



Front row (L-R): Hali Hannah and David Craig

Back row (L-R): Kim Johnson, Director of Human Resources; Chase Singleton, Assistant General Manager and Pete Tennis, Managing Director for Wilderness at the Smokies

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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 David Craig, who has been part of Wilderness at the Smokies team since 2018. As the aquatics maintenance manager, Craig is responsible for maintaining the water quality, air quality, and a safe guest/work environment in the resort’s Wild WaterDome and two outdoor waterparks. He also oversees the preventative and corrective maintenance on all waterpark attractions.

According to his team members, “David showcases an unwavering commitment to the parks. His collaborative efforts with the EHS manager to refine the aquatics maintenance department’s safety policies and procedures is a testament to his proactive approach to safety and risk mitigation. His

prompt task execution and effective communication minimizes operational disruptions, showcasing his dedication to guest satisfaction."

Craig holds various National Association of Amusement Ride Safety Officials (NAARSO) industry certifications showing his commitment to the industry. He lives with his family in Seymour.

The **2022 Employee of the Year** was Hali Hannah, who has been a Human Resource Assistant with the resort since 2023. In this position, she is responsible for assisting with new hire onboarding and orientation as well as producing the resort's monthly employee newsletter, overseeing the uniform inventory, documenting human resource meetings and assisting with employee events and workshops.

Hannah holds a bachelor's degree in English with a minor in Creative Writing from East Tennessee State University. She also has a Graduate Certification in Human Resource Management from Southern New Hampshire University. Hannah resides in Dandridge Tenn.

According to her team members, "Hali's superb communication skills, unwavering dedication and extraordinary initiative has positively impacted the property's operation. Her involvement in the resort's monthly newsletter not only showcases her creativity but also her dedication to keeping staff informed and connected. Her eagerness to assist across departments does not go unnoticed. It fosters a collaborative and supportive company culture."

Both Craig and Hannah received \$2000 and a week's paid vacation as a thank you for their jobs well done.

Wilderness at the Smokies features 234 Stone Hill guest rooms; 472 River Lodge suites; 20 Villas; six treehouse cabins; eight five-bedroom entertainment cabins; 14 four-bedroom cabins; an 84-degree, year-round indoor waterpark; two seasonal outdoor waterparks; an indoor family entertainment center; a variety of dining and shopping options; a 36-hole championship golf course adjacent to the resort; and more than 200,000 square feet of meeting and convention space adjacent to Stone Hill Lodge.

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.