

EMPLOYEE OF THE MONTH NOMINATIONS
OCTOBER- 2008
HEART OF THE HOUSE

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**

Deanne Gomm: H.R. Coordinator: Reading through the criteria a nominee should exhibit, all make sense and all very much apply to Deanne. But the reason for nominating Dee for Employee of the Month go so much beyond those criteria. Deanne has truly developed into our do-it-all and know-it-all (and I mean that in a positive way!) in our department. With task transitions in HR, Deanne is the one that picks up applications, sorts out interviews and guides new hires through the process of becoming employed with our company. When Maria is out of office, Deanne graciously takes on Worker's Compensation and helps with any insurance questions or other concerns employees may bring to our office. In my absence, Deanne is the one who helps managers sort through challenges and deals with anything head-on, confidently and competently. And even if I am here, I so often need to ask Deanne for favors to help me with training, assist with administration or any other random task – Deanne's response is steadfast "sure" and with a smile. And mind you, this is all on top of her full workload of administering all international staff programs, employee relation programs and much, much more! For these reasons, and those provided by Molly last month, Deanne is as worthy as they come of being recognized as the Employee of this Month. **Nicole Rosas**

Francisco Ramirez: Culinary Steward: Francisco is the only pm steward that we have between all the turnover, temporary help, and chaos, Francisco has hung tough and done a great job. On many occasions he was by himself working large banquets and also in Yavapai alone as well. He has maintained a great attitude and continues to be very dependable and consistent. He definitely makes a difference. Thanks!! **Chef Steve**

Ben "the Phone Guy" Trimble: Engineering: 75% of our groups have some sort of phone need. Ben set up their phones, labels them correctly, and always has them ready to go early – sometimes he is a whole day ahead. He has had to creatively create new phone lines where others have been damaged. He has run phone lines 100' to accomplish what the guest needs/wants. This week Ben came in on his day off because someone had cut lines in Pinon and we desperately needed him to fix it. I have seen him in the phone box making sense out of a zillion colored wires – some how he always manages to get them what they need when they need. **Molly Anderson**

Michele Fitzpatrick: Engineering Administrative: Michele is an absolute gem! She always makes herself available to answer questions, assist with 'issues' (which seem to be never ending!) and she does it with the BEST attitude!! I am so thankful to work with her and have her expertise. But, most importantly, I am so grateful for her amazing smile, friendly voice and professional attitude! There is NO way I could make it in Scottsdale without Michele's help! Thank you, Michele, for ALL you do at Enchantment – not just for the Engineering department, but for all of us!! **Jenni Garrett**

Lynn Hoy - Catering & Conference Services - Coordinator: I am nominating Lynn for employee of the month because of her incredible work ethic and for her great attitude. Lynn really means it when she says, “Call me if you have any questions or if you need me to walk you through it.” Whatever IT is, she will take her time on the phone with you and take you through step by step! Lynn, thanks so much for being such a great co-worker and for always striving to find better ways to get things done around here! I really appreciate you! **Jenni Garrett**

Manuel Casiano - Culinary Steward: Few words need to be said about Manuel. He comes in and works. And when there is nothing to do for the moment, he looks for work and finds it. One does not need to tell Manuel to work, he finds what needs to be done. And when something specific needs to be taken care of, he does it right away. It’s always a pleasure to have Manuel working. Things get done. **Uwe Wais**

Mike Prado – Engineering – Pool Technician: as been an outstanding employee with years of knowledge and impressive work ethics that he displays on daily basis. He always makes sure the pools and water features are looking good and everything is running smoothly. His hard work and dedication is much appreciated and admired. He is consistently going beyond our expectations of what an outstanding employee should be. The resort is very lucky to have him onboard and it gives me great pleasure to nominate him for the next employee of the month. “Thank you Mike for all you do” **Freddy Badilla**

Brenda McCord – Retail – Warehouse Lead Supervisor: Brenda has always been the constant steady force that holds the Retail Warehouse together, but this past month she really stepped up when the department experienced several staff changes and staff shortages. She really performed two jobs this past month. While Brenda kept up on her Retail Warehouse Supervisor duties, she also took on the Warehouse Clerk duties as well, and at times operated the Retail Warehouse entirely by herself. She did a phenomenal job of keeping the warehouse operations running smoothly and supporting store operations. I can’t thank her enough for all her efforts!!!**Amy McMurry**

Nathan Tucker: Culinary—Cook Nathan has been at Enchantment for a little over 4 months. During this time, he has proven to be an excellent team player and an extremely dependable employee. His great can do attitude shows daily in everything he does. Several evenings we were short stewards and without having to be asked, Nathan stayed after to help his fellow workers with a mountain of dishes. On another occasion, the machine temporarily went out around 11pm. Nate stayed and began washing the dishes by hand, again without being asked. This is an act of genuine kindness and unselfishness. Every time he is asked if he is OK, he replies “oh yeah!!” He is a very creative cook with skill. It’s a pleasure to see him when he walks through the door. This is exactly the criteria for an EOM. Thanks, Nathan! **Chef Steve**

Tara Morgan – Housekeeping - Spa Attendant: I am excited to nominate Tara for employee of the month as she assists both our internal and external guests daily. Tara works hard daily for the Therapists, ensuring that they have the supplies they need. Tara’s work ethic stands out because she takes a proactive roll working with the other housekeepers to make sure that the Mii amo rooms are perfect for arrivals. She steps up and lends an extra hand when there are early arrivals, and communicates with the Front Desk staff to learn what rooms are checked out or need to be prioritized. All of Tara’s extra efforts significantly contribute to our guest’s experiences. **Kate Kremer**

