

2017 Nomination for WorkKamper of the Year Award

Nominees : Jerry and Delinda Benedict

Currently working at Albuquerque KOA, Albuquerque New Mexico

Manager: Linda and John Evans

Jerry and Delinda have been WorkKampers for over 10 years. They started in Santa Cruz KOA (6yrs) 3ys with me.

1 season in Trinity KOA

1 season in Tucson KOA

3 years in Albuquerque KOA (back with me!!)

Their greatest customer service skill is Customer Care – they both strive to please each guest in person or on the phone. They are friendly and proactive in helping every guest. They always ask “what can we do to make your experience better?”

They are THE BEST – welcoming every guest to our park and “Listening” for things that could make their stay more enjoyable. Every guest is escorted and if the site doesn’t work for them they work with the front desk to reassign.

Jerry and Delinda get along with all staff – hosting “get togethers” at their site on a regular basis.

They are quick/eager to help coworkers whenever needed. They often come in on their days off or work late if needed.

They have a wonderful work ethic and start 20-30 minutes early for each shift. They have never been late but often work late.

Delinda is neat, organized and proactive. She also assists me with scheduling staff, store management and customer issues.

If I am not available Delinda will take over in an emergency and fill out the necessary paperwork and take pictures or call 911 if needed. She always remains calm, cool and collected. They keep a 2-way radio at their rig and respond 24/7 if needed. They have met John and I several times in the middle of the night to respond and assist with power outages, water breaks etc.

Jerry and Delinda are an Owners/Managers dream come true. They treat the park as if it was their own. They are GREAT with guests and encourage them to stay extra nights and visit local restaurants and attractions.

They are responsible for several positive customer comments and have helped us win the Founders Award for the first time in Santa Cruz and win it back and maintain it for the last 3 years in Albuquerque.

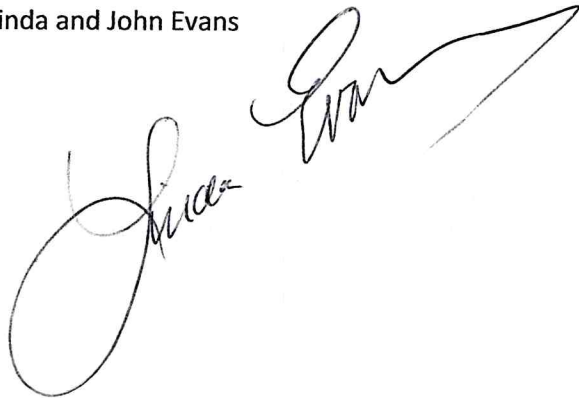
I don't think they have ever met a guest they couldn't work with and usually change a "problem guest" into a "happy guest" quickly. I have NEVER received any negative feedback on them.

I feel bad that I haven't nominated Jerry and Delinda for this honor sooner. They are wonderful people inside and out. They have dedicated over 10 years of their lives to the KOA system and the KOA guest. They are so deserving and I know will be humbled if chosen.

Please contact Barbie Fallon in Bar Harbor and Jeff Gooch in Santa Cruz. They have managed them in the past and I am sure will give you great feedback!

Thank you for considering this GREAT Team!

Linda and John Evans

Handwritten signatures of Linda and John Evans. The signature for Linda is on the left, and the signature for John is on the right, both written in black ink.