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Pheasant Run Resort Associate Jim Wahl Wins State Award at the Illinois Hotel and Lodging Association's 22nd Annual Stars of the Industry Luncheon

St. Charles, IL (January 2011) – Pheasant Run Resort is pleased to announce that associate Jim Wahl has been named the Illinois Hotel and Lodging Association's 2010 Bellstaff Employee of the Year.

"Jim's outstanding customer service and sincere dedication to our guests really stood out during the nomination process. Jim is an ambitious and unselfish associate who is quick to volunteer for any task that is needed to ensure a great guest experience," said Ousman Conteh, Director of Operations at Pheasant Run Resort.

Jim Wahl has worked as a Bell Captain at Pheasant Run Resort since 2009, where he oversees the bell staff and coordinates resort transportation among many other responsibilities. Jim has been noted several times throughout the past few years as being a favorite associate by returning guests and groups. He is recognized for his welcoming first-impression in the hotel lobby, his ability to remember names and for his dedication to go the extra mile to make a guest's stay an incredible experience. An example of Jim's commitment to his guests occurred during a recent dance competition held at the resort. A young member of a dance team was waiting for a rocking chair to be delivered to the resort to use as a prop in her dance routine. It was not guaranteed that the chair would be delivered in time and the little girl was going to be disqualified from the competition if her rocking chair did not arrive. After Jim heard about this dilemma, he drove home, got his grandmother's rocking chair and brought it to the resort for the young dancer to use.

Jim has demonstrated a high level of care toward his co-workers as well. "Jim reached out to a fellow associate who did not have a means of transportation to and from work. Jim had an extra vehicle that he allowed the co-worker to drive so that he could keep his job. He is an extraordinary human-being," explained Mr. Conteh.

After first competing in the Regional competition on October 22nd and being awarded the Bell Staff Regional Winner of the Year, Jim went on to compete in the IHLA State competition on December 17, 2010 where he won the state title. Jim is currently nominated for the National Bellstaff Employee of the Year. If Jim is announced the winner, he will receive the award during the June 14 & 15 AHLA Summer Summit in Atlanta, Georgia.

Pheasant Run Resort is the Midwest's largest entertainment resort, located less than an hour from downtown Chicago in historic St. Charles, Illinois. With 473 spacious rooms, several restaurants, three pools, productions by Chicago's acclaimed Fox Valley Repertory (*formerly Noble Fool Theatricals*) and Zanies Comedy Club, the entertainment options are endless. Pheasant Run Resort also offers 100,000 square feet of meeting space including 39 meeting rooms, two expo centers, four distinct ballrooms, a 320-seat tiered amphitheater and state-of-the-art training center. For general information about the resort, call 800.4.PHEASANT or visit www.pheasantrun.com.