

EMPLOYEE OF THE MONTH NOMINATIONS

NOVEMBER- 2009

HEART OF THE HOUSE

Gustavo Rodriguez – Landscaping- Specialist: Gustavo is so very pleasant. When I am doing a site inspection he always greets the guests with his wonderful smile and twinkle in his eye. He is aware of his surroundings and stops what ever he is doing when we are around him with a client. His work is also impressive. Right now he is working on beautifying a ditch – yes making a ditch beautiful. He is an artist with rock work. Thank you for making our resort more beautiful every day you work! **Molly Anderson**

Saul Gomez-Najera – Culinary – Baker/Cook: Saul is who we call the man of all tasks. Not only does he bake all the breads, muffins, granola, cakes, pies, and ice creams, he also gets called upon at any given moment with no notice to cook breakfast, lunch, or even work in banquets. Some days Saul will do his baking in 3 hours so he can cover a station for lunch because we are short handed or a colleague is sick. He is truly a team player and he makes everything that he has worked hard for look easy. Saul is one person you want to have on your team. Thanks!! **Chef Steve**

Anybody that works in the kitchen knows about Saul. No matter which position he is staffing that day, the job will get done. And in the case of Saul, that would be Pastry, Tii Gavo, breakfast, banquets, and many times he will take care of other projects that are not part of his immediate job that shift. No matter where he is placed, he does the job with 100% efficiency and enthusiasm. Thank you Saul! **Uwe Wais**

Enrique Lopez-Perez – Housekeeping – Window Cleaner: I refer to Enrique as “our glass guy” when ever I need the windows cleaned in a meeting room. Enrique had to work very hard to get all of the new glass in the new meeting space cleaned – with all of the marks from installation and the workers in and around the space it was a never ending project that he had to juggle in between all of his other glass cleaning responsibilities around Enchantment and Mii amo. Imagine – 50 new glass doors, 26 clerestory windows, and 8 windows. Enrique is often pulled from his glass cleaning responsibilities to fill in for a houseman that has called out. Thanks Enrique! **Molly Anderson**

David Davis – Landscaping – Groundskeeper: David actually comes by my office to find out about event schedules to ensure function spaces are prioritized. I get updates all the time and its much appreciated. David is diligent about picking up trash and taking care of things that are not in his assigned area. I have seen David out on the roadway picking up trash as far out as the first stop sign, to ensure that the first thing our guests notice on arrival isn't a littered entry way. David is very cooperative with special requests, as well as tasks that fall outside his job description. Thanks David! **Matt Bailey**

Ben Trimble – Engineering – HVAC Technician: Ben went above & beyond in solving multiple engineering problems in Tii Gavo. He is always friendly and willing to access a problem and offer a timely solution. Thanks! **Heather Wilson**

Landon Pearson – Engineering – Room Engineer: Landon was a lifesaver the other night when the sound system in the new Agave ballroom went out during an important event. Since this building is so new, staff members are not completely familiar with how the system works and how it operates. When the sound system froze, Landon and his team were quick to respond and fix the problem without having previous training on how to do so. The sound was only delayed for a minimal amount of time, and the event continued successfully without much disruption. Thanks Landon for coming to the rescue and problem solving without direction! **Jessica Caldwell**

Sofia Gonzalez - Housekeeping – Laundry & Public Areas Attendant: Sophia is one of the sweetest people ~ that is not the only reason I am nominating her. Sophia works in laundry and does a great job there – Jill told me so – and she is also the relief public area person in the evening. She is very thorough in her duties and I appreciate that. **Molly Anderson**

FRONT OF THE HOUSE

Devereaux Smullens – Yavapai – Hostess: Dev has been a great extra banquet server when her hostess shift allows it. She was responsible for the Arrington Watkins Hospitality Suite and she was very proactive and they commented on how attentive and competent she was. *Their* words – not mine. I often call the restaurant with questions and requests and I appreciate her follow through every time. Most recently she assisted with a last minute wedding cake order ~ and when I made a change to the order she communicated with Barry that the bride had changed her mind on the flavor of the cake. Dev is very aware of her surroundings and what is going on at all times. Thanks for all your help!!! **Molly Anderson**

