

ENCHANTMENT RESORT

Employee of the Month Nominees - October 2010

Heart of the House

Tony Rader ~ Engineering ~ Room Engineer: Tony is a SUPER STAR trouble shooter. I can not thank Tony enough for his "get it done", "easy to resolve" attitude. For the Admiral Insurance program event at Enchantment Circle there was lots of decorative lighting and audio visual equipment plugged in. When we plugged in our hot boxes and kitchen ten lighting we started popping breakers. We tried to re-route the lighting but other breakers popped. We could not un-plug anything as the client was paying for everything that needed power. Tony put in a new circuit and electrical outlet for us to run the hot boxes and lighting. He accomplished this with ease and a smile in less than 30 minutes. I appreciate his technical abilities but even more I applaud his sense of urgency and smile.
Molly Anderson

Leonardo Sanchez ~ Housekeeping ~ Houseperson: Leonardo is an absolute star. He always has a big smile on his face and is willing to help anywhere possible and is always on top of everything. Leonardo is a perfect role model for the resort and always gives 100%. Every member of the housekeeping team really appreciates Leonardo and he is an absolute pleasure to work with. What more can I say-- you are a GEM Leonardo! Many thanks for the hard work you do every day. **Andrew Isherwood**

Clara De La Rosa ~ Housekeeping ~ Public Areas: Clara is always working hard, covering several different roles and areas on a weekly basis. I hear many positive comments each month on the work completed by Clara. When requested to work in another area, Clara goes about the task with a smile and in a timely manner. Many thanks, Clara, for all you do. **Andrew Isherwood**

Gerardo Delgado ~ Culinary ~ AM Cook: I have known Gerardo for over two years and have never seen him in a negative mood. He is always smiling, has always a great attitude to work and seems to be having so much fun while working. He is one of the fastest cooks I have ever seen in my life and have never seen him wasting any product by making the orders different than written on the tickets. He not only does a great job in his line, he also helps his co-workers with whatever they need. While going into the busy season, I have no concern that the food will be on time anytime he works. Thanks for the great job, Gerardo. **Ramazan Menekse**

Maria Concepcion Casiano ~ Housekeeping ~ Team Leader: Each and everyday Concepcion comes to work not knowing what she'll be doing for the day. Many times, we have asked her to clean rooms as opposed to team-lead. Concepcion's willingness to help out in any way allows us to get the job done each day. Her flexibility helps us to complete the arrivals in a timely manner. Concepcion, you are always there to help whenever needed and we always appreciate the enthusiasm and commitment you provide. You are great asset to the housekeeping team. Many thanks for all your hard work! **Andrew Isherwood**

Francelia Salgado ~ Housekeeping ~ Laundry Attendant: Over this past month Laundry has had mountains to climb. The whole laundry team met the challenge head-on and conquered it with a brave smile and a great attitude. Now that they have conquered and won, they all seem a little down and are anxiously awaiting the next challenge that Mii amo can throw at them. I have heard them say, "Bring it on and do your worst--we're ready and waiting." Francelia herself has made a tremendous effort--not just in laundry, but in assisting with turndown when needed. She has altered her personal schedule to be flexible with the varying occupancy of the resort. Many thanks, Francelia. Keep up the good work! **Andrew Isherwood**

Armando Machado ~ Culinary ~ Steward: Armando hasn't been working with us for long but he definitely is one of a few employees for which I have no concern in the kitchen when he is on duty. We have had very tough times at Tii Gavo without a server assistant and every night he worked, he not only helped us out transferring all the dirty dishes to the kitchen from Tii Gavo bus station, but also washed them by himself and brought everything back clean. While being on top of washing the dishes out of both restaurants, he is always asking if anybody needs any more help. He consistently organizes the empty rack area and leaves the kitchen brand new every night he works. Thanks Armando for the great job. **Ramazan Menekse**

