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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, “There is no doubt that our guests love the Wilderness’ amenities but if they don’t receive the customer service they expect, you can be sure they won’t be returning for a second visit. This is why we have established 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 **Joe Stoughtenger** its “2015 Manager of the Year” and **Bethany Cooke** “2015 Employee of the Year” for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both Stoughtenger and Cooke 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, **Paul Christensen** was named “2015 Customer Service Manager of the Year” and **Josh Olson** was named “2015 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

Stoughtenger has been with the resort since 2012, and has served as IT Manager since 2013. In this position, he maintains and administers all of the resort’s computer networks and related computing environments, including computer hardware, systems

software, applications software, security and all configurations. He holds a degree from Madison Area Technical College. He lives with his wife Yuliyah in Lake Delton.

Cooke has been with the resort since 2013. She works in the guest services where she answers phone calls and directs them to appropriate extensions, dispatches housekeeping, maintenance and shuttles, oversees front desk operations and assist guests with issues they may have. Cooke is currently attending UW-Baraboo/Sauk County and hopes to transfer eventually to UW-Whitewater to pursue a degree in social work. She currently lives in West Baraboo with her boyfriend Evan.

Christensen has been serving as facilities manager at the Glacier Canyon Conference Center since **2013**. In this role, he oversees audio visual operations and conference room set ups. He resides in Baraboo with his wife and two children. When not at work, he enjoys hiking and other outdoor activities with the family.

Olson works in the Attractions Department, and as a supervisor he is responsible for making sure all attractions are running smoothly, helping with attractions projects and making sure all guest issues regarding attractions are positively resolved. He is a graduate of Poynette High School and lives in Wisconsin Dells.

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).