



FOR IMMEDIATE RELEASE: January 24, 2017

FOR INFORMATION: Tracy Fuller, Marketing Manager, (608) 254-1030 or tfuller@wildernessresort.com

Heidi Fendos, PR Counsel, (414) 778-0766 or heidi@fendospr.com

Wilderness Resort Honors Four Employees For Exemplary Customer Service

WISCONSIN DELLS, Wis. — The owners of Wilderness Resort recently honored four resort employees for providing outstanding customers service.

According to Joe Eck, general manager for Wilderness Resort, "Providing outstanding customer service is what makes guests loyal and return for future visits. This is why we have two different customer service incentive programs to encourage our employees to perform at their best all of the time. We recognize outstanding employees monthly, quarterly and annually."

The Wilderness recently named **Maggie Zeman** its "2016 Manager of the Year" and **Annie Jump** "2016 Employee of the Year" for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both Zeman and Jump received a voucher for a vacation from select destinations in the United States and abroad, as well as \$1,000 spending money as a thank you for a job beyond well done.

For providing outstanding service to guests and potentials guests, **Jennafer Hernandez** was named "2016 Customer Service Manager of the Year" and **Brian Nelson** was named "2016 Customer Service Employee of the Year". Each received \$500 as part of their recognition.

Zeman has been serving as the international recruiting manager for the resort since 2013. In this position, she works with J1 Visa sponsors to recruit and hire J1 students for various positions throughout the resort. Zeman also attends job fairs in the students' home country to interview students and extend job offers. Once the students are at the resort, she

works as a liaison between the students, managers and sponsors to ensure the students and managers have a successful season. She lives in Baraboo and in her spare time while traveling for the resort, she volunteers her time to give back to the local community where the job fairs are occurring. In Kiev, Ukraine she recently spent time coordinating games and made toys to give to the handicapped children at an orphanage.

Jump has been with the resort since 2013. She works in Shipping & Receiving where she is responsible for ordering all Coke and alcohol products for the Food & Beverage Department and all office supplies. She supervises a staff of up to five people who deliver products throughout the resort. She also ships and receives UPS and FedEx packages as well as freight shipments. She currently lives in the Grand Marsh area.

Hernandez has been serving as guest services assistant manager since 2012. In this role, she teaches her staff the policies of the resort, works to improve customer service approaches, and makes sure that her staff is informed and able to spread quality information to resort guests. She is also responsible for handling guest concerns and questions. She holds a degree in Business Management from Pensacola Christian College in Pensacola, FL, and lives in Baraboo.

Nelson has been with the resort since 2013, and works in the Glacier Canyon Lodge Maintenance Department. He is responsible for repairing guest rooms and outdoor waterparks; salting and removing snow on all sidewalks; driving the sanitation truck for the resort; and helping sort/deliver packages. He is a 2003 graduate of the North County Heavy Equipment Operating School in Escanaba, MI and a 2003 graduate of the National Hazardous Waste Clean-up/Disposal Program in Upper Michigan. He lives in the Baraboo/Dells region.

The Wilderness Resort consists of over 600 wooded acres in Wisconsin Dells and is home to Wilderness Hotel & Golf Resort, which features 444 guest rooms, 40 Vacation Villas, 76 Frontier Condominiums and 35 cabins. It is also home to Wilderness on the Lake which features 108 luxurious two and three bedroom condominium units overlooking Lake Delton; and Glacier Canyon Lodge, which features 460 upscale condominium units.

Combined, these three properties offer four indoor and four outdoor waterparks that total nearly 500,000 square feet – that's over 12 football fields of extreme water fun! The Resort is also home to Wild Rock Golf Club; The Woods 9-Hole Executive Course; Dodge 'Em City; Timberland Play Park, a 35,000 square-foot, four story adventure with ball blasters, slides

and crawl spaces; the OK Corral Lazer Tag Arena; Marshall Training Lazer Maze; The Wild Abyss and Wild Buccaneer indoor 3-D black light mini golf courses; bumper boats; indoor and outdoor go-karts and kiddy-karts; Wisconsin's first canopy zip line tour; Northern Lights Sky Ropes Course, Room Escapes by DOA and outdoor Jurassic mini golf.

For more information on the resort or for reservations, visit their web site at www.wildernessresort.com or call 1-800-867-WILD (9453).

#