

# ENCHANTMENT RESORT

## Heart of House

### Distinguished Service Team Nominees – October 2006

**Mark Reese – Culinary - Pastry Cook:** I would like to nominate Mark because he has an incredibly cheerful personality and a great attitude. Whenever I run into Mark he has a smile, a joke and nothing but positive things to say. Our Pastry Chef has shared with me that he is a hard worker and an amazingly fast learner, which makes him a great asset to the pastry team and the culinary team in general. Thank you, Mark, for your hard work and your wonderful stance – it is noticed and appreciated! **Nicole Rosas**

**Luis Ramirez – Culinary – Steward Supervisor:** Yet again I must nominate Luis, he is just an awesome employee, and every time he works on the area around the dumpster and grease pit he does an incredible job. He will work as long as it takes to do it right. **Kerry Loftus.**

**Dorine Lape – Retail – Warehouse Associate:** Dorine has been such a steady force in the Retail Department. She is currently doing about 5 hours worth of shipping per day for our guests packages and still manages, to ticket, inventory, sell merchandise, work on the store selling floor, deal with guest issues and just generally be our Rock!!! Dorine, thanks for being there and giving us the confidence that whatever issue comes at you, you will handle it well. Thanks for being there!!! **Kelly Dunagan-Johnson**

**Maria Carolina Delgado –Housekeeping - Desk Clerk:** Even though Carolina has only been working with us for six months she has had a positive impact on the department. Carolina started out part time as a turndown attendant, moved to day room attendant, to a team leader and now is the relief desk person. She is always very positive and has a smile. She take pride in everything she does, is willing to work any shift when needed and has bailed us out in a moment with a telephone call to her. She is self-motivated and her goal is to continue moving ahead in the industry. Thank you Carolina for everything we are fortunate to have you in our department.

**Jill Madzik**

# ENCHANTMENT RESORT

## Front of House

### Distinguished Service Team Nominees – October 2006

**Daniel Stainbrook – Room Service – Server:** Daniel is and has been one of my “go to” guys in Room Service for a very long time. His hard work and diligence in his position is unmatched in Room Service. Whatever you may need he is there for you and he does it with a great attitude. He really pulled through for the F&B department in October by pulling double shifts and even picking up a few shifts in the Yavapai Restaurant in the AM before his PM shift in Room Service. His dedication to our department as a whole and to his fellow employees is a welcome attribute to our team. He is a true leader in the Enchantment principle of creating memories by exceeding expectations. I can’t thank you enough Daniel for your continued contribution to the Enchantment. **Ryan Wolf**

**Henry “Hank” Young – Front Desk/Housekeeping- Night Audit/Night Services:** Hank has always done an excellent job as night houseman and has recently taken on the night audit two nights a week as well. His eagerness and upbeat attitude is refreshing and he is doing an excellent job in his new role. I have always felt good about leaving the resort in Hank’s hands when I leave at night and I have been very impressed with the job he is doing behind the desk as well. Thank you Hank for all you do while the rest of us are fast asleep. **John Frank**

**Ofelia Lopez – Front Desk – Agent:** Ofelia has been working at the front desk evenings and she is a great asset to our team, her upbeat attitude is refreshing and her efficiency is greatly appreciated. She will pitch in and help out wherever she is needed, she is great to guests as well co-workers and is generally doing a great job at the front desk and is greatly appreciated by all. Thank you Ofelia! **John Frank**

**Clifford Aikin – Public Safety – Officer:** I would like to nominate Cliff for EOM amidst the turmoil of Pat Livingston leaving as manager; Cliff took it upon himself to take over the daily operations of public safety. He did a masterful job with scheduling all employees for duty, he did the cart training, handled lost& found responded to all medical calls and never complained, just did what had to be done, as many people don’t know, one of our employees is on medical leave and this caused a shortage of staff. Cliff handled this situation with smooth gloves and took the initiative to orient our new Public Safety Manager. With very little fanfare and with Cliff’s skills and talents the public safety department has survived thru the changes. He deserves this award! **Chuck Harris & Public Safety Staff**

# **MII AMO SPA**

## **Front of the House**

### **Distinguished Service Team Nominees – October 2006**

**Bill Mills – Mii amo Culinary – Cook:** Since my transition to the spa, bill has been one of the reasons everything changed over so smoothly. He is dependable and with him here every morning, my concerns over hectic lunch and breakfast service are minimal. He is very friendly with guests and has a great attitude with both staff and guests alike. He always is willing to put in an extra day whenever necessary, but most importantly he allows me to focus on the many other things that need to be done. It is really great to have a person like Bill who will give me a hard day's work each and every time he comes in. Thanks Bill! **Steve Sicinski**

**Mary LoPiccalo – Mii amo – Massage Therapist:** Besides being a talented massage therapist, Mary is a very positive person and generous with her time. She is someone who never hesitates to help us when we need coverage for appointments, often going home after her regular shift and returning to help us later in the evening. Once when a guest missed her appointment, Mary volunteered to come in at 7:30 a.m. on her day off to accommodate the guest's schedule. The guest was so happy, and so are we to have Mary on our team.

