

EMPLOYEE OF THE MONTH NOMINATIONS NOVEMBER- 2008

HEART OF THE HOUSE

Shelly Knox – Accounting – Lead Supervisor: Shelly is incredibly contentious when it comes to making sure that that our staff is paid correctly and that vendors are paid correctly. In Conference Services we deal with multiple vendors including musicians, magicians, rental companies and florists. Many of them depend on getting paid the night they perform or shortly there after. Shelly is always following up with Jessica and myself to make sure that we have everything we need to keep the vendors happy. I know that she is equally dedicated to our own employees and she always has a GREAT attitude no matter who is speaking with her.
Molly Anderson

Justin Feurino – Purchasing – Warehouse Clerk: Justin has really been doing an outstanding job. He takes his position with us very seriously and has really stepped up in all areas. He truly is a team player who has taken the time to help train our new employees. He gets numerous compliments from Department Heads on his service levels and will do whatever is asked of him. For these reasons and others, I believe Justin should be named Employee of the Month for November 2008. Thank you Justin! **Doug La Pierre**

Steve Broe – Engineering – Room Engineer: Steve has been an outstanding worker, not only with guests but with the staff as well. He is currently in the 2nd shift and his ability to handle guest issues when most of us are gone is very impressive to say the least. He is someone that you can count on to get things done at any given time. His friendly attitude is displayed every day with a smile and even when he is confronted with a challenge, it doesn't faze him. He just gets it done with great results. Steve is consistent with his work load and it is truly a pleasure working with him. Thanks to Steve, while most of the resort is at their home in the evenings, he is taking care of business here. Thank you for all you do. The resort is very fortunate to have him aboard. Without a doubt I definitely believe that Steve deserves to be the next "Employee of the Month."
Freddy Badilla

Jonathan Haney - Purchasing - Warehouse Supervisor: John has been great. Since his promotion to warehouse supervisor, he has taken the lead with the warehouse staff by showing his great sense of humor using it to motivate the staff. He always has a positive outlook and is well liked by everyone on property. He has listened to my concerns and shown great improvement in both delivery times and customer satisfaction. The warehouse looks great and it mostly has to do with Jonathan. **Doug LaPierre**

Nicole Charlan – PBX- Operator: Nickey has really stepped up in the last few months. She is eager to help with side projects in this slow period and I've noticed that she brings in little treats for everyone in the office on Holidays as well as random occasions. She makes delicious candy apples! Thank you Nickey! You're awesome. **Brianna Gee**

FRONT OF THE HOUSE

Sandra Garcia – Front Desk – Agent: Sandra is always smiling and incredibly helpful to guests. Every time I walk into the lobby she is quick to say hello with a big smile on her face. She does an amazing job at accommodating all guest requests and keeps her cool in difficult situations. Sandra has the amazing ability to turn moments into memories. She is a pleasure to work around! **Jennifer Fishell**

John Meyers – Activities – Hiking Guide: John is such an asset to the Mii amo team. He is always willing to add an additional hike to accommodate guests, even if it's his day off! Because John is so knowledgeable about the area, guests who go on his guided hikes have nothing but positive comments. He has excellent guest service skills and always keeps a smile on his face! **Jennifer Fishell**

Cristina Eni – Front Desk – Agent: Cris has been an amazing asset to our team. She is very knowledgeable and is always eager to learn more and take on more responsibilities. She is always more than willing to be flexible with scheduling. For instance last month she covered Shaun's vacation. For 3 weeks she jumped in as a Night Audit in his place. Thank you so much for all you do! We'll miss you come March! **Briana Gee**

