus. **Doug La Pierre**

**Manuel Baldenegro – Engineering – Room Engineer:** A couple of Sundays ago we were having trouble with the electronic locks at the Boutique. I called and asked for Engineering and got to Manuel. What I asked him to do was a little unconventional but he did it, got in to the store and we managed to resume operations as normal. Manuel thank you for taking a crazy request and running with it. **Kelly Dunagan-Johnson**

**Roberto Ramirez- Oasis – Cafeteria Attendant:** What a difference Roberto has made to the dining experience in Oasis! Everything is clean and orderly because of the care and pride he takes in his job. He is always busy but never too busy to say hello. Thank you so much Roberto for the outstanding job you are doing and for making such a positive difference here at the resort. We appreciate you! **Tonyia Gosik**

## **Mii AMO**

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### **Front of the House**

**Lynette Bazzill – Spa – Massage Therapist:** Lynette has been a therapist at Mii amo for the past year and consistently receives outstanding comments from guests. She has a strong background in many forms of massage and bodywork offered at Mii amo and performs all body treatments offered as well. Her ability to meet guest needs during custom massages is heard on guest comment surveys. Lynette works well with all staff members and is highly regarded by all members of her team. When extra shifts are needed, Lynette can be counted on to help whenever possible. She works well without supervision and assists others when needed. Without a doubt, her best attribute is the smile she wears regardless of how many treatments she's given or how many shifts she's had to work. **Randy Rudloff**

**Susan Wolfe – Spa – Reservations Coordinator:** I have only worked with Susan for a short time but during that time I have noticed her unyielding desire to make each guests' stay an unforgettable memory. When she feels there may be an issue with a guest, Susan does her best to alert all staff so situations can be avoided. Guests find her pleasant, reliable and a pleasure to work with. On more than one occasion guests have actually come to the front desk and asked to meet her. Susan is an asset to our team! **Jennifer Fishell**

**Barbara Boic – Mii amo Boutique – Sales Associate:** Barbara remains a steady positive influence at the Mii amo Boutique. Barbara consistently exceeds our guests' expectations. Everyone who meets her comments on how gracious she is. Barbara is highly motivated and forward thinking. She is very involved in store operation and is always willing to assist with any project. Barbara, thank you for your continuous support! **Amy McMurry**

I would like to nominate Barbara Boic for employee of the month. Barbara has to be one of the most professional women I have ever met. She greets each guest warmly and goes above and beyond to assist them with their needs. Many times, several times a day, I have to ask for assistance in the boutique. Barbara is always the first to offer to help me and again goes above and beyond what is expected. She is truly employee of the month material. We are so blessed to have her on our staff here at Mii amo. **Tonyia Gosik**

**JoAnn Rongo – Mii amo - Massage Therapist:** I would like to nominate JoAnn Rongo as employee of the month. JoAnn continues to lead by example. Her warmth and her ability to nurture our guests have many of them returning again and again so they can experience her massage. JoAnn was influential in our adding the new Flower Essence Bath to our spa menu and many guests have let us know how much they enjoyed the service. She did much of the research for this service on her own time. She holds a very high standard for providing her services and trains with our new staff members to the same standards. Thank you JoAnn for all that you have given to the guests and the staff here at Mii amo. **Tonyia Gosik**