

ENCHANTMENT RESORT

Employee of the Month Nominees - September 2010

Heart of the House

Leonardo Sanchez ~ Housekeeping ~ Houseperson: Leonardo continuously gives 110%. The only time I've seen him stay still is during his lunch. The rest of the time he is always running back and forth stripping rooms ahead of the room attendants and completing guest calls. No matter what kind of day he has had, you will always find him very willing to help and with a smile on his face. You are a star, Leonardo. Keep up the hard work. Everyone in housekeeping recognizes and acknowledges your hard work. **Andrew Isherwood**

Millie Davis ~ Engineering ~ Administrative Assistant: There were so many employees and Managers that went above and beyond their normal job duties during Chopra, and Millie is one who stood out. In particular, Millie was such an incredibly big help to all F&B outlets during Chopra. Every day she was prepared with her menu binder, radio on, and ready to go. She stayed late every day during the program to assist with the group in the Yavapai after she had been helping in Banquets all day. THANK YOU SO MUCH MILLIE for being a great team player!
Jessica Caldwell

Elsa Lopez ~ Housekeeping ~ Team Leader: In preparation for the renovation, Elsa did a great job in completing the project of cleaning out and tidying through the Camp Coyote storeroom. Elsa volunteered to come in on her day off so that we could ensure that this project was successfully completed. It is much improved and things can now be found easily. Many thanks, Elsa, on this project. Keep up the good work. **Andrew Isherwood**

Arturo Perez ~ Culinary ~ Cook: There are many employees here that fall under the radar of recognition for excellent work! Arturo is one of these exceptional workers. He quietly takes care of business, helps who ever else needs assistance, he is capable of working all stations in the kitchen, and is of invaluable serviced down here in the banquet kitchen when we are busy! Thank you for everything you do Arturo! **Uwe Wais**

Arturo is one of our great employees at night. He is always positive, very fast and he communicates very well not only with his co-workers in the line but also the servers and the runners. He is always willing to fix the problems if there are any. I remember him cooking late lunch for 13 people with mostly 2 courses and making everything ready in less than 20 minutes. To know that everything will be coming out the kitchen without a mistake is priceless for a manager. That's why I don't have any concerns when he is behind the line. Thanks Arturo for the great job you have been doing in the kitchen. **Ramazan Menekse**

Frank Allen ~ Engineering ~ Supervisor: Frank is my "go to" man. It doesn't matter how small or big the issue, he always tackles it head-on and doesn't stop till it is completed--usually within 24 hours and always with a smile. We are very fortunate to have him on staff. Thank you for all you do Frank! **Christine Scott**

Maria Concepcion Casiano ~ Housekeeping ~ Team Leader: Concepcion is always a very reliable and extremely hard working member of the housekeeping team. Concepcion works predominately as a team leader but regularly substitutes as room attendant whenever needed. In either role, Concepcion contributes tremendously by giving 110% each and every day that she is scheduled to work. When inspecting, her rooms always pass at a very high standard. Many thanks, Concepcion, for all your hard work and dedication. **Andrew Isherwood**

Sofia Gonzalez ~ Housekeeping ~ PM Laundry Attendant: Most do not see the quantity of laundry that needs to be done on a daily basis. Sofia works behind the scenes doing laundry. Recently, Sofia stayed very late to ensure there would be clean towels when needed. This also happened to co-inside with the Chopra visit which required an additional 400 towels twice a day to the usual work load. Each and every day this was successfully completed without complaint from any of the laundry team. Thank you very much, Sofia, for the extra effort and time you put in to help out. **Andrew Isherwood**

Front of the House

Horacio Lopez ~ Banquets ~ Captain: Horacio really made it happen during the Chopra group. His ability to multi task, delegates, and supervise a large group of employees, many of them with no service experience or knowledge of serving, was incredible. He stayed on top of communicating vital information with me, while performing all of his other duties, and this was truly a group that was out of our normal comfort zone of what we are used to handling. He really did an amazing job. **Uwe Wais**

Horacio really rose to the occasion during Chopra. Horacio regularly supervises up to ten people, but over this week he was supervising nearly 30 people. There was a lot of hussle involved, a lot of last minute set changes, schedule changes, staffing changes, working under silent conditions and making sure the entire staff maintained silence. Horacio is a big part of the reason we had such success overall but specifically through the breakfast and lunch meal periods. Horacio was definitely operating on another level during this time period, had a tremendous sense of urgency, and maintained an excellent attitude under pressure. Excellent job Horacio! **Matt Bailey**

Horacio is always dependable and hard working. He leads the breakfast/lunch Banquet crew and does a great job. The group contacts say that he is “amazing”, “awesome”, and “great”. He will work 12 – 14 hours a day when necessary. He will start at 3:00 am and not leave until everything is done. Horacio always has the client’s best interest in mind and will go the extra mile to make sure they are satisfied. He will go to the Clubhouse to get a special food item, he will go to the warehouse to pick up boxes, he will exhaust all options to exceed their satisfaction. During Chopra, Horacio was in charge of the AM banquet crew where he assured that all function spaces were set according to the client’s requests and also had to assure that breakfast cash sales were set up and the spaces turned over for lunch and then back again for yoga. Horacio stayed focused and executed the week flawlessly. **Molly Anderson**

