

Mii amo Spa

Distinguished Team Nominees – September 2007

Front of the House

Dana Katz – Mii amo – Massage Therapist: Dana is always very positive and out going with not only the guests but also the other staff members. She shines with an attitude of gratitude which elevates the spirits of everyone she is in contact with daily. Even during this slow month she helps motivate others and encourage them that it will pick up soon. She also comes to us looking for extra busy work she can do in down time like filing or shredding paper, maintaining a smile the entire time. We appreciate how this effects our work environment and are so happy to have her be part of our team. Thank you! **Tony Nicastro**

Ivano Zuccolotto – Mii amo Café – Bartender: Ivano is a one of those employees we all love – very consistent, reliable and he represents our brand very well with our guests. Needless to say he is a very valuable part of the team in the café!! He has become very efficient in all his work and has learned to anticipate both guest and coworker's needs to help the café provide the best service possible. Ivano is a great attribute of the café, the guests love him and he just keeps getting better in his responsibilities!! Typically, our consistent/productive employees tend to go unnoticed but in this case - thank you Ivano for all your hard work and commitment to doing your best and giving a memorable guest experience. **Rick Kulander**

Barbara Boic – Mii amo Boutique – Sales Associate: Barbara has been a huge asset to the spa as well as to the activities department. Barbara is great at keeping the activities department informed of guest issues with the Mii amo Bikes and letting us know of maintenance issues with the bikes as well. I greatly appreciate her attention to details and pleasant attitude. Thank you for all the hard work Barbara! Keep up the good work! **Lacey Pedersen**

Susan Wolfe – Reservations – Agent: Susan is a joy to work with. She is always positive, always smiling and always committed to serving our guests. But the main reason I would like to nominate Susan for Employee of the month this month is her flexibility. By being flexible with her schedule and willing to change her days off, the hours she works, and even where she works and her actual job responsibilities, she has saved the day on more than one occasion recently. It's really nice to have someone on our team who is so open to change and willing to help, and all of us deeply appreciate her extra efforts. She definitely deserves to be recognized and rewarded for both the job she does every day and for those extra efforts lately by being named Employee of the month. **Kirsten Combs**

Theresa “Tia”Brussat - Mii amo – Massage Therapist: I would like to nominate Tia for employee of the month. Tia is a great team player and I really do appreciate her positive attitude at the spa. She is always pleasant and smiling. Tia never complains when asked to do something extra or make last minute changes and goes with the flow. These qualities are so very important to us here at the spa and this is why Tia is deserves to be employee of the month for Mii amo. **Tonya Gosik**

Diana Damian – Mii amo/Banquets – Locker Room Attendant/Server: Is a pleasure to have Diana around. You never see her with a frown and she is always trying to help our guests. Diana is a very hard working employee and you never have to worry about her just standing around socializing. She is willing to work any and all hours even if it is a last minute thing that comes up. We are really going to miss her when she leaves us. **Genny Mendoza**

ENCHANTMENT RESORT DISTINGUISHED TEAM – SEPTEMBER 2007 FRONT OF THE HOUSE

Ekin Aykol – Retail – Sales Associate: Ekin has been EXTREMELY flexible with the Retail Department's scheduling needs, working mornings, evenings, and doubles in both stores and in the warehouse. She has a tireless enthusiasm that amazes us all! Ekin's guest service skills are outstanding. She goes above and beyond to meet our guest's expectations and accommodate their requests. In addition to seeing her name on our comment cards, our guests often comment how lucky we are to have her and I agree. **Amy McMurry**

Lila McLean – Reservations – Agent: Lila is incredibly good at what she does on a daily basis. Recently, she has gone above and beyond the scope of her normal job description and volunteered to help at Mii amo's front desk in addition to her usual responsibilities. She came over willingly and learned quickly, she came with a smile and she came to work. She even volunteered to pick up more shifts than we actually needed help on. For her willingness to help, her commitment to learning, and for being the very definition of a team player, I nominate Lila McLean for Employee of the Month. **Kirsten Combs**

