

# ENCHANTMENT RESORT

## Heart of House

### Distinguished Service Team Nominees – October 2007

**Clariza Sanchez – Housekeeping - Supervisor:** Clariza was recently promoted to housekeeping supervisor; she is eager to learn and has made a huge impact in a short period of time. She is self motivated, organized, and takes pride in her job and willing to assist where ever needed. She always gives 110%, I look forward to working with her to ensure she grows as a supervisor. Thank you Clariza for everything you do! **Jill Madzik**

**Jaime Delgado – Culinary – Cook:** Jaime has been working in the kitchen for 9 months. During this time, he has worked many stations and shifts to fill vacancies where we were short handed. Jaime takes on the tasks that no one else would want to learn or even care about learning to progress his career. Most of all, he is a good team player. Jaime wants to perform well and cares about his product that he puts out. Thanks!! **Chef Steve**

**Ron Bennett – Engineering – Mechanic:** This past summer, Ronnie, totaled unsolicited, devised a plan to increase the cart parking outside the Pavilion. This plan not only provided for more parking but anticipated our insurance company's request to improve the cart bay parking for safety reasons. Ronnie drew up plans justifying the project, presenting the existing problem and the resulting solution. After approval to go ahead with the project, Ronnie took the lead and spear-headed the project, often getting "in the dirt" to push the project along. Whereas the project is now in the hands of the Grounds Department, everything done so far has been done in the most professional manner. In addition, Ronnie also developed a plan to improve the safety and availability of cart parking at the south side of the Clubhouse. This type of leadership is typical of Ronnie's dedication and loyalty to Enchantment Resort, its guests, and its staff. **Mike Stackwick**

**Steve Hapner – Engineering – Painter:** This month marks the end of the first year of Steve Hapner's Painting Preventive Maintenance Program. This program was developed by Steve, unsolicited, to be performed on a quarterly basis. Initially, I had doubts that all the projects that Steve listed on these quarterly PMs could be performed, even with two Painters on board. I never should have doubted him because, even with several special painting projects in 2007, Steve made sure that every item on each PM was addressed. He even took the initiative to fine tune the program, adjusting projects based on occupancy and seasonal temperatures. In addition to this, Steve goes out of his way to deal with his suppliers and ensuring that we receive proper materials for all jobs. He trains new employees and has conducted classes during our weekly training. Thanks, Steve, for being a professional all the way. **Mike Stackwick**

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**Michele Fitzpatrick – Engineering – Administrative Assistant:** During Mike's vacation days the retail department had some issues arise. Michele was a lifesaver! I know that things can really be busy for her but she is always patient, concerned and efficient. She was really someone I could lean on when I needed her. Thanks Michele for really taking great care of us!!!

**Kelly Dunagan Johnson**

**Manuel Casiano – Culinary – Steward:** Manuel Casiano is very dependable and handles a huge workload. We hardly have to give him direction, because he is always on it 150%. If it's scrubbing the walls, cleaning bathrooms, organizing his area, or working in multiple kitchens when short staffed, he is always working with a positive attitude and never complains about anything. Manuel is a great asset to my department and cares about what he is doing. Thanks!!

**Chef Steve**

**Linda Surakus – Purchasing – Assistant:** I would like to nominate Linda Surakus for Employee of the Month. Linda has taken on quite a bit of responsibility in the few months and she has been on top of everything! Linda is so great to work with and you never have to worry about her following through or getting back with you if you have questions. She is always very cheerful and has a great attitude. I really appreciate her and her willingness to help us out every day. Thank you Linda for all you do for us here at Mii amo and for keeping us on track!