Ana Maria Delgado – Banquets – Server: Ana comes in everyday ready to do what ever is asked of her. She has been very flexible with schedule changes and often volunteers to take on tasks that others avoid. Ana has been working diligently on learning ways to enhance our presentations at events. Ana recently asked me to xerox some copies of a handout that demonstrates different napkin folds so she could take it home and practice! Ana also takes extra time each day to pick up around the banquet area, and make sure things are stored properly. Ana is a tremendous asset to the operation and is greatly appreciated. **Matt Bailey**

Ana is an incredible asset to both banquets and Enchantment Resort. Ana is always here, quietly working and taking care of business, and working well together with the rest of the team. She keeps everything organized and cleaned, and has a great attitude, no matter how busy or stressful the day was. Ana goes above and beyond what is expected of her, trying to improve upon her skills and learning new things that pertain to her job. Thank you Ana. **Uwe Wais**

Kathy Haney – Concierge – Lead Concierge: Kathy is always a great help to guests, and employees alike. Recently the C&CS and Sales Departments had a meeting to update all of their vendor information... a lot of which was very outdated. We asked for Kathy's assistance to help update the shared documents relating to transportation, off-site activities, etc., that groups would be interested in as well as leisure guests. Kathy was quick to respond and put in the extra time to help us update these files. This information will be very useful for us to send out to groups and to capture new business. Thanks Kathy for your teamwork and contribution! **Jessica Caldwell**

Laura Jones – Front Desk – Night Audit: My nickname for Laura is "Rio" (as in the Duran Duran song); she is always available for assistance at closing time, helpful & knowledgeable with a smile! **Heather Wilson**

Mii AMO SPA

Francine Schock – Mii amo – Prep Attendant: Francine truly is the keeper of the second floor. She is very well respected by all her fellow employees and manager. There are so many things that she does to help keep the second floor running well. When you ask Francine to complete a task, there is no doubt that she will complete it with precision. Thank you Francine for all your hard work & dedication to your job! **Joy Schweitzer**

Bill Amos – Mii amo – Massage Therapist: I don't even know where to start with Bill. He is so easy to work with. He takes an active approach to working at Mii amo. He always looks ahead to see where business demands are high and offers to come in early, stay late, or add a shift. He makes our job so much easier. He works with some of the most challenging guests and is able to turn them around and make them enjoy their stay – or if not their stay, at least their massage. There is just something about him that our guests really enjoy. For these reasons and so many more, Bill deserves EOM for November. **Joy Schweitzer**

Angela Waldron – Mii amo Café – Server: After being in the Café for the past several months and getting the opportunity to meet guest who are returning, I have been in awe at the guests she remembers and those who remember her. They are always happy to see her here and often request her as their server. I feel this speaks to her ability to create those lasting moments to our guests and one of the reasons they continue to return. Thank you for everything you do!
Kimberly Weber

Daniel Bogran – Mii amo Culinary – Cook: Daniel is a model of consistency when it come to the work place. Not only are his everyday tasks handled with ease and enthusiasm, but his attitude toward the kitchen and others really put him over the top. He is always pleasant to be around. His humorous personality really makes working a pleasure, and breaks the tension and stress of a busy kitchen in a positive manner. He can really take the edge off, and at the same time continue to put out superior product for our guests. This mix of talent really creates a proven successful combination, and I am happy to have him on my team. **Steve Sicinski**

Heather Strutz – Mii amo – Locker Attendant: Heather has proven to be an extremely dependable employee. She is ready to work her shift on time and is flexible with her schedule to fit business needs. The lounge is consistently well stocked and very clean during her shift. Heather also makes it a point to be available to guests as they enter the lounge and receives positive feedback for her extra assistance. When a question comes up that she can't answer, Heather goes out of her way to find the answer for the guest. Thank you for all your hard work!
Kate Kramer