

EMPLOYEE OF THE MONTH NOMINATIONS

NOVEMBER- 2010

HEART OF THE HOUSE

Gladys Montenegro ~ Housekeeping ~ Lobby/Public Areas Attendant: Gladys is a great asset to the housekeeping team. She is on top of things and great about communicating any problems she sees such as a leaking faucet, or a light that needs to be replaced in the meeting room/bathroom areas. She asks me almost on a daily basis what events are taking place and if she needs to pay close attention to a certain area at a specific time. In addition to this, she is always in a cheerful mood and smiling! **Jessica DeStefano**

Justine Chirichella ~ Culinary ~ Cook: Justine is one of those employees that every manager wants to have in their departments. She is never stressed, is always willing to do anything that's needs to be done. Recently, she had a couple of orders to make and I had to tell her to fix another order for an unsatisfied guest. She did so without skipping a beat and commented that she wanted to make sure that the guest was pleased with the order. She is also a great teacher in the kitchen. She has been teaching and helping her other coworkers and doing a great job on that, too. Thanks Justine for the great job. **Ramazan Menekse**

Frank Allen ~ Engineering ~ Supervisor: Frank has been our go-to guy for just about every thing that is needed. He recently did a lot of work in the new accounting offices and was able to meet their timeline. He has again displayed his professionalism from his finished product and has a great attitude toward any job that is assigned to him. He has done an outstanding job throughout the resort and there is no doubt that he can take on any challenge. He always gives 100% with a positive outcome. It's my pleasure to nominate an employee with so many talents. Thank you, Frank, for all your hard work! **Freddy Badilla**

Tim Wilson ~ Culinary ~ Steward/Cafeteria Attendant: Tim is another person with a great attitude. He will do whatever Bill asks of him. He has been working doubles and extra days filling shifts in the Yavapai Kitchen, Oasis Kitchen and covers the Oasis when Roberto is off. He cares about his co-workers. He does a thorough job when it is his turn to clean the cafeteria. He worries about bellmen and security when they get called away from their meals; he leaves the meal there in hopes that they will return when they have time. **Molly Anderson**

Edward Villa ~ Engineering ~ Room Call Engineer: Eddie has not been with us for very long, but he has made a big impact in the department and the resort. He is a fast learner with a great attitude. He is well liked by many and respected for his enthusiasm toward his job. His ability to respond to any guest need is to be admired. He has been a great addition to our staff and we are certainly a better group with him aboard. Thank you, Eddie, for your hard work and for taking good care of our guest in such a professional manner. **Freddy Badilla**

FRONT OF THE HOUSE

Dawn Kaseoru ~ Guest Services ~ Concierge: I've had the pleasure of working with Dawn and she was one of my best hostesses ever. She did a great job with us and has recently transferred to Concierge. She's continuing to do a wonderful job there, too. I have noticed that there have been some great comments from guests since she has transferred to Concierge. She is a wonderful fit to the existing Concierge team and they are happy to have the opportunity to add her to their team. Thanks, Dawn, for doing such a great job! **Ramazan Menekse**

Jessica Smart ~ F&B ~ Supervisor: Jessica is amazing! She is always going out of her way to meet and greet every guest that she comes in contact with. I always get so excited when I call to make a VIP reservation and Jessica answers because I know she is going to go above and beyond to ensure that experience is amazing! Jessica is a team player! She is an asset to this company and I am very lucky to have the opportunity of working with her. Thank you Jessica! You are a true ROCK STAR.
Jacqi Marth

Ananda Le ~ Guest Services ~ Front Desk Agent: Ananda has been with us for a short period of time but she has been getting good comments from guests about the service she provides. Recently we had some guests who said that Ananda was so sweet and took very good care of them. The guests requested that she should be nominated for employee of the month. Thanks Ananda! **Bri Gee**

Ingrid Szabo ~ Retail ~ Sales Associate: This past month Ingrid went above and beyond to assist the department with shift coverage. On several occasions, Ingrid shuffled her schedule at her other job to accommodate the extra shifts here at Enchantment. She worked doubles, back to back night and morning shifts and I am not sure she took a day off last month. I never had to ask Ingrid to work an extra shift. When she saw the struggles with staffing she immediately came to me, with her cheerful positive attitude, offering to assist in any way she could. I don't know what we would have done without her!
Amy McMurry

Devereux Smullens ~ Banquets ~ Server: Dev has been a super star in banquets. She has stepped up to every bit of added responsibility we have thrown at her in the evenings. She trained very willingly and quickly to become a bartender and has done a great job at that and has been involved in training our two new bartenders. She has been willing to pick up extra shifts day or night and help for last minute internal bookings. When Jutta went out on Maternity leave, it was in the middle of a very busy October and Dev stepped up and assumed a more active roll with the guests when we had multiple groups and no Banquet Captain. Thank you Dev! **Molly Anderson**

