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Wilderness Resort Honors Four Employees For Going Above and Beyond

WISCONSIN DELLS, Wis. – The owners of Wilderness Resort recently honored four employees for going above and beyond in their jobs.

According to Joe Eck, chief operating officer for Wilderness Resorts and Waterparks, “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 named **Callie Northcott** its “2019 Manager of the Year” and **Alex Collins** “2019 Employee of the Year” for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both 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, **Joe Seep** was named “2019 Customer Service Manager of the Year” and **Jill Fry** was named “2019 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

Northcott has been serving as a Resort Manager for nearly six years, and she was recently promoted to Retail Buyer for both the Wilderness Resort and Soaky Mountain Waterpark. Prior to joining the Wilderness in 2014, she worked for two other Dells waterpark properties. She resides with her family in Wisconsin Dells.

Since 2017, **Collins** has been serving as the Cash Office Supervisor for the resort.

A huge animal lover, she also works part-time at Pampered Paws Pet Resort, and she resides just outside of the Dells region.

Seep serves as Executive Housekeeping Manager. Prior to joining the Wilderness team in 2016, he was employed at a different Dells waterpark resort and Culver's. He lives with his family in Baraboo.

Fry serves as an Accounting Assistant for the resort. Prior to joining the Wilderness team in 2016, she worked as an Accounting Assistant for Lake Gas and a Lab Technologist for Land 'O Lakes. She holds Bachelor of Arts degree in Biology from the College of Notre Dame of Maryland, and resides with her family in Wonewoc.

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 Glacier Canyon Conference Center; Sundara Spa; Wild Rock Golf Club; The Woods 9-Hole Golf Course; Dodge 'Em City; Timberland Play Park; three Clip 'N Climb Challenge Walls; Marshall Training Lazer Maze; The Wild Abyss indoor 3-D black light mini golf; bumper boats; indoor and outdoor go-karts and kiddie-karts; zip line tour; Northern Lights Sky Ropes Course; three Room Escapes by DOA; and outdoor Jurassic mini golf. Dining options include Field's at the Wilderness; Sarento's; Survivors; Thirsty Buffalo, Camp Social and several other quick service options.

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

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