Callie Iverson – Dining Room – Hostess: Callie is a wonderful hostess in the clubhouse restaurants. Her performance at the host stand is spectacular. The first thing a guest sees when they enter the restaurant is a wonderful smile from Callie. Her poise during busier times is remarkable. Her attitude and service ethic towards everyone she meets is outstanding. Callie's approach towards everyone is inviting and refreshing. She is a true asset to our organization. We in the food and beverage management would like to thank her for a job well done. **Ryan Wolf**

Devery Galloway – Bellstaff – Bellperson: Dev epitomizes customer service and teamwork at Enchantment. He consistently creates opportunities to exceed the expectations of both our guests and other employees. I can't tell you the number of times I have seen Dev call a guest by their first name and the guest responds in the same manner, remembering Dev from check in or from being given a cart ride. Dev also puts a lot of energy into continually improving communication and teamwork within the Resort and generating new ideas for the Dream Team. **Jenni Garrett**

Carlos Dueñas – Dining Room – PM Busser: Carlos is an excellent employee, so polite with the guests, always professional and courteous. He is a great example of good customer service and he is a huge help in the overall experience that a guest encounters at Yavapai. Thank you Carlos! **Lacey Pedersen**

Danielle Babin – Activities – Concierge: Danielle is an excellent employee, she has been so willing to help out and press through some interesting days at the desk. She is great with the guests and is constantly learning and growing into the position. She is a great asset to the concierge team and we are blessed to have her smiling face here at Enchantment. **Thank you Danielle! Lacey Pedersen**

ENCHANTMENT RESORT
DISTINGUISHED TEAM – SEPTEMBER 2007
HEART OF THE HOUSE

Carolina Delgado – Housekeeping – Supervisor: In the absence of an Assistant Housekeeper, Carolina has proactively stepped up and assumed more responsibility, learned more on her own and displayed a sense of motivation, teamwork and poise that is beyond her experience. She does all this with an incredibly positive attitude and a smile that doesn't go away. **Nicholas Gold**

Carolina has taken on new responsibilities with her promotion to housekeeping supervisor and has given 110% to the housekeeping department. She continues to grow working on projects and following through. Thank you Carolina for everything you do! It is a pleasure to work with you! **Jill Madzik**

Jonathan Haney – Warehouse – Clerk: Jonathan has really stepped up in keeping the warehouse going. The warehouse has been through numerous changes with the search for a new director and the turn over of the other two warehouse clerks. Jonathan has been working with the Chef to get the walk-in coolers and freezer cleaned up along with learning how to do the orders for the food. He has taken on all of this and helping to train the new warehouse clerks, all with his normal can do attitude. Thank you Jonathan for all of your hard work and great attitude, you deserve the EOM! **Dale Olsen**

Jonathan is always willing to lend a helping hand in everything. He has a great attitude and a hard worker. He is one employee that helps make Enchantment what it is. Thank you Jonathon for all your help! **Lacey Pedersen**

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**

Jaime is always there to help wherever needed and is willing to do anything you ask of him and always with a smile on his face. **John Morehouse**

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 its 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**

Miguel Salas – Housekeeping – Carpet Cleaner: It is hard to image the impact Miguel has on our department everyday. He is always the person we go to when things come up, that need to be done now, and he never says no. He fixes our equipment, cleans carpeting, floors, cleans windows, moves furniture and is always willing to help in any area or department when needed. Thank you Miguel for everything you do for us. **Jill Madzik**

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Linda Surakus – Purchasing - Assistant: I would like to nominate Linda Surakus for employee of the month. Linda has been doing an outstanding job for the spa in the past month. I don't know where she found the time to reorganize our Mii amo room but she did and it looks great! We can even find things in there now. I have called upon Linda quite a bit this past month to determine status of orders and other things and she has really been a great help. She has undertaken quite a work load with Kerry being gone and things have really run smoothly for us. We so appreciate Linda and the extra effort that she has put forth to ensure that everything is ordered and that we don't run out of stock items. Thank you Linda for all that you do for us.

Tonyia Gosik

Steve Hapner – Engineering – Painter: Steve has managed to take on many painting project at Enchantment and Mi Amo and that's not including the radio calls that he receives for paint touch ups. Steve is always looking for ways to schedule painting to better the resort and make it as attractive as possible. He has taken these tasks by himself. That's why he deserves to be Employee of the Month. **Freddy Badilla**