



From left to right: Thane Beam, assistant director of security; Pete Tennis, managing director; Diana Bengé Employee of the Year; Carol Clark, Manager of the Year; Penny Chenoweth, food and beverage director; and Gerald Grimsled, director of safety, security and risk management.

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**WILDERNESS AT THE SMOKIES HONORS ITS
EMPLOYEE AND MANAGER OF THE YEAR**

SEVIERVILLE, Tenn. – The owners of Wilderness at the Smokies recently honored two team members for going above and beyond in their jobs.

According to Pete Tennis, managing director of Wilderness at the Smokies, “Providing outstanding customer service is what makes guests loyal and return for future visits. This is reason we have our annual awards programs, to encourage our team members to perform at their best all of the time. We recognize outstanding employees monthly and annually.”

The 2022 “**Manager of the Year**” was Carol Clark, who has been a Wilderness at the Smokies team member since 2017. As a food and beverage manager, Carol is responsible for managing the operations for the F&B Outlets throughout the resort. Along with leading and developing her team, Carol is responsible for providing excellent customer service to our guests, ordering and maintaining inventory, budgeting, training and making sure all health & safety rules and regulations are being followed.

According to her team members, “Carol is trustworthy and we can count on her for anything. She is always trying to improve her department with continued training to ensure great customer service and that we are ready for anything.

Carol is always keeping us in the loop with daily reminders, so when it's time to face the day, we are prepared."

Clark has been in the food industry since she was 14 years old. She started her journey at Dairy Queen, then worked at Walmart, Olive Garden, Reel Concessions and Wendy's. She lives in Kodak and is a Sunday school teacher at Beech Springs Baptist Church, Kodak.

Clark was awarded a PTO Day; a two-night stay at a hotel in Charleston, SC; a ghost tour excursion in Charleston, SC; a \$250 bonus; a \$100 gift card; dinner for two at Camp Social or Hidden Trail; four tickets to Anakeesta; and a \$20 Wilderness at the Smokies gift card.

The **2022 Employee of the Year** was Diana Bengé, who has been a Security Dispatcher with the resort since 2013. In this position, she is responsible for keeping logs for security, conducting monthly radio audits, keeping an eye on the weather, watching security cameras for all properties and taking internal and external calls. Bengé started in the resort's laundry department before transferring to a PBX operator and then onto security dispatch where she has been the last seven years. She lives in Sevierville

According to her team members, "Diana is a great asset to the company. She always has a smile on her face and greets everyone she meets. She likes to keep busy and goes above and beyond to help keep her department organized, clean and in order. Diana is detailed orientated and will jump in and help where needed, even if it's in another department."

Bengé received a PTO day; a two-night stay in Gatlinburg; A Great Smoky Mountain Railroad Train Excursion; a \$250 bonus; a \$50 gift card; dinner for two at Camp Social or Hidden Trail; and four tickets to Gatlinburg Skylift Park.

The Wilderness at the Smokies features 234 Stone Hill guest rooms; 472 River Lodge suites and 20 Villas; an 84-degree, year-round indoor waterpark; two seasonal outdoor waterparks; an indoor family entertainment center; a variety of dining and shopping options; a nearby 36-hole championship golf course; and more than 200,000 square feet of meeting and convention space.

It is owned by Wilderness Resort and Waterparks, a Wisconsin Dells, Wisconsin-based hotel and hospitality development and management company which

also operates Wilderness Resort, Glacier Canyon Lodge, Wilderness on the Lake and Sundara Spa all in Wisconsin Dells.

Wilderness at the Smokies has created hundreds of jobs in the greater Sevierville community, attracting year-round tourism, and having a major impact on sales tax and room tax generated for the City of Sevierville since opening its doors in 2008. For more information visit WildernessattheSmokies.com or call 877.325.9453.