



Photo (L-R): Pete Tennis, Managing Director; Steve Ramage, Employee of the Year; Elizabeth Faulkner, Manager of the Year; Chase Singleton, Assistant General Manager for Wilderness at the Smokies; and Dave Anderson, General Manager of Soaky Mountain Waterpark

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Wilderness Resorts and Waterparks TN Division Honors its Employee and Manager of the Year

SEVIERVILLE, Tenn. -Wilderness Resorts and Waterparks TN Division, the owners of Wilderness at the Smokies and Soaky Mountain, recently honored two team members for going above and beyond in their jobs in 2025.

According to Pete Tennis, managing director of Wilderness at the Smokies and Soaky Mountain Waterpark, "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 **2025 Employee of the Year** was Steve Ramage, who was recently promoted to assistant security manager and has been with Wilderness at the Smokies since 2021. In this position, Ramage supports the oversight of the company's asset protection efforts, including the safety of guests and staff and the prevention of theft and inventory loss. This role develops and implements security standards and ensures compliance by all company personnel. The Assistant Security Manager promotes and maintains the company's security, property protection, transportation, and lost-and-found programs for both employees and guests, performing duties directly or through subordinate supervisors.

Steve holds a Bachelor of Arts degree in Education from Ashford University and was a member of the US Air Force from 1987-2007. He resides in New Center in Sevierville TN.

According to his supervisor, “Steve is always pleasant and helpful with guests and employees alike. When a call comes in and Security is needed, you will find him there to assist with whatever is needed. He is very skilled in his job duties, knows what is expected, and can be kind yet firm with guests. When having to deal with an upset guest or an altercation, having Steve on hand is always a sign that things will be handled professionally and safely.”

The 2025 “**Manager of the Year**” was Elizabeth Faulkner, who has been part of Wilderness at the Smokies team since 2020. As the Human Resources Benefits Manager, Faulkner is responsible for administering employee benefits like retirement plans, leave policies, wellness program and insurance policies such as health, life and disability.

Faulkner holds a Bachelor of Science in Hospitality and Tourism Management from University of Tennessee Knoxville. She resides in Greater Knoxville.

According to her team members, “Elizabeth demonstrates extraordinary leadership, flawless execution on key departmental responsibilities, and shows unparalleled personal commitment to her co-workers. She consistently exhibits a positive and kind attitude, making her an approachable and reliable resource for all employees. She is always ready, willing, and able to help. Her actions effectively eliminate common stressors, indirectly supporting sustained performance across the company.

Both Ramage and Faulkner 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. . For more information visit <https://www.wildernessatthesmokies.com/>

Soaky Mountain Waterpark, located at 175 Gists Creek Road across the street from Wilderness at the Smokies, is a free standing 50-acre outdoor waterpark, which is open May-September. It includes two water coasters; a massive wave pool; adventure river; FlowRider; WIBIT obstacle course; flat water cabana pool; little kids area and four large slide complexes that provide for thrills and excitement all day long. For more information visit <https://soakymountainwaterpark.com/>

Both properties are 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.