

# Excellence Awards

Finalists – June/ July 2025



## Above & Beyond

**Briana O'Donohue** (MICE) – She is a constant presence, tirelessly working behind the scenes to ensure the team's success. With an unwavering commitment to support, she addresses the needs of every team member, providing timely assistance and guidance whenever it's required. Her problem-solving skills are exceptional, and she consistently delivers innovative solutions to complex issues that arise, making her an invaluable asset to the team.

**Nico Rosales** (Front Office) – For his diligent work in the surprise and delight space as well as stepping up to review and reinvigorate the Luxury Retreat SOP and Data entry standards SOP.

/ **Nico** is a true asset to Millbrook and I have full faith with entrusting him with any task. He has gone above and beyond with Ferrari onsite and has handled all complaints and problems with grace and a smile.

/ **Nico** never fails to show up to work with a big smile on his face and an unmatched energy. His dedication to our guests and his colleagues makes everyone's day brighter and better. Nicolas is always looking at new ways to enhance the guest experience and support his colleagues in any way possible.

**Petra Sim** (Housekeeping) – Housekeeping has had some huge days over the winter school holidays, and Petra worked extra to ensure she could support her teams through this busy period. Petra is agile and a great communicator with her team to ensure whatever needs to get done happens. Thanks for coming in and getting your hands dirty too!

## Investing in the Future

**Lucy van der Hulst** (People & Culture) – Lucy has jumped into her new Advisor position with a fantastic attitude and with confidence. In just two months she has managed to build trusted relationships throughout the organisation, support team members and has strongly invested in her learning and understanding of the NZ employment legislation. Lucy has also delivered fantastic ideas and invested time into bringing these ideas into the Millbrook P&C fold.

**Portia Suckling** (Front Office) – Portia has helped train new team members constantly over the past few months, despite she been one of our newest team members. She has provided quality training and her passion for the role and to teach others to shine through on every shift. She has also chosen to participate in the Aspiring Leaders programme to invest in her own future and further develop her career in the industry. Portia has a bright future ahead of her and has become a valuable member of the front office team since her short time with us.

**Sophie Biernacki** (Marketing) – Sophie has brought a refreshed outlook on everything Marketing at Millbrook. The Marketing training she hosted to present how things are going to look in the future for her team and the resort was fun, engaging and very exciting too. The work

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that her and her team have done with the Clubhouse has been great to witness and makes us all excited for what's to come.

## Collaboration & Support

**Bob Cullen** (Housekeeping) – Bob's calm demeanor and friendly nature, along with his attention to detail has proven him to be an invaluable part of the team. We can always count on him to get what we need when we need it and he has taken on the responsibility of taking care of our car fleet.

**Georgia Dolbel** (MICE) – Georgia is always willing to help where she can and has been an incredible support this month to housekeeping, staying late to offer her help with turndowns and making beds, all whilst maintaining the crazy weddings inbox and all with a smile on her face with kindness.

**/ Georgia** is a fantastic team player and has recently been helping in Housekeeping on big days to ensure we can meet tight deadlines. Her bed-making skills is fantastic and so is her positive & can-do attitude. Thank you for going the extra mile, we see you!

**Tereza Fineron** (Marketing) – Since joining the team, Tereza has approached every task with enthusiasm and a positive attitude. She's picked things up so quickly and has done an amazing job communicating all the details around the Health & Fitness refurb. With multiple stakeholders involved, it was no small feat, but she's managed it all seamlessly. I'm also learning a lot from her on the digital front, which will no doubt have a positive impact on our marketing moving forward.