

EMPLOYEE OF THE MONTH NOMINATIONS--September 2008

HEART OF THE HOUSE

Vi Bunesco: Guest Services—PBX Operator

We had a very significant guest situation occur on property mid August. Vi was literally **vital** in this situation, very accurately establishing that there was a concern for the guest, dealing with the situation as professional as anyone could have wished for and notifying the proper departments to respond to the situation. Vi has been with our company for a very long time and we all know how great she is with internal and external guests, but she particularly shined in this situation and deserves to be recognized for her alertness and professionalism. Thank you Vi!! ~Nicole Rosas

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

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

Mark Duffy: Engineering

Mark has become our go to guy when it comes to preventive maintenance in guest rooms to assisting in room calls. He really has what it takes to provide excellent guest services. His positive attitude with a joke or two sets the tone for the day. Mark has done an outstanding job getting rooms ready for our guests. Many glossy reviews from guest comment cards are from Mark's hard work and for that I thank him and gladly nominate him for next "Employee of the Month". ~Freddy Badilla

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

Margarita Gill: Housekeeping/Laundry

We are very fortunate to have Margarita on our housekeeping team. We can always count on her. She is always willing to assist in any area of housekeeping whether it is cleaning rooms, public areas or making beds she always has a positive attitude. Thank you, Margarita, for everything you do. We greatly appreciate it! ~ Jill Madzik

K.C. Ellis: Master Griller, Master Chef of Ceremonies and Banquet Cook

K.C. is great with the guests! For a heart of the house employee who has very little guest contact – when he is out there is a superstar! He may work most of his time in the kitchen, but when K.C is on an action station he is engaging with the guests. The guests will some times talk to him instead of other guests – they are often talking about BBQ sauces, cooking techniques at home or Sedona and the surrounding area. My favorite is when K.C. is in charge of the Chef's Challenge. Recently a group did the Chef's Challenge and they were extremely creative and competitive. It is challenging to deliver instructions and keep people safe with knives and on pace with the activity. K.C. puts on his serious hat and he is amazing with the groups. In the kitchen is he always helpful with server's last minute changes and requests. This month he created a dish for the employee cafeteria that was different and delicious. Thanks K.C!!! ~Molly Anderson

Shelly Knox: Accounting—Staff Accountant

Shelly is incredible and has an amazing positive attitude about it all! She is so helpful and I, personally, wouldn't have survived moving an office to Scottsdale without her! Her patience, positive demeanor and kindness have been such a blessing to me, personally, and have helped guide the development of practices in the Scottsdale office. Thank you so much, Shelly, for your constant support and your wonderful attitude! I so appreciate you and the difference you have made for Enchantment employees in Scottsdale! ~Jenni Garrett

Deanne Gomm: Human Resources Coordinator

Deanne is one of those people this is always in a good mood. She always has a smile on her face and presents a very positive image to all employees. Deanne does an amazingly thorough tour for the new hire orientation program. Deanne is responsible for all of the new hire stuff – she does the shoes for crews, uniform issues and processes all of the international workers. Having worked in overseas – I know the importance of this person – they make the transition to a new country easy, warm and inviting. The fact that we have workers want to repeat at Enchantment is due in a great part to the warm welcome and support that Deanne provides them. ~ Molly Anderson

Amado Trejo: Mii amo Houseman

Amado has been an absolute lifesaver at Mii amo, really for as long as he's been with us, but especially over the past month. We have had major staffing challenges and there have been many mornings when we don't have a pool attendant – Amado takes it upon himself to set up the pool area. There have been several mornings when we don't have a men's lounge attendant – Amado takes it upon himself to set up the locker room. He steps up and he steps out of his normal day to day routine to help anywhere he is needed...he does it without being asked or told, and he does it extremely well. It's obvious he takes pride

in his work because the areas he touches look impeccable. I am so grateful to have a houseman at Mii amo who truly cares, and I'm grateful for all of the extra effort on Amado's part recently. He has more than earned the honor of being named Employee of the Month. ~ Kirsten Combs

FRONT OF THE HOUSE

Rachel Wolsey: Activities Coordinator

Though Rachel just started at Camp Coyote, she has been a tremendous asset! Rachel has come up with many creative ideas and games that will make camp a very popular place! She also took on the job of MC for the employee picnic and received praise for a job well done. I am very happy to have her as part of the Camp Coyote team! ~Jennifer Fishell

Barbara Hewson: Retail Associate

Barbara continues to be our "rock" in the Marketplace. She has been a tremendous Help when it comes to training new staff members, managing merchandise and reliable Customer service. Barbara has returning guests who physically seek her out to say "hello" and make sure she is still working in the Marketplace. Barbara has created her own groupies, and that is a very effective show of brand loyalty. Thank you Barbara! ~Kelly Dunagan-Johnson

Claudia Strever: Yavapai Server

Most of my time is spent down in banquets, but when I am up in Yavapai Kitchen, I notice one thing: Claudia is always working and staying busy. Even when it is slow, Claudia is looking for things to get ready for the next day and stays busy. She spends little time talking, and seems to do whatever it takes to take care of the guest. And that is why we are here. It's great that we have dependable people like Claudia here to serve our guests. ~ Uwe Wais

Terry Bearson: Bellstaff

I would like to nominate Terry for Employee of the Month for his great team ethics and his dedication for not just being a good bellman, but for his dedication to the Enchantment Resort. Terry is a very disciplined person and treats guests, managers, and employees with the utmost respect. For the short time I have known Terry, he has proven himself to be not just a great asset to the Bellstaff but also a valuable asset to Enchantment Resort. If and when you meet Terry, you will never forget the experience. ~ Huean McLean

Cristina Davila: Room Service Server

Above being on time and performing to an excellent standard, Cristina trains all new AM Room Service Servers with enthusiasm!! Cristina is always willing to help her team without complaint. She truly cares about our guests, internal and external, and anticipates their needs. Cristina actively executes the 10-5-3 standard and answers every phone call with the Enchantment SMILE. She does all these things and more. Cristina has proven to be an asset to myself, Room Service and the Enchantment Resort!!! ~David Balser

Mii AMO SPA

Joy Schweitzer: Spa Reservations Supervisor

Joy is amazing. Since rejoining our spa team in April, she has taken on more responsibility than three people and done a top-notch job in every area. Her ability to multi-task and wear any hat we throw at her is incredible. This is a perfect example - over the course of the last month, Joy has been a trainer, a reservations agent, a front desk associate, a group coordinator, a VIP scheduler, a revenue manager, and a trainer again! She does not miss a beat, and I personally cannot thank her enough for her flexibility and willingness to help in any area. I don't know what we would have done without her these past few weeks! For her efforts, her attitude and her many contributions, Joy gets my vote for employee of the month. ~Kirsten Combs

Barbara Boic: Boutique Associate

Barbara has dealt with lots of transition lately and through it all she has been a trooper. She nearly single-handedly prepped the store for inventory which is no small task. She continues to train new people while never letting customer service suffer. These are just a few of the reasons that Barbara is such a wonderful employee. Thank you for everything Barbara!!! ~ Kelly Dunagan-Johnson

Zach Brems: Massage Therapist

Some people quietly tend to their work responsibilities giving steady, consistently great performances day after day. They don't demand attention nor do they call attention to themselves. They pick up the slack when it's needed for the team. Zach Brems is one such member of the Mii amo team. Recently during the absence of our prep attendant, he made certain that the 2nd floor prep room was straightened and cleaned, that products were refilled and ready for the next morning. His guests as well benefit from his dedication to quality services. Thanks, Zach, for looking after the needs of our external & internal guests! ~ Randy Rudloff