Ricardo Flores – Safety & Security – Security: On November 7, 2008 Albert Erlitz and Donna Ellis, who were visiting Sedona from Mesa, parked at Deadman's Pass Trail Head and hiked into Boynton Canyon. They were separated and Ms. Ellis broke her foot. She was able to get back to her car and drove into Sedona to get help to find her friend that had not returned back to their car. After getting some help she returned back to the trail head and awaited the Yavapai County Sheriff's Office Search and Rescue. They contacted Ricardo at the Front Gate who gave them access to the back Enchantment Circle gate for their search. They searched for a while but had to call off the search until morning due to it getting dark and getting too cold. Ricardo kept in contact with Ms. Ellis during the entire time until he went home at 11:00 p.m. When he returned the next morning at 7:00 a.m. for work he assisted the Yavapai County Sheriff's Office Search and Rescue in setting up a command post at Enchantment Circle. They were able to locate Mr. Erlitz back in Boynton Canyon later that morning and had to air lift him to Enchantment Circle where Ricardo had a helicopter landing site set up. From this location another helicopter picked up Mr. Erlitz and transported him to the Flagstaff Medical Center where he was experiencing heart and kidney failure from being stranded in Boynton Canyon over night. Both Ms. Ellis and Mr. Erlitz are recovering from their injuries but were very thankful in a letter sent to the Enchantment Resort and the other agencies involved in this incident for the assistance that they received in this matter. They also indicated that a copy of the letter would be sent to the Red Rock News and closed out the letter by saying to all that assisted "These men and women are what make our state one of the best in the country." I was very proud of how Ricardo handled himself in this incident and he impresses me for all the good he does here at the Enchantment Resort on a daily basis. Thank you, **Fred Wadsworth**

Patty Accario – Reservations – Agent: Patty is absolutely wonderful to work with. With groups calling in to make changes to their rooming list, Patty always passes on important information to me directly to make sure I also am in the loop with the current information. Clients consistently make positive remarks about how wonderful Patty is to work with and often write her personal letters thanking her for all of the outstanding service she provided them with. Patty is reliable and on top of her work, thus making her a perfect candidate for Employee of the Month **Jessica Caldwell**

Mii AMO SPA

Francine Schock – Mii amo – Prep Attendant: Francine has shown to be a true support system for our therapists, which is particularly important through the management transition. She consistently holds a positive “can do” attitude and proactively takes care of work that has to be done without being asked. Her careful attention to detail represents her knowledge of the inter-workings of the spa enhancing its overall well-being. Francine encourages the staff to work together, and the staff feels that she genuinely cares. She also takes on additional responsibilities when Kirsten has days off, allowing the staff from other departments to know that everything will run smoothly. **Kate Kramer**

Dana Katz - Massage Therapist: I wanted to nominate Dana for employee of the month for a number of reasons. First of all she is without a doubt one of the nicest people I know. Dana is always what I consider to be the essence of a true Mii amo employee. She is very conscientious and always puts the guest first. She is also a great team player. I see her helping out others all the time. When Dana is not working as massage therapist, she checks in to see if there is something else she can do that would be helpful. It is a pleasure to work with Dana. She brings love and joy to everyone around her. **Tonyia Gosik**

Nicole Plante – Mii amo Kitchen – Cook: Nicole started in the kitchen as an intern and has really stepped up to the challenges. She has taken on all types of roles and is doing a wonderful job for us. We are so thankful to have her as part of our team. Thank you Nicole for all your hard work! **Chef Steve Sicinski**

Scot Soller – Activities -Fitness Instructor: Scot has been very flexible with his schedule coming in on his days off and re-arranging his entire schedule to accommodate guests with specific requests. He also does a great job of working with difficult guests. He is approachable and enjoys working with his team. Each day Scot comes to work with a smile and a positive attitude. For these reasons and many more, I would like to nominate Scot for Employee of the Month.

Joy Schweitzer

Lynette Bazzill – Massage Therapist: I would like to nominate Lynette for her consistency and dependability. She is regularly among the most requested therapists from our guests and I can not remember a time when I received negative feedback from one of her services. Lynette can also be depended on by other employees. She is never late for her shifts or picking up guests for their treatments and usually stays for her entire scheduled shift. She has helped to stock laundry in the prep room when Mii amo was running short these past couple of weeks and jumps in to prepare rooms for other therapists when needed. **Kate Kramer**