Ben Trimble ~ Engineering ~ HVAC: During the Chopra visit and the new phone cable install, Ben was able to take on the challenges that transpired during that period and helped make it as smooth as possible, and there was no doubt that there was plenty of challenges. And as they say "If you don't have any challenges you don't have any victories" Thanks to Ben's hard work and dedication he was able to accomplish and defeat many of the issues that were presented to him. Ben has definitely what it takes to get things done with his determination and skills. Again I want to thank you for an outstanding job and making it such a great contribution to the resort and your department. It's with great pleasure to nominate a person with your caliber...Good Luck Ben! **Freddy Badilla**

Front of the House

Priscilla Federico ~ F & B ~ Expediter: Not too many words are necessary to describe what a wonderful job Priscilla has been doing in Yavapai & Tii Gavo. She started as a hostess, moved up to Expo and is getting ready to serve these days. She is very dependable and very well trained. I can put her anywhere I need some extra help. I have never heard any negative words from her regarding to the changes on the schedule. She helps the bussers when she is hosting, helps the servers when she is running the food. It is also great to have an employee who answers her phone on her days off. I had to call her in couple of times to cover others shifts and she was right there on time. It is really a pleasure to work with her. Thanks Priscilla! **Ramazan Menekse**

Kimberly Sippel – Safety & Security – Greeter: Kimberly always has a bright and happy hello for our guests. This has a huge impact as it might be the guest's very first encounter when arriving to property. Kimberly has a great attitude and has proven to be a great communicator and is a very task oriented individual. Great job Kimberly, Thank You! **Matt Bailey**

Larry Loomis ~ Safety & Security ~ Supervisor: Larry is very conscientious of what is going on around the resort. He is helpful with group parking needs and fire watch for the Picnic Grounds. He communicates with us regarding any concerns or odd vehicles that come on property that might be group related. He suggested that we provide the gate with Wedding packets as they have people ask for wedding information at the gate. Larry is great about assisting us with any group issues that arise.
Molly Anderson

Terry Bearson ~ Bellstaff ~ Bellperson: At the end of the CP Kelco group program, the main contacts sat down with me and gave feedback on the overall success of the program. They wanted to point out specific Enchantment employees that provided exceptional service. Terry's name came up more than once and they noted how accommodating and friendly he had been to the group members. Thank you, Terry, for taking care of our guests, including our group guests who - because of staff members like you – will probably be booking more business at Enchantment! Keep up the good work! **Jessica DeStefano**

Mii amo Spa

Beverly Fisher ~ Mii amo Café ~ Server: What a pleasure it has been to have Bev join the Café team! She asks each team member what she can do to help & makes sure each shift is set up for success. She is well respected by her fellow co-workers and managers. I know that I can count on Bev to get the job done whatever it may be. Thank you Bev for everything you do for the café! **Joy Schweitzer**

Judy Head ~ Mii amo Reservation ~ Coordinator: Judy has been a tremendous support to me since we have been working together. She is an outstanding staff member in our small department. Judy consistently gets great feedback from guests when she plans their journey. She takes her work and her guests to heart. I've never heard her complain even though we have been struggling with last minute bookings and guests are extremely busy these days. I so appreciate her, her positive outlook, and her willingness to go above and beyond. Thank you so much Judy for all that you do for us. **Tonya Gosik**

Christine Scott ~Mii amo ~ Administrative Assistant: I wanted to acknowledge Christine for all the help she has given to me and our department. Christine has been assisting in almost all areas at Mii amo and we have come to count on her so much. She always gives her best for our guests and to other staff members. Thank you so much Christine for all you do. **Tonya Gosik**

Michael Michele Penrod ~ Mii amo Café ~ Server: Michael takes such good care of our guests. Several times Michael has come to see me to let me know about a particular guest that needs assistance. In one case she asked me to come over and speak to a guest that wanted additional information on the packages. I went over to speak to the guests and they booked a stay in our luxury suite and are already looking to book at least two more stays in the upcoming months. This morning she came to let me know about one of our in-house package guests that was having a few issues. She went to the room with the guest to show them how to use the shower and to assist them with their safe. This is really outstanding to have someone on staff that is that caring and giving and to go out of their way to assist the guest instead of just passing them off to another staff member. Thank you Michael for going the extra mile and taking such great care. **Tonya Gosik**