FRONT OF THE HOUSE

Huean McLean – Bellstaff – Supervisor: Huean is always smiling and looking for what needs to be done – always anticipating the groups – asking me questions about arrivals, departures, bag pulls, room deliveries etc. He is always one or more steps ahead of me in many ways – besides the fact that he is all business and the fastest moving bellman I have ever had the pleasure of working with. Any guest he comes in contact with remembers him – he makes a positive impression on them, often making life long friends from our return guests. In Conference Services we rely heavily on the bellman for many things – they are the first and last impression many guests have of the resort. In the 7 months I have been with Enchantment I can say without hesitation that this is the best bell staff I have ever worked with anywhere. There has not been one piece of group guest luggage lost during room delivery or bag pull on departure. We have achieved 95% accuracy on all room deliveries- although it is not 100% it is much higher than any other resort I have worked at. Everyone that works for him is friendly and efficient. I attribute that to his leadership in the department. **Molly Anderson**

Chad Jones – Room Service – Supervisor: Chad is a pleasure to work with. He shows a positive attitude at work, and has great relationships with his co-workers. Chad is very dependable, and also very knowledgeable of the many moving parts in Room Service. He is the go-to guy whenever needed. His guest service skills are strong and consistent, and he shows pride in his work and his department. Thanks Chad! **Maurly Keypley**

Chad is always a pleasure to work with, not only does he perform well in his department he helps the entire F&B dept daily! Keep up the great work Chad, and thanks for being you! **Frank Ashley**

Rokhaya Gaye -Retail - Sales Associate/Mii amo Cafe: Rokhaya works part time in the Mii amo Cafe and part time in the Marketplace Gift Shop in addition to Banquets and babysitting when needed. No matter where she is her presence is definitely noticed! Our guests adore her and her multiple supervisors have given her glowing reports. Rokhaya has made quite an impact on the Retail Department. She is very charming with our guests, making them feel comfortable the minute they walk through the door. Rokhaya is sincere and has a natural ability to guide her customers towards the products that they will be interested in and purchase. She is an EXCELLENT salesperson. We are very lucky to have Rokhaya as part of the Retail team!!! **Amy McMurry**

LeAnn Gregory – Activities – Concierge: I hear compliments about LeAnn from guests all the time. I recently had 2 couples that were on a site inspection for YPO and they went on and on during breakfast about how helpful and pleasant she is. One gentleman left the table during breakfast to continue asking her questions and have her book a dinner reservation for later that evening. LeAnn filled in at the last minute for an open spot we had at the Key Concierge Fam Dinner – her laughter and good nature were infectious during the event. When ever I call with a dumb question she never makes me feel dumb. She has the ability to answer all questions – mine and the guests with incredible sincerity and genuine willingness to assist anyone with anything. LeAnn is a great Concierge! **Molly Anderson**

Larry Loomis – Safety & Security – Lead Supervisor: Larry is a great ambassador for Enchantment Resort. He goes out of his way to be gracious to guests. At night if Security is having a slow night he is always helping the bellmen with rides, check-ins, lock outs, and room shows. Larry also follows through on all requests that I have for Security as delegated by Fred. He was involved in a shift switch to enable us to have Spanish speaking staff on duty for the late night arrival for Vodophone Spain. I can always count on Larry to make sure that the Banquet space is locked up at night, HVAC turned off and lights off as well – he goes through the whole building to make sure we are conserving energy – I assume he does that through out the property on his shift. Every little bit counts! **Molley Anderson**

Mii AMO SPA

Kendra Mark – Activities - Fitness Instructor: Kendra goes above and beyond in the fitness department. She has excellent guest service skills and is constantly getting positive comment cards. I really appreciate all the time and effort she puts in to cleaning the fitness center. Kendra is an asset to the fitness department and I am very happy to have her here! **Jennifer Fishell**

Jennifer (Pratapi) Roth – Mii amo – Massage Therapist: Countless times during the past year, we have called on Pratapi to provide services for some of our most important guests. Each time she has delivered outstanding performances drawing rave reviews from each one. In addition every guest comment praises her for her ability to tailor the service to meet their specific needs. Pratapi is a model employee – punctual for meetings and treatments, professional in her appearance and her interactions with her coworkers, and passionate about her profession and her career. Thank-you, Pratapi, for setting such high standards for yourself and for Mii amo!
Randy Rudloff

Ethan Williams – Mii amo – Spa Attendant: From the start of his employment, Ethan has exhibited a desire to provide our guests with excellent service through anticipating guest's needs. He consistently checks to see if there are any additional projects for him to do when finished with regular tasks and offers to cover shifts, even doubles when asked. He is depended on by fellow employees because he comes to work on time and leaves his areas clean and stocked. Thank you Ethan for being a great team player and for all of your hard work!
Joy Schweitzer & Kate Kramer

Lucia Nolasco-Curran -Mii amo - Steward: I would like to thank Lucia for everything she does around my kitchen. Her enthusiasm and boundless energy really brighten everyone's day. Not only that, but she has taken it upon herself to learn many of our daily food prep tasks and is always eager to help out. I can count on her at least three times a day asking me if there is anything she can help me out with if she has some free time, which is a direct result of just how efficient and productive she is at her own jobs. Thanks Lucia for making daily life around the kitchen a whole lot easier! **Steve Sicinski**