



Photo (L-R): Pete Tennis Managing Director, Nadine Coyner Employee of the year, Shearer Ashley Manager of the year and Chase Singleton Assistant General Manager

For Release: February 10, 2025

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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 **2024 Employee of the Year** was Nadine Coyner, who is a food & beverage supervisor and has been with the resort since 2021. In this position, Coyner is responsible for maintaining high quality food products, overseeing daily operations, providing proper training to employees and keeping the department’s equipment in excellent working condition. Coyner holds certificates in food safety and has been working in the customer service, food & beverage industry for over 30 years.

According to her supervisor, “Nadine works so hard and takes great pride in the products she makes for our guests. She is great with the staff and loves to interact with our international workers. She also is willing to jump in and assist at any of our locations that might be short staffed to make sure things run properly and products are stocked to the levels they should be.”

The **2024 “Manager of the Year”** was Shearer Ashley, who has been part of Wilderness at the Smokies team since 2021. As the special events coordinator, Ashley is responsible for overseeing the planning, coordination, and execution of all special

events, activities, and banquets hosted at Wilderness at the Smokies. Ashley's goal is to ensure all events run smoothly and meet the organization's objectives. But Ashley's favorite thing to do, is to give an unforgettable experience to each guest that she meets.

Ashley is an active member of the Sevierville business community and sits on the board of Leadership Tomorrow. She lives, works, and plays in Sevierville, TN.

According to her team members, "Ashley is a pro at what she does creating new packages and continually working to create add-value opportunities for guests. She treats all guests as friends and leaves a positive impression on everyone she comes into contact with.

"She creates excitement wherever she goes and has the ability to break even the shyest individuals out of their shell to make them feel part of any group or crowd. She will help anyone that asks, and is an asset to the organization, providing ideas that raise our products to the next level."

Both Coyner and Ashley received \$2,000 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 Soaky Mountain Waterpark in Sevierville, Tenn. and Wilderness Resort, Glacier Canyon Lodge, Wilderness on the Lake and Sundara Spa all in Wisconsin Dells.

Since opening its doors in 2008, 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. For more information visit WildernessattheSmokies.com or call 877.325.9453.