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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 **Tim Henning** its “2020 Manager of the Year” and **Michael Riley** “2020 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, 40 hours of vacation time as well as \$1,000 spending money as a thank you for a job beyond well done.

Henning has been serving as Resort Systems Administrator since 2009. In this role, he is responsible for the daily operations, maintenance, backups and upgrades of the Wilderness servers and host computers. Henning also works closely with the IT Director to ensure the security, reliability and accessibility of the Wilderness voice and data communication networks. He is a graduate of Sauk Prairie High School and served 20 years in the United States Marine Corps where he served before retirement as Data Chief, C Company, 9th Communications Bn, I MEF, Camp Pendleton CA. He is a

member of the Marine Corps Association (MCA) and the American Academy for the Advancement of Science (AAAS). He resides in Prairie du Sac.

Since 2012, **Riley** has been working at the Wilderness in a variety of positions. In his current position as Aquatics Projects Supervisor, he maintains the slideboard system, tube repairs, pool cleaning and power washing as well as the outdoor waterpark set up/take down each season. Riley is a graduate of Lodi High School and resides in Lake Delton.

For providing outstanding service to guests and potential guests, **Ryan Hasheider** was named “2020 Customer Service Manager of the Year” and **Shirley Holloway** was named “2020 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

Hasheider has been a vital part of Field’s at the Wilderness since 1994. In 2001, he was named general manager. At that time, he became charged with the role of setting the tone for the Field’s experience fostering an atmosphere that engages all of your senses from start to finish. Hasheider resides in Baraboo.

Holloway has worked in the arcades at the Resort for 17+ years. As an Arcade Lead, Holloway is responsible for training new employees, assisting customers and keeping the arcades clean and organized. She resides in Baraboo.

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; Take Flight Aerial Adventure; Dodge ‘Em City; Timberland Play Park; three Clip ‘N Climb Challenge Walls; Lost Cabin Laser Tag; The Wild Abyss indoor 3-D black light mini golf; bumper boats; indoor and outdoor go-karts and kiddy-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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