

ENCHANTMENT RESORT

DISTINGUISHED TEAM – SEPTEMBER 2006

FRONT OF THE HOUSE

Jim Claus – Bellstaff – Bellperson: I would like to nominate Jim for employee of the month for becoming a key contributor in our bell staff. In Jim's short time at Enchantment he has received great compliments from our guests and we have seen numerous comment cards on the services he provides. Jim sets an example with great work ethic and a "can do" attitude. **Judy Hale**

John Meyers – Activities – Tennis Pro: John has started doing some of our hikes at Mii amo and does a great job at it. He always comes in very friendly and cheerful and is always willing to help out when needed. In front of our guests he displays excellent customer service. Guests and staff really appreciate him. **Genny Mendoza**

Barbara (Barbie) Kahle – Marketplace – Sales Associate: Since Barbie starting working in the retail stores we have been selling items never sold before. If it is on this property she is selling it. Uniforms, ashtrays, deodorant, if they can see it she can sell it. Thanks Barbie! **Kerry Loftus**

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HEART OF THE HOUSE

Antonio Mendoza – Banquets – Houseperson: Antonio is definitely the glue that helps keep the morning crew together. Antonio has changed and re-arranged his schedule many, many times due to changing business levels etc. Antonio has a great attitude and is very patient. Antonio helps a great deal in the training of new morning staff members and helps to maintain standards across the board. Antonio is solid as a rock, I never have to worry about him being late or absent, he has a perfect attendance record. Antonio is absolutely deserving of the EOM award. **Matt Bailey**

Lynn Hoy – Sales & Marketing – Administrative Assistant: Lynn has continued to be a strength in the Sales office, she handles a vast array of varied tasks and projects and manages to keep everything and everyone running smoothly. I so appreciate her willingness to keep the department moving forward, even if setbacks present themselves. Thanks Lynn for raising the bar and setting such a high standard for all of us!

Tina Newman

William Falletta – Landscaping – Groundskeeper: When looking for people who go beyond the expected day to day routine, William is the one that comes to mind. He exhibits a work ethic that makes others around him step up and follow. William is always striving to improve his area and the resort as a whole. His dedication and pride he puts into his work is matched by no other. I receive numerous compliments from the guests about William's courtesy and beautifully maintained landscape. **Charles Haney**

Manuel Baldenegro – Engineering – Engineer: Manuel recently joined the Engineering Staff as a Room PM Engineer, coming from several years as a Houseman. Immediately, we recognized how quickly and easily Manuel was trained and picked up all of the nuances of the Room PMs. Due to the nature of the position, Manuel is often called upon to perform special projects and radio room calls. Not only does he excel at these jobs, they are done very quickly. He never has a complaint about being reassigned. His enthusiasm for his job is very evident. He takes a tremendous pressure off of the Engineering Staff by being readily available for any task that comes down the pike. Thank you Manuel for all of your hard work and potential for growth within the company, you are truly an asset to Enchantment Resort and Mii amo Spa. **Mike Stackwick**

Shelly Knox – Accounting – Staff Accountant: She always comes through for us- rain, sleet, snow, hail and heat! She's the postmistress of accounting! I had 21 checks that had to be cut immediately for Homeland Security, on a Monday, and it was closing time for accounting... she took the email that I had just opened from the guy that requested them and had the checks done in time for me to get them into fed ex so we can get all of our Hs for the season! Amazing! **Kim Keene**

KC Ellis – Culinary – Cook: Since KC has been working in the Oasis kitchen the employee meal has taken on a new dimension. Although the meal may be the same it always has a new twist now. Thanks KC for going the extra step. **Kerry Loftus**

Steve Hapner – Engineering – Painter – In September Steve approached me with a complete and detailed preventive maintenance plan for the entire resort, including Mii amo, this was completely unsolicited & had only briefly discussed in the past. Steve's proactive and confident work ethic has saved the resort thousands and inspired the Engineering department. **Mike Stackwick**

Elda Trujillo-Vargas – Housekeeping – PM Supervisor: Elda has really pulled the evening turndown team together, even with the challenges of training so many staff members from other departments to fill in on our busy nights. Guest comments scores for turndown are up, staff is organized and turndown service is completed before 9:00 pm. She is out there every evening inspecting rooms to ensure service is up to set standards. Elda also supervises the evening laundry staff, lobby attendant and mii amo spa attendant. Plus she completes all the guest service calls for roll-aways, ice, and a dozen more items in a timely manner> She takes pride in everything she does and is very concerned about the guest service staff provides to our guests Thank you Elda for everything you do, you are # ONE. **Jill Madzik**

Mii amo Spa

Distinguished Team Nominees – September 2006

Front of the House

Virginia (Ginger) Poulsen -Mii amo Spa - Massage Therapist: Loyalty and dedication are precious qualities in an employee. These are qualities which Ginger exemplifies. Mii amo has benefited from Ginger's good nature and her commitment to excellence since she started here five years ago. In this age of rapid change, Ginger serves as an example of the power of commitment. She serves as a role model of consistent excellence in the field of aesthetics. **Mary Low**

Linda (Adonya) Wood – Mii amo Spa – Massage Therapist: Massage is both a learned skill, and a natural talent. Adonya is an example of what happens when both are present in the same practitioner. She brings a myriad of skills to her job, and also the gift of healing. She has been praised by our guests for her exceptional treatments, and she brings a dedication to serve the needs of the guest to every session. I know that any of our guests who have a treatment with Adonya will be in the best of hands. **Mary Low**

Dana Katz – Mii amo Spa – Massage Therapist: Dana is another employee who always has a smile on her face and has such a positive attitude about her work. No matter what responsibilities she may have on a personal level, she is so flexible with her schedule allowing us to accommodate our guest. Thank you for being such an asset to our team! **Deborah Waldvogel**

Dana has a very positive and cheerful attitude which makes her a joy to work with. Dana's skills as a therapist are excellent. She has a unique talent for connecting with the guest in such a way that they know they will be cared for and guided well on their journey with us. Dana also extends her caring and generous personality to her fellow therapists. She will lend a helping hand to anyone who might need it, including bringing back dinner from Oasis for another therapist who is too busy to take a break, and being a spa buddy for new therapists who need a little extra help and attention. All of these things she does willingly and happily. I am very grateful to Dana. Her optimism is contagious and her warm energy is part of what makes Mii amo so special. **Stacey Shepherd**

Casey McDonald – Mii amo Café – Host: Casey is dependable, helpful and always has a smile and positive attitude. He tries very hard to establish a rapport with our guests and I have seen his name mentioned on comment cards frequently in recent months. I always appreciate his willingness to assist and follow through on requests. Thank you for being on our team Casey! **Deborah Waldvogel**

Barbara Boic – Mii amo Boutique – Sales Associate: Barbara has been so helpful with our numerous and often strange requests. She is always more than willing to help. She has great ideas when we are trying to create a gift "in the moment", and most of all she has such a friendly and positive attitude every time we ask for assistance. Tonyia is also so appreciative of Barbara's effort. Thank you Barbara. **Deborah Waldvogel**

Colette Coletta – Mii amo Spa – Massage Therapist: Colette has been putting a great deal of effort into taking on more of a leadership role in her position at Mii amo. Colette has been working very hard to help enhance our specialty service offerings and is learning that it can be a challenging task. However, with her leadership I am looking forward to some amazing new offerings to enhance the experiences of our guests. Thank you Colette. **Deborah Waldvogel**