**Tonyia Gosik**

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## Front of House

### Distinguished Service Team Nominees – October 2007

**Terry Miller – Tii Gavo – Expediter:** Terry is a go to guy and he is always willing to help out in different areas all over the resort. Many times he has stepped up to help us on Sunday Brunch. We really appreciate him. Thank you Terry! **Kelly Leo**

**Jonathan Rhebb – Banquets – Server:** Jon has had a great impact in banquets, helping us to improve efficiency, and a positive can do attitude that is unparalleled. Jon often volunteers to take on tasks that no one else will go near. Jon has proven he will work any shift, any time, in any position within banquets. Jon for these reasons and more is my number one candidate for employee of the month. Jon thanks your efforts are appreciated! **Matt Bailey**

**Alicia Bennett – Activities – Coordinator:** Alicia has been tremendous help for Mii amo. She helped me cover some women's lounge shifts and when it was slow in her department she is always calling to see if we could use her. She offers great customer service to our guest and we really appreciate all her help. Thank you, Alicia. **Genny Mendoza**

**Christine Burks – Dining Room – Hostess:** Chrissy has been with us for a while and has shown to be a huge asset for the Resort. She has worked extra shifts to cover the floor and does whatever it takes to make sure Tii Gavo runs smoothly. Thank you. **Kelly Leo**

**Barbie Kahle – Retail – Associate:** Barbie is always wonderful with our guests, but today she observed one of our guests shoplifting. As usual Barbie used her great personality to recover the stolen items. I would like to commend her for having a sharp eye and being aware of the situation as she saw it play out. I also am very impressed that she was able to address the guest in such a tactful way. Barbie, thank you so much for all you do in normal situations and for having the presence of mind to respond to unusual situations. I am very grateful you are part of the Retail Team. **Kelly Dunagan-Johnson**

**Beverly Fisher – Dining Room – Hostess/Server:** Beverly is always efficient, kind, friendly and hard working. She works many extra shifts serving to help during the busy times. Thank you Beverly for all you do! **Kelly Leo**

**Sasha Barnett – Room Service – Server:** Sasha is a very hard worker and is always willing to help out. We appreciate all her hard work and the way she keeps us going in the morning during the huge times of need. Thank you! **Kelly Leo**

**Cristina Davila – Room Service – Server:** Cristina is a hard worker whom is always willing to help out. We so appreciate her hard work and the way she helps us in the morning rush. Thank you! **Kelly Leo**

**MII AMO SPA**  
**Front of the House**  
**Distinguished Service Team Nominees – October 2007**

**Barbara Tobin-Lopez – Mii amo -Locker Room Attendant:** Barbara is reliable, dependable and always willing to go above and beyond. We have been short staffed and on several days without a Pool Attendant lately, and on the days that Barbara worked, she would take the initiative and get the pool set up in addition to keeping the locker room running smoothly. She is the only one of our Spa Attendants that did this without being asked, and it helped more than words can say. Barbara truly cares about Mii amo and our guests and it shows every day. We're lucky to have her on our team. **Kirsten Combs**

**Javier Delgado – Mii amo Culinary:** Javier is the spark plug that keeps my daytime operations running smooth. His positive attitude and friendly demeanor is contagious among my employees. His dedication and hard work have made our recent menu transition a smooth success. Javier's constant self improvement has upgraded the level of our service. Thank you Javier!  
**Steve Sicinski**

**Ana Guevara – Mii amo Café – Hostess/Busser:** I would like to nominate Ana Guevara for employee of the month. Ana in the Mii amo Café is one of the most frequent people mentioned on our Mii amo comment cards. Our guest's love Ana and always mention her beautiful smile and the warm greeting she always gives our guest. Ana is always willing to help out in other areas, she even helped us outside picking up towels and setting the pool area up one day when we were short handed. She is a great team player! **Tonyia Gosik**

**Jan Dibler – Mii amo – Fitness Instructor:** Jan is not only a favorite of our guests; she is also a joy to work with each day. Jan is full of energy and brings an upbeat attitude to work with her to share with her team. Recently she has been extremely giving of her time to substitute for fitness classes and private fitness sessions. This is on top of her coming in to give her all for her regular aesthetician shifts. We are very grateful for the many contributions she has given Mii amo and look forward to having her with us for along time. Thank you Jan! **Tony Nicastro**

**Juan Peña – Mii amo Café – Server:** I would like to nominate Juan Pena for employee of the month. Juan consistently goes "above and beyond" in his job. When our iced tea machine broke this past month, Juan found a way to brew the tea by hand until the machine was replaced. This is just one example of how Juan never allows any nemesis to interfere with his performance. Juan is loved by the guests and has largely contributed to the world's best team! **Laurel Reece**