



SWEETWATER COUNTY TRAVEL & TOURISM BOARD

FOR IMMEDIATE RELEASE

January 27, 2022

Sweetwater County Travel and Tourism Presents 4th Quarter 2021 R.E.A.C.H. Award Winners

The Sweetwater County Joint Travel and Tourism Board (SWCTT) is pleased to announce the 4th Quarter 2021 R.E.A.C.H. Award winners. R.E.A.C.H. stands for Rare and Exceptional Achievement for Customer service in Hospitality. The R.E.A.C.H. Award winners embody what it means to be customer service-oriented, hospitable, and professional.

- Juan Saavedra – Comfort Inn & Suites, Rock Springs, WY
- Jesslyn Schmidt – Comfort Inn & Suites, Rock Springs, WY
- Kristi Gresham – Hampton Inn & Suites, Green River, WY
- Amanda Murphy – Hampton Inn & Suites, Green River, WY
- Tamara Nellen – Clarion Hotel, Rock Springs, WY
- Enriqueta Arce – Hampton Inn, Rock Springs, WY

The quarterly R.E.A.C.H. Awards honor outstanding customer service provided by employees in the local tourism and hospitality industry that celebrate and enhance Sweetwater County's reputation as a first-class visitor destination. Award winners serve as champions for the tourism industry. "SWCTT deploys a multi-media marketing and public relations campaign every year to generate tourism to Sweetwater County. Those efforts would be for not without the outstanding hospitality employees that we have in our area greeting and taking care of guests when they arrive. They are truly the backbone of the industry, treating strangers like friends and enhancing the visitor experience overall," said Jenissa Meredith, Executive Director of Sweetwater County Travel and Tourism.

Melissa Hutchinson, General Manager of the Comfort Inn & Suites in Rock Springs, nominated Juan Saavedra, stating that "Juan is very dependable. He goes above and beyond for our guests. He is the type of person who doesn't have to be asked to help, he just helps. I know when I am not there Juan will take care of the hotel and run it just like I would if I was there, and I super appreciate that I can have my time off and know things will be okay." Congratulations, Juan!

Melissa Hutchinson, General Manager of the Comfort Inn & Suites in Rock Springs, also nominated Jesslyn Schmidt, stating that "Jesslyn started with us when she was just 16. She was so shy and intimidated by a lot of things. She has grown and blossomed into an amazing young lady. She is great with the guests and goes out of her way to accommodate them.



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It has been my pleasure to watch her go from the shy girl who wasn't sure of herself to the outgoing young lady that she is today." Congratulations, Jesslyn!

Jessica Phillips, Assistant General Manager of the Hampton Inn & Suites in Green River, nominated Kristi Gresham, stating that "Kristi has been a much-needed asset to our hotel. She is always coming up with new ways to bring cheer to our guests, other employees, and our community. She always does what needs to be done without being asked to. She offers help in all other departments at the hotel. She is always staying busy and makes sure that all her work is completed correctly and in a timely manner. She brings a special level of hospitality to our guests and greets everyone with a smile. Kristi has been a real joy to work with, and her hard work is very appreciated." Congratulations, Kristi!

Eva Dallman, Director of Sales and Food & Beverage Manager of the Hampton Inn & Suites in Green River nominated Amanda Murphy, stating that "Amanda is an amazing people-person that shows compassion and interest to every person that she comes into contact with. Amanda is also the first person to step up and help in any way that she can in any departments. Amanda is definitely an asset to us, and we love her!" Congratulations, Amanda!

Rhonda Friel, Front Desk Manager at the Clarion Hotel in Rock Springs, nominated Tamara Nellen for the R.E.A.C.H. awards, stating that "Tamara has worked with the Clarion for 11 years. She is very dependable and always works more when needed. She shows dedication to the company and always steps up when needed. She goes out of her way and always takes pride in her job, and she shows great leadership." Congratulations, Tamara!

Bridget Bernard, General Manager of the Hampton Inn in Rock Springs, nominated Enriqueta Arce for the R.E.A.C.H. awards, stating that "Enriqueta has been employed with Timberline since May of 2016. In the last 5 years of her employment, she has excelled from being a room attendant to being a primary supervisor. She has been a tremendous help to our property. She goes out of her way to make sure our entire hotel looks and is clean and in order. She always wants what is best for our property and makes sure that she cleans and inspects with those standards in mind. Enriqueta is always willing to step up and help in any area we need her. She always wants our property to look its best, and will often stay later, or add on extra tasks to make sure that everything is in the best possible shape. We are lucky to have her and appreciate all that she does." Congratulations, Enriqueta!

Congratulations to all R.E.A.C.H. award winners! We thank you for your commitment to the Hospitality industry and to our many Sweetwater County visitors!



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Right to Left: Tamara Nellen – Clarion Hotel, Rock Springs, WY, Enriqueta Arce – Hampton Inn, Rock Springs, WY, Bridget Bernard – General Manager of the Hampton Inn in RS, Jenissa Meredith, Executive Director of Sweetwater County Travel and Tourism, Juan Saavedra – Comfort Inn & Suites, Rock Springs, WY, Melissa Hutchinson – General Manager of the Comfort Inn Jesslyn Schmidt – Comfort Inn & Suites, Rock Springs, WY – Not Pictured: Kristi Gresham – Hampton Inn & Suites, Green River, WY, Amanda Murphy – Hampton Inn & Suites, Green River, WY