

# ENCHANTMENT RESORT

## Employee of the Month Nominees - September 2009

### Heart of the House

**Lila McLean – Retail – Warehouse Supervisor:** Lila was recently promoted to the position of Retail Warehouse Supervisor. She has jumped in with both feet and is off to a great start. This month, while transitioning from the store to the warehouse, Lila has maintained a high level of enthusiasm and shown a great willingness to learn. Lila has been extremely flexible with her schedule, assisting her managers with maintaining smooth operations in the store and in the warehouse. Lila, thank you for all of your efforts!

**Amy McMurry**

**Deanne Gomm – H.R. – Coordinator:** Many people know that Deanne is the go to person in our office for anything and everything HR. She handles all applications, processes PAF's, handles tons of administration and office work and is incredibly reliable. What most people probably **do not** realize is that Deanne also takes care of everything related to our apartment complex in Clarkdale. She coordinates repairs, moves, apartment turnover, is the liaison for the resort in dealing with the management company and everything that comes with property management, which is more than anyone can imagine! On Friday September 4<sup>th</sup> one of the apartments experienced a water leak and in another building water pressure seized and the building was left without water. Deanne spent half the night over at the complex coordinating repair efforts during a holiday weekend. She sacrificed her night and majority of her weekend to take charge and got things in order while avoiding costly repairs without a blink. THANK YOU Dee! **Nicole Rosas**

**Gladys Montenegro - Housekeeping - PM Lobby Attendant:** Gladys is always willing to cover any area of the resort. When asked to go to Mii amo for an emergency she did not hesitate and handled the situation very professionally. Thank you Gladys we can always count on you! **Jill Madzik**

**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**

**John Lock - Recycling Specialist:** John has done an outstanding job in the recycling area. He is very thorough in his rounds and has been helpful in educating staff about what is and what is not recyclable. And most noticeably, John is personable and friendly when he is making his rounds.

**Molly Anderson**

**Juan Baldivia – Housekeeping – Houseperson:** Juan is a work horse! He is very conscientious in everything he does. Besides observing him working in housekeeping, and knowing that Jill says he is a model employee, whenever Juan works with us in Banquets he is excellent. He never stands around waiting to be told what to do next – he is always working in his station or helping someone else.

**Molly Anderson**

## Front of the House

**Marlo Johnson – Tii Gavo – Server:** Marlo's professionalism, continued positive attitude, pro-active for all guests and leadership abilities for the entire staff make her irreplaceable. Always going above and beyond to exceed guest expectations and enhancing their experience. Always a pleasure to work with!  
**Heather Wilson**

**Barbara Hewson – Retail – Sales Associate:** Barbara continues to be the corner stone of the Marketplace team. Her consistent work really makes a difference within the department. No matter what the task, store organization, staff training, or fulfilling a guest's special request, I know I can count on Barbara. This month Barbara has really made an extra effort to assist her managers with store coverage. Barbara has been extremely considerate of her co-workers' needs and the needs of the department. She has picked up numerous shifts and worked extra hours to ensure the Marketplace was properly covered at all times. Barbara, thank you for all of your assistance this month and for your efforts each and every day! You are very much appreciated! **Amy McMurry**

**Daniel Daoust – Room Service - Server:** Daniel is a high energy guy who likes to move fast. Recently, the dinner shift for room service had one of the busiest shifts of the year, serving more than 70 guests in less than 2 hours. Daniel and his co-worker rose to the challenge and served every order on time and with accuracy. He wouldn't have it any other way. It is clear Daniel enjoys the action, as he consistently excels under pressure. His demeanor is appreciated as well, as he is upbeat and enthusiastic about his work. He also shows great attention to detail by making sure every order is complete, and by freely contacting the guest if an order is even a few minutes past the quoted time. He is also polished and genuine in his interaction with the guests. Great work Daniel! **Maury Kepley**

**Rebecca Kilawee – Activities – Concierge:** Rebecca takes the time to follow through on guests requests and questions. The easy answer would be to say "I do not know" but Rebecca is constantly calling me on weekends to assist guests with wedding inquiries, future group transfers, tours and dining. I appreciate Rebecca's desire to always help the guest even tho' it is often more work for her. **Molly Anderson**

## Mii amo Spa

**Dana Katz –Mii amo – Massage Therapist:** Dana has been our saving grace while Francine has been gone. Dana has done a great job of taking care of all the duties Francine usually takes care of and as always, taken very good care of our guest by giving a wonderful massage. Dana recently came in on her own time and gave massages to the Oasis kitchen staff as a thank you to them. Dana is a great team player and we are very grateful to have her with us at Mii amo. Thank you Dana for all you do for us at Mii amo.

**Tonya Gosik**

**Dana** has played an integral part in the day to day operations of Mii amo during Francine's absence. She makes sure everything is stocked and ready for the therapists to use. Without Dana, it would have been very difficult to find the time to complete all the tasks Francine is responsible for. Dana is a joy to work with and does whatever it takes to help her fellow employees. Thank you Dana for all you do!

**Joy Schweitzer**

**Miguel Gonzalez – Cook – Mii amo Cafe:** 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**

**Bill Amos – Mii amo – Massage Therapist:** Bill is a great employee because he is reliable. He consistently arrives to work on time and is always willing to come in if needed for extra services. Bill is kind and generous to other employees. He also regularly receives excellent feedback about his massages from our guests and receives special requests from our returning guests. Thank you for all your efforts!

**Kate Kramer**

**Amy Duffield - Mii amo - Front Desk Coordinator:** Amy has a fantastic attitude. I appreciate how patient she has been with guests, especially when dealing with misbookings and hike scheduling errors. She has excellent customer service skills and is a pleasure to work with. **Jennifer Fishell**

**Jean Lorenti – Mii amo Boutique – Sales Associate:** Although Jean has only been with us for a few months she has really jumped in and show an extraordinary amount of initiative in learning not only the basic SOPs required to perform her job, but also some of the more detailed material, such facial product information. Jean goes out of her way to assist both our internal and external guests. She is proactive in problem solving and follows through to exceed the guest's expectations. We are already starting to see Jean's name positively mentioned on our comment cards and look forward to seeing many more. Jean thank you for all your hard work! **Amy McMurry**