Sergio Machado ~ Banquets ~ Server: Sergio is a very hard worker. When he joined the banquet team he did not have any serving experience but Matt felt that he had the right attitude and that he was physically strong enough to learn to carry a tray and move banquet equipment during set up and tear down. Sergio is a great team player, willing to do anything you ask of him and he anticipates the next step. When he is a back server, he assists the front server. When he hears a guest at the table ask the server for a beverage from the bar, Sergio is at the bar getting the drink before the server gets to the bar. Sergio recently helped Andrew in the kitchen when he was cooking dinner for Housekeeping. He is willing to step up and do anything that is asked. He is great with the guests and does a fantastic job passing hors d'oeuvres. Thanks, Sergio! **Molly Anderson**

Damaris Esquer ~ F&B ~ Food Expediter: Damaris started working with us in March as a hostess, moved up to Server Assistant and is now a Food Runner for Yavapai. She has a great attitude and comes to work happy everyday. She makes sure that her station is clean and ready to when she comes in and keeps everything clean while maintaining the best service the guests could ever get. She pays close attention to the tickets for the first and/or second courses and/or any additional requested items need to go with the same plate. She never leaves without making sure that the pm crew has everything they need. She also has great communication skills with both the cooks and the servers. There have been several very good comments from the guests about her service. It is always a pleasure to work with her and I truly believe she deserves the honor of Employee of The Month. **Ramazan Menekse**

Mii AMO SPA

Judy Head ~ Mii amo ~ Reservations: Judy has been working soooo hard over the last couple of months. Mii amo has had a huge amount of last minute bookings and Judy has done a wonderful job of giving each guest the one-on-one service that Mii amo is known for. Even when this means staying late, coming in early or on her days off. She always has a smile on her face and even finds time to help her co-workers when needed. Judy, we appreciate all that you do. Keep up the outstanding work!

Christine Scott

Jeffrey Place ~ Mii amo Culinary: Jeff has done an outstanding job since moving to Mii amo several months ago. He diligently handles the line with ease and I have no worries about the capacity and quality of his work, even through some of the busiest volume nights we have ever experienced. He has also assumed the role of a weekly cooking demo and tea demo, and is a regular contributor to Uwe and the banquet team. It is a real asset to have such a diverse individual with such a strong willingness to accomplish our daily goals. Thank you Jeff! **Steve Sicinski**

Jeffrey is a dedicated and hard worker with a can do attitude. He always puts the guest first and is willing to go above and beyond to ensure that a guests' stay is pleasurable. Most recently he was asked less than a day in advance to host the Journey of Teas. With little preparation he executed a fantastic demo and all the guests' experiences were enhanced. I appreciate his willingness to assist with anything and everything. His dedication is unparalleled and he is a great asset to Mii amo. **Aaron Beaver**

Stephanie Lesman ~ Mii amo ~ Massage Therapist: Stephanie is a ROCKSTAR! She is always willing to extend her shifts to accommodate a guest. She has phenomenal feedback from guests and coworkers alike. She is a cheerleader for other therapists and is always ready with a funny story or word of encouragement to keep the momentum going. Thank you for all that you do, Stephanie! **Christine Scott**

Stephanie has been staying over and coming in on her days off to help us out in our very busy time. She came in yesterday just for one service. She always has a positive attitude and our guest's love her work. She is a great team player and I so appreciate her flexibility to her schedule. Thank you Stephanie for all you do for Mii amo and our guests! **Tonya Gosik**

Jamie Blazquez ~ Activities ~ Fitness Instructor: Jamie has really become someone that, not only I, but so many others can count on for assistance with activities throughout the property. She is multifaceted with her duties and is always willing to help out where she is needed. She also does a phenomenal job with her fitness classes and has had some of the best guest feedback I have seen from her private fitness sessions. We all see how much she loves what she does. Thank you for being there for us when we need you, Jamie. You are truly appreciated. **Christine Scott**

Jamie has been asked to fill in now and then for assistance with groups and she does so with a smile. She attended a pre-con while Jennifer was not with us and won the guests over. She drove a van for the Too Amaze group in October and they enjoyed her so much that they asked for her to drive the van again for their November group. I see her name mentioned frequently in the guest comments. Jamie is an asset to the resort because she started in Activities and has grown her career with Enchantment and moved into Fitness. **Molly Anderson**

I want to nominate Jamie for employee of the month because she just rocks. Jamie is always coming over asking if she can help and as we really needed help we started showing her how to book. She picked it up so fast and yesterday and today has become a booking whiz! Not only that but she stuffed arrival folders for us and made sure we had all the printed materials we needed. I so appreciate Jamie's willingness to help out and her coming over when she can to assist us during a very busy time. Thank you so much Jamie. You are the best!! **Tonya Gosik**

Barbara Boic ~ Mii amo Boutique ~ Sales Associate: Barbara has been the calm through the storm. With the Retail Department running extremely short staffed and the implementation of a new computer system it has been a bit of a bumpy road these past couple of months. But when you encounter Barbara, you would never know that operations were anything but perfect. She always presents calm professionalism to both the external and internal guests and does an incredible job of giving each individual a flawless experience, as evidenced by her score of 100% on our recent Coyle Inspection. Barbara continues to be a leader at the Boutique and I can't thank her enough for all that she contributes to the team! **Amy McMurphy**