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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 customer 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 **Dzevat Ademi** its “2017 Manager of the Year” and **Kelly Weiland** “2017 Employee of the Year” for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both Ademi and Weiland 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 potential guests, **Brad Hottman** was named “2017 Customer Service Manager of the Year” and **Jose Mendoza** was named “2017 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

**Ademi** has been employed with the Wilderness since 2008 and has been serving as the Glacier Canyon Lodge maintenance manager for the resort since 2014. In this

position, he oversees and participates in the overall preventative maintenance of the hotel and ensures that the quality and condition of all rooms and public space exceeds company and guest expectations. He studied computer sciences and technology at the Southeast European University in Tetovo in Macedonia, and currently lives in Baraboo with his family.

**Weiland** has been with the resort since 2015. She works as a benefit coordinator where she processes benefits enrollments, processes and maintains unemployment, LOA/FMLA, health, dental, pet insurance, AFLAC, health/dependent FSA and 401k. Weiland studied Business Management and Human Resources at Madison College. She lives with her family in Wisconsin Dells.

**Hottman** has been serving as information systems assistant manager since 2006. In this role, he works on some of the most important systems throughout the resort, not limited to, but including, TVs, audio, phone systems, servers, and the Micros POS System. Hottman holds a BS in Airway Science/Aircraft Systems Maintenance with a minor in Computer Science from the University of North Dakota and an Associate of Science degree in Electronic Field Service Engineering from Herzing in Madison. He resides in Lake Delton and is a FAA Certified Commercial Pilot with Single and Multiengine Ratings; FAA Certified Flight Instructor with Instrument Rating; Advanced Open Water Scuba Diver; Nitrox Diver; and Rescue Diver. Hottman is also a member of Lake Delton Sportsman's Club and Experimental Aircraft Association.

**Mendoza** has been with the resort since 2002, and works as the housekeeping supervisor in the Glacier Canyon Lodge Housekeeping Department. In this role he is responsible for overseeing the department when the housekeeping director is off, maintaining morning paper work, creating housekeeping boards) and making sure the housekeeping team is operating efficiently. He resides in Lake Delton.

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 indoor 3-D black light mini golf; cyVRSpace Virtual Reality Arena; bumper boats; indoor and outdoor go-karts and kiddy-karts; 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](http://www.wildernessresort.com) or call 1-800-867-WILD (9453).

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