**Mary Low**

**Anders “Kalandar” Bjurman – Mii amo – Massage Therapist:** Kalandar is our sole Watsu practitioner. As that treatment is in demand, he can spend his entire shift in the water. Yet he always maintains a great attitude and a dry sense of humor with the guests. We receive so many positive guest comments about his Watsu treatments. Our guests appreciate Kalandar, and so do we. He is completely dependable, never complains, and is willing to help out doing whatever we ask of him. **Mary Low**

**Colette Coletta – Mii amo – Massage Therapist:** As both a Massage Therapist and an Aesthetician, Colette knows all of the treatments we do here at Mii amo, and is extremely good at them, but that is only part of what I appreciate about her. She is consistently willing to cover appointments outside of her normal schedule, and help out wherever she is needed. Recently Colette helped to organize a group of senior therapists to assist in the creation of new treatments. Her leadership in that group was vital to the success of the project. She is a pleasure to have on our team. **Mary Low**

**Holly Fox – Mii amo – Massage Therapist:** Over the past two years Holly has been a great asset to Mii amo as a Massage Therapist. She brings a positive attitude, excellent skills and commitment to that job. Since last May, she has also been attending Aesthetics school full time, and she will shortly be receiving her license, which will greatly increase her value to the spa. She has never allowed the extra burden of her schooling to interfere with either the quality of her work, or her positive attitude. **Mary Low**

**Magdolna Soros – Mii amo Café – Hostess:** Magdolna has become the consummate team player. She started as cooperative, helpful and willing to take direction but has taken it to another level. Something needs to be done, Magdolna has already started to help or ask what she can do. She is always proactive in responding to guest needs or situations by doing something about it or asking the question to someone who can assist her if she is not sure. These are just a couple of examples of how Magdolna has consistently contributed to the success of the guest experience at the café. “It’s not my job” has never even crossed her mind; she just wants to help her coworkers and the guest experience!! Magdolna has a great attitude and is a huge asset to our team at Mii amo. Thanks Magdolna – keep up the good work!!! **Rick Kulander**

**Over**

**Francine Schock – Mii amo – Prep Attendant:** Francine is the heart of the treatment area. No one including the therapists or myself would be able to do our jobs well without her. She orders our products, looks after the therapists and catches all the little mistakes no one seems to notice, and left unchecked would spell disaster at some point in the near future. Life on the top floor of Mii amo without Francine would be to me unimaginable. She made my transition into my new job so much easier and has been so generous to me and all of the therapists with her time and caring nature. Thank you for all that you do everyday, I am so glad to share my job with you and it has been a lot of fun getting to know you. Thank you for being such a hard worker and for caring so much about the work you do. You are an inspiration! **Stacy Shepherd**

**Chloe Gehlert – Mii amo – Aesthetician:** Chloe is a steady, reliable team player. She works with her co-workers to trade shifts to ensure we have adequate coverage. She continues to do the make up lectures and receives great feedback. What I appreciate most is that Chloe always has a smile and positive attitude every time I interact with her. Thanks you Chloe. **Deborah Waldvogel**

**Kirsten Adams – Mii amo – Massage Therapist:** Kaja has been instrumental in supporting the efforts of an extremely talented team to develop new authentic and unique specialty services. It was a larger project than I think she or her co-workers realized, but in the end they created something that I am truly proud of and that our guests will be excited to receive. Thank you Kaja! **Deborah Waldvogel**

**Heather Wrocklage – Mii amo - Fitness Instructor:** Heather has been a great team player this month. Even though she is here to lead hikes and mountain bike excursions, she will jump in at the Front Desk to support when it gets busy. She has accommodated additional excursions when guest demands have required it. She takes the initiative to bring food over for all the therapists on the busy days when they do not have time to go to Oasis. Thank you for all of your help! **Deborah Waldvogel**