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Sweetwater County Travel & Tourism Honors Seven Hospitality Professionals with R.E.A.C.H. Awards

SWEETWATER COUNTY — The local tourism industry gathered recently for a Lodging Association Luncheon to celebrate the heartbeat of Southwest Wyoming's economy: the frontline staff who turn a simple stay into a memorable visit.

Sweetwater County Travel & Tourism officially recognized the latest round of R.E.A.C.H. Award winners, honoring seven exceptional professionals who have gone above and beyond in their roles. The R.E.A.C.H. Awards - an acronym for Rare and Exceptional Achievement for Customer service in Hospitality - are quarterly honors designed to highlight employees who treat visitors like friends and strengthen the region's reputation as a premier travel destination.

The program was established over 15 years ago by Jenissa Meredith, CEO of Sweetwater County Travel & Tourism. Since its inception, the awards have served as a vital way to acknowledge the hard work that often happens behind the scenes but makes the most significant impact on guest satisfaction.

"By recognizing these exceptional individuals, Sweetwater County Travel & Tourism continues to foster a culture of excellence," Meredith explained. "These awards celebrate those who enhance the visitor experience. Our local tourism industry thrives when guests feel truly welcomed and cared for."

The Green River Hampton Inn & Suites saw two standout winners. MaryAnn Glade was honored for her role as a bartender, with managers Eva Dallmann and Kim Strid stating, "MaryAnn consistently delivers an elevated guest experience by combining expert knowledge, efficiency and most importantly, genuine hospitality."

Meanwhile, Sarah Akin was celebrated for her work at the front desk. Nominated by Strid and Casie Thomas, Sarah was noted for going "above and beyond to create a welcoming, efficient and positive experience for every guest."

Alexis Greer, a room checker at the Holiday Inn, was recognized for her dual focus on productivity and people. Nominated by Carol DeLong, Greer was praised for her leadership. "She maintains high standards for herself and others for room cleanliness and organization," DeLong noted.

The Quality Inn celebrated a dynamic housekeeping duo in Zayra Morales and Jennifer Saenz. Nominated by Tricia Green and Daniela Ramirez, both women were recognized for their consistency and welcoming nature. Their supervisors shared that they "both clean exceptionally well, are reliable and are always friendly and smiling."

At the Holiday Inn Express, Tatiana Lemus has become a driving force behind the hotel's success. Nominated by Green, Lemus was lauded for her precision. "Her cleanliness is immaculate and has contributed to our high cleanliness scores from our guests," Green explained.

Rounding out the honors was Terra Woodson of My Place Hotel. Nominated by Ashlee Richards, Terra was recognized for her dedication and leadership. "Terra is hardworking, detail-oriented and always willing to step in," Richards said. "Her positive energy brightens the entire workplace."

By recognizing these "Rare and Exceptional" individuals, Sweetwater County Travel & Tourism continues to foster a culture of excellence. As tourism remains a vital economic driver for the area, the dedication of these seven professionals ensures that visitors leave Southwest Wyoming with a reason to return.

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