



MANAGEMENT TEAM

Hank Thiess, General Manager

A 25-year veteran of the resort and recreation industry, Hank Thiess assumed the position of general manager for Wintergreen Resort in October of 2008. Since joining Wintergreen, he has influenced organizational restructuring, brought focus to marketing and guest service, and launched the resort's infusion of \$12-million in upgrades in summer 2012.

Previously, Thiess served as president/general manager of Durango Mountain Resort in Durango, Colo. His resort career has been focused in operations with a particular emphasis on elevated service levels, while addressing financial goals.

Prior to his three-year tenure in Durango, Thiess was the general manager/COO of Wisp Resort in McHenry, Md. He also was with Keystone Resort in Keystone, Colo., in several capacities from 1986 to 2002. He worked his way up from director of Keystone's ski school to vice president of resort operations.

Thiess actively participates with organizations in the Wintergreen community.

Thiess, a native of the Philadelphia area, earned his bachelor's degree from Kutztown University in Kutztown, Pa., and his master's degree from University of Denver.

Lynn Anne Tyler, Director of Food & Beverage

Lynn Tyler is celebrating her 30th year at Wintergreen Resort. Having started as a waitress in The Copper Mine restaurant during her college years, Lynn's quick eye for detail and business acumen have propelled her from the night shift to supervisor to manager of The Copper Mine. She soon earned the title of Assistant Food & Beverage Director, responsible for overseeing all the resort's restaurants, and took part in the planning and execution of all the new outlets, including Devils Knob golf clubhouse, the Mountain Inn, as well as the renovation of The Copper Mine Bistro.

Lynn was promoted to the position of Food & Beverage Director in 1989. Since then, she has raised revenues to over \$7 million and opened three additional restaurants: The Edge, Devils Grill, and the Lookout, located at the tubing park. In addition, she is now responsible for the overall supervision of conference services.

A native of New Jersey, Lynn attended Rutgers University and graduated from the University of Virginia with a degree in Psychology.

Jay Roberts, Vice President of Resort Operations

Wintergreen Resort's Vice President of Resort Operations, Jay Roberts, began his career at Wintergreen during the winter of 1986 as a junior ski patrol volunteer. Fifteen years old at the time, Roberts spent his winter weekends traveling back and forth from his home in Richmond, Va. (almost a two-hour commute one way).

For someone who has traveled extensively and visited top ski areas worldwide, Roberts is content in knowing that Virginia is his home and managing Wintergreen's ski operations is his passion. "How could I not be content?" he says. "My company car is a snowmobile and my office elevator is a chairlift."

When he attended the University of Georgia in the early 1990's, he designed his course schedules around the ski season in order to spend as much time as possible at Wintergreen. He became more interested in the operational aspects of the mountain, including grooming, snowmaking, lift maintenance, lift operations, transportation, and risk management. In addition to learning and participating in all aspects of mountain management, he achieved the highest ski patrol status and became "certified" in 1998.

Mark White, Director Group Sales & Marketing

Mark White comes to Wintergreen Resort with the perfect combination of hospitality, sales, and financial experience, where he is responsible for the resort's sales efforts and the management of the sales staff.

Armed with a bachelor's degree in Economics from the University of Rhode Island, White began his career as credit analyst at the Rhode Island Hospital Trust National Bank in Providence, R.I., (now Bank of America). He then joined the Krisam Group, one of the world's leading consultants for meeting planners and corporate events, as Director of New Business Development. He soon was promoted to director of sales and marketing, and four years later, became the Washington, D.C.-based company's chief operating officer, a position he held for eight years.

Searching for a more rural lifestyle, White and his family relocated to Charlottesville, Va., where he managed the marketing and sales efforts for the area chapter of the American Cancer Society. He also spearheaded the chapter's seven fundraisers, including a golf tournament, polo match, black-tie gala and two Relay for Life events. Prior to joining Wintergreen Resort, he served as director of sales and marketing for Keswick Vineyards in Keswick, Va.

An avid golfer, mountain biker, skier, snowboarder, triathlon competitor and philanthropist, White also devotes his free time to promoting children's educational activities.

###