Denise Donahue ~ Reservations ~ Agent: Denise has been an integral part in the transition of the Visual One / Synxis interface. This interface brings reservations from our website booking engine into our PMS. As with any new procedure involving technology, we want to be sure we are getting complete and accurate information along with making it a seamless and enjoyable experience for our guests. Denise jumped right in and kept an eagle eye on every reservation to be sure everything was coming over correctly. If something was a bit ‘off’ she would bring it to our attention for immediate action to be taken. Without Denise’s help and attention to detail this process could have been much more difficult. I cannot thank you enough – Thank you a million times over. **Tara Cline & Susan Lisak**

Chris Forshner ~ F&B ~ Server: Chris has been working with us for over two years at Yavapai Restaurant. He has been doing a great job, especially with the latest procedure changes. He keeps track of the guests that he serves daily, gives the list to his manager to make sure he is the one responsible for those guests. He grabs his manager in case there are any problems or concerns with his guests. He has been applying the standards we have here at Enchantment Resort at his second work place and he has realized that how well he is affected by applying those high standards. He is very willing to learn and happy to be a part of our best of the best team. Thanks Chris for the great job you have been doing at Yavapai. **Ramazan Menekse**

Michelle Mountanos~ Front Desk ~ Agent: Michelle has been a great addition to the front desk staff. She cares tremendously about each and every guest that she speaks with and it really shows. Her awareness of what is going on around her and around the resort is top notch. She takes an interest in site inspections, camp activities, Mii amo activities and stays on top of changes in dates, times, etc. so that she can let “her” guests know. I appreciate her assistance with site inspections and her communication to Conference Services and Sales when she has a guest issue that she feels we need to be aware of. She takes personal responsibility for resolving guests’ needs and wants. **Molly Anderson**

Oscar Diaz-Lopez ~ F&B ~ AM Server: Not too many words necessary to describe Oscar and his work ethic. He comes to work with a great attitude and ready to do whatever he is told. He started as a server assistant, moved to food runner and now he is one of our best servers in the morning. He is very reliable and always ready to help others. Especially on Sundays, he helps the food runners to set the buffet, makes sure everything is ready to go for the guests. It is always nice to have an employee like Oscar that you know you can schedule him anywhere you need; server assistant, runner, server. Thanks Oscar for the great job you have been doing at Yavapai. **Ramazan Menekse**

Kerissa Mummey ~Activities ~ Coordinator: Kerissa is a fantastic employee! She is organized and driven to succeed in all tasks she takes on. Kerissa does an excellent job with the kids, always coming up with projects and games. She has assisted in other departments and has shown exemplary guest service skills. Kerissa has done a great deal of planning for the camp schedule. I appreciate her help so much! Thank you Kerissa! **Jennifer Fishell**

Angelica Mlynarczyk ~ Activities ~ Coordinator: You can’t help but smile when you work with Angelica! Her positive attitude outshines most anyone. She is great with the kids, always coming up with creative games and stories. I appreciate all her help with the new camp schedule. She is an amazing clean freak...camp has never looked so good. I appreciate her help so much! Thank you Angelica!
Jennifer Fishell

Mii amo Spa

Lynette Bazzill ~ Mii amo ~ Massage Therapist: Lynette is always such a breath of fresh air to work with. She is always willing to help out a fellow employee when they are in a bind and never questions it. We can always count on her for taking someone who is not in such a good place and completely turning them around. Every guest is a VIP with Lynette and it shows. Thank you for all of your dedication, humor and hard work. **Christine Scott**

Christine Burks ~ Mii amo Café ~ Hostess: Chrissy has done a great integrating here at Mii amo. She genuinely greets every guest and has received great guest comments about making people feel welcome and at home. She is dedicated, conscientious, hard working and always comes to work with a great attitude. Chrissy is a pleasure to work with and is an important part of our team and its success. Thank you for your being such a great person. **Aaron Beaver**

Andreas (Kaiyum) Franz ~ Mii amo ~ Spa Coordinator: Kaiyum has become a significant member of our Spa Coordinator team. Every day Kaiyum puts in 100% to provide detailed service and follow-through with guest requests. He has helped train our newest Coordinators and regularly wins the hearts of our guests. The group Effortless Prosperity even wrote a note commending his attentive service and had all their members sign it. We appreciate your hard work and dedication! **Kate Kramer**

Mary Blackett ~ Mii amo ~ Consultant: Mary is always willing to change her schedule for groups and guests! She receives positive comment cards and is constantly requested by repeat guests. Mary is constantly looking to improve our service menu and our consultation rooms. She is simply a pleasure to work with! Thank you for all that you do! **Jennifer Fishell**

Jeanne Kuber ~ Mii amo ~ Fitness Instructor: I am in awe of Jeanne's amazing energy and positive attitude. She is constantly jumping in to cover private sessions and classes. She has so much fitness knowledge, from Pilates to Zumba, Jeanne does it all! We are so lucky to have her! **Jennifer Fishell**