

# ENCHANTMENT RESORT

## Employee of the Month Nominees - October 2009 Heart of the House

**James Johnson – Engineering – WTP Supervisor:** Jim is one of the most well rounded employees in our department. His ability to transform the Waste Treatment Plant from before and after appearance is mind boggling. Jim takes ownership of every job he receives and gives each job 100% every time. From laboratory work to room calls and everything in between including the kitchen sink, I know the job is in good hands when Jim is called upon. Jim's attention to detail is incredible; his ability to comprehend and solve problems is to be admired. His energetic personality is a big boost to our department. Jim always has a smile and a kind word for everyone. His work is appreciated tremendously and there is no doubt in my mind that he deserves to become the next employee of the month. Thank you for all of your hard work Jim. The whole staff wishes you the best of luck. **Freddy Badilla**

**Abraham Espinoza-Vasquez: Culinary – Steward:** Since Abraham was hired I have noticed a significant improvement in the way equipment is handled and stored in the pavilion area. Abraham is always willing to take on the random tasks Uwe and I throw at him. Abraham stays late and comes in early when asked, his attitude is great and we appreciate his efforts immensely. Thanks Abraham, keep up the hard work! **Matt Bailey**

**Abraham** has been very diligent in keeping things in their appropriate areas, and has had to handle some big nights down here that involve off property events...always a challenge. He works hard and will take care of any project that's given to him. He takes care of business down here in the banquet kitchen, and keeps everything clean and organized. Thank you Abraham! **Uwe Wais**

**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**

**Eduardo Garcia – Engineering – HVAC Technician:** There were several last minute requests for the JBM 70<sup>th</sup> birthday. Nicholas called on Eduardo to do many things in and outside of his job description. He was prompt, professional and always solved the problem/situation. **Molly Anderson**

**Ramiro Martinez - Landscaping – Supervisor:** Ramiro to the rescue – Wow – after the JBM group events at the Picnic Grounds and the Enchantment Circle, you restored them. You helped us move the generator from Enchantment Circle and then run the power cables. You helped many times during the JBM 70<sup>th</sup> birthday weekend – you are always extremely helpful. Thanks! **Molly Anderson**

## Front of the House

**Susie Smith – Retail – Sales Associate:** Although Susie only works in the Retail Department part-time, she never has a “part-time” mentality. Her contributions to the team make such a BIG difference! I never worry about the Marketplace on my days off because I know Susie is on the job. This month Susie really put forth extra time and effort, training new staff members and assisting with store coverage. Susie worked extra days and added hours to her shifts to ensure the Marketplace operations continued to run smoothly during this time of transition. Susie, thank you for all of your assistance this month and for your efforts every day! You are very much appreciated! **Amy McMurry**

**Marlo Johnson – Yavapai – PM Server:** Marlo is a shining example of having the guest’s best interest at heart. She is a fantastic team player, professional, timely and always has a smile on her face. It’s time for Marlo to win!!! **Heather Wilson**

**Robert Swisher – Banquets – Server:** Robby works hard every time he works for me in Banquets. He always completes his assigned tasks and then seeks more work as soon as he can. He never complains or questions. He might be quiet but it is a wonderful sound! Thank you, Robby for being such a strong support! **Jutta Baker**

**Sandra Garcia – Front Desk – Agent:** Sandra – you took control on the family check in day with making sure that rooms were ready and jumping through hoops for the JBM 70<sup>th</sup>. I appreciated your sense of urgency and the fact that I did not have to worry about that – I knew you were all over it communicating changes with Housekeeping, etc. Thanks for shining that day and every day you work! **Molly Anderson**

**Cathy Haney – Activities – Lead Concierge:** Conference Services has depended on the concierge a lot more lately with our small groups. Cathy has been particularly helpful with booking tee times, dinner reservations and I am sure many other things that the clients have requested directly from her. **Molly Anderson**

**John “Jack” Barton – Bellstaff – Bellperson:** Jack is an excellent bellman and has proven himself to be a great team player and valuable asset to Enchantment Resort. He will take on any challenge that comes his way. Jack is one of the busiest bellman on the bellstaff team. When he is not out and about serving the guests, he is always looking for something to occupy his time. As a bellman, Jack represents the front of the house with great pride and respect. He definitely represents the BEST of Enchantment! **Huean McLean**

**Jutta Baker – Banquets – Captain:** It is great to have Jutta back. She covered during Matt’s recent vacation and there were lots of pop-ups and did a great job making sure everything was covered. Thank you! **Molly Anderson**

## Mii amo Spa

**Miguel Gonzalez – Mii amo Culinary - Cook:** Miguel has done so much over the past few months to really make sure the kitchen has been flowing at night. With him covering 5 night time shifts a week, I know my guests are in good hands and they are receiving the highest level of service. His efforts have really helped me out during these periods of staff and business fluctuations. Thanks Miguel for taking charge and coming through with the assets that are truly immeasurable. ~**Steve Sicinski**

**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**

**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**

**Anders “Kalendar” Bjurman – Mii amo - Massage Therapist:** I always appreciate the fact that Kalendar is so willing to come in for our guests when we need him. Kalendar receives great remarks from out guests for the outstanding service he always provides. Thank you so much Kalendar for being such a great team player and taking such good care of our guests. **Tonyia Gosik**

**Ivano Zuccolotto – Mii amo Café – Bartender:** Ivano has been a great help with our business levels at the pool and in the Café. He is always willing to come in early and stay late to make sure all are set up for success. Thank you so much for all you do! **Kim Webber**