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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 **Michelle Schweda** its “2021 Manager of the Year” and **Jose Perez** its “2021 Employee of the Year” for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both received the choice of a voucher for a vacation from select destinations in the United States and abroad, 40 hours of vacation time, and \$1,000 spending money or 40 hours of vacation time and \$2000 spending money as a thank you for a job beyond well done.

Scwheda has been in the resort’s housekeeping department since 2007. Prior to that she worked for five years in Sundara Spa’s housekeeping department. As the Glacier Canyon Lodge’s Housekeeping Manager, she is responsible for scheduling nearly 100 employees and creating housekeeping boards for 460 rooms. She also manages the laundry department, which handles all of the sheets for the entire resort. She resides in Baraboo.

Perez has been working at the Wilderness in housekeeping since 2010. In his current position he is primarily responsible for keeping the common areas of the

resort clean. This includes the hallways, vending area, and entrances. He assists in other areas as well, and serves as an inspector or project leader when needed. He resides in Wisconsin Dells.

For providing outstanding service to guests and potential guests, **Clayton Savage** was named “2021 Customer Service Manager of the Year” and **Hristo Natov** was named “2021 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

Savage has been with the resort since 2017. As a manager on duty, he oversees the operation of the resort as a whole and addresses any guest needs while providing excellent service. **Savage** resides in Wisconsin Dells.

Natov has worked in guest services since 2019. In this role he is responsible for assisting guests with their reservations and answering any guest questions. Prior to joining guest services, he was a waterpark supervisor at another resort. He holds a high school diploma from Bulgaria specializing in music studies and also attended the National Music Academy in Bulgaria where he studied trumpet. He resides in Baraboo with his partner Sarah.

The Wilderness Resort consists of over 600 wooded acres in Wisconsin Dells and is home to Wilderness Hotel & Golf Resort, which features 445 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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