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FOR INFORMATION:

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Wilderness Resort Names its Four Team Members of the Year

WISCONSIN DELLS, Wis. - The owners of Wilderness Resort recently honored four team members for going above and beyond in their jobs in 2024.

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 with guests and co-workers all of the time. We recognize outstanding employees monthly, quarterly and annually.”

Wilderness named **Brian Busser** its “2024 Manager of the Year” and **Jordan Potts** its “2024 Employee of the Year” for their outstanding work and commitment to the resort. Besides receiving companywide recognition, both received the choice of either 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 \$2,000 spending money as a thank you for a job beyond well done.

Busser has been in the resort’s marketing department since 2021. In his role as a Digital Marketing Specialist, he assists with video footage production and the resort’s websites. Busser holds a Bachelor’s degree in Fine Arts. He resides with his family in Monroe County.

Potts started at the Wilderness in 2016. He worked as a lifeguard before transferring to attractions in 2018 where he currently serves as a maintenance supervisor. In this position, he is responsible for fixing and maintaining all attractions, including the arcades. He also played an essential role in the building of the resort’s

latest attraction, Aquavia Lumina -An Enchanted Night Walk, which opened to the public in October. He resides in Reedsburg WI.

For providing outstanding service to guests and potentials guests, **Yani Yankova** was named “2024 Customer Service Manager of the Year” and **Tanner Hess** was named “2024 Customer Service Employee of the Year”. Each received \$500 as part of their recognition.

Yankova has been with the resort since 2018. As an IT Technician in the information systems department she oversees computer and data systems, manages software and handles technical issues. Yankova resides in Wisconsin Dells.

Hess has been with the resort since 2016. As a bartender at Field’s, he is responsible for customer satisfaction and making guests feel welcome. He resides in Wisconsin Dells.

Wilderness Resort consists of over 600 wooded acres in Wisconsin Dells and is home to Wilderness Hotel & Golf Resort, which features 446 guest rooms, 40 Vacation Villas, 76 Frontier Condominiums, 36 cabins and 8 treehouse 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; Aquavia Lumina; three massive prize arcades; Timberland Playhouse; three Clip ‘N Climb Challenge Walls; The Wild Abyss indoor 3-D black light mini golf; Lost Cabin Laser Tag; indoor and outdoor go-karts and kiddy-karts; Wilderness Canyon Zip Line Tour; Northern Lights Sky Ropes Course; three Room Escapes by DOA; Take Flight Ariel Adventure; and outdoor Jurassic mini golf. Dining options include Field’s at the Wilderness; Sarento’s; Camp Social; Survivors; Swimm’n Chick’n and several other quick service options.

For more information or to make a reservation visit <https://www.wildernessresort.com/> or call 800.867.9453.

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