



## Happy New Year, Team OARS,

The job description of a river guide is vast and complex. As we send teams out, OARS is lucky to have such strength and diversity in the skills of our crew. **At OARS, we appreciate all the good work done by every member of our team.** There is excellence in abundance, which makes selection of Guide of the Year an extremely difficult task for managers.

On behalf of Tyler and Clavey and the entire management team, I'm pleased to announce the **2017 Guides of the Year: Tera Laub from Wyoming, Mike Kiddy from California, and Alyssa Warren from Oregon.**

### Tera Laub:

"Tera is a stalwart of strong resolve and devotion, much like the Tetons themselves. As a 7th year guide in Wyoming, she takes charge leading our crew into the misty mornings on Jackson Lake. She is a hard-working, standout all-star, and her affectionate and spiritual disposition leads to an abundance of comfort on the Lake as well as around the warehouse. Tera is a Wyoming native with the backbone of a bison and the thick skin and steadfastness of a momma grizzly! Her grace and poise set her apart. Tera's eagerness to share an adventure, her dedication to creating a superior experience for everyone, as well as her understanding of the Greater Yellowstone Ecosystem is unparalleled." –Eric Riley



### Some client feedback:

Tera exceeded our expectations and was a knowledgeable, professional, and friendly person. She paid attention to the needs of the group, monitored the pacing of our kayak paddles without leaving anyone behind. She performed her job with ease and polish. We'd love to travel with her again.

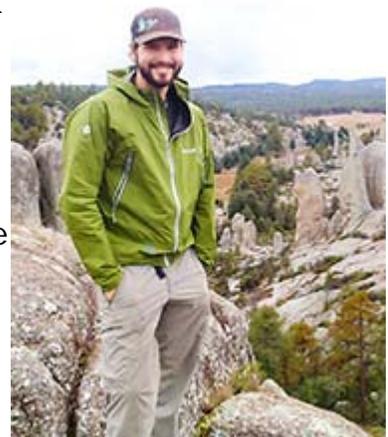
Tera's skills across the board from a guide to a team leader were excellent.



Tera was so professional, great decision making on alternate plans during a storm. She kept the trip moving along on schedule. We learned a lot about the flora and fauna, wildlife and history of settlers, etc. of the area from Tera. The best part was you felt like you were just hanging out with a friend. All the information came in such a natural way rather than a scripted tour.

## Mike Kiddy:

"During the highwater of 2017, Mike had the ability to get the most out of the team around him and also mitigate risk for some of our more "at-risk" clients. He was also able to help create an organized work environment for the rest of the guides at the warehouse. For as many jeers and light jokes about it, being known as a "professional laminator" actually lent to his personal pride in the operation and warehouse itself. In addition to continually putting forth the effort to get to know each of the many OARS California river corridors the best that he can, Mike is consistently looking to make any beneficial tweaks that are necessary to improve the people he works with, the areas that he is working, and the clients' understanding of real expectations." –Chris Moore



## Some client feedback:

We had Mike as trip leader and our boat guide, and he could not have been better. Patient, great communications, plus an extensive knowledge of the area, the river and the history of the region. My wife was a reluctant rafter until this trip, and Mike was a key part of changing her attitude. She is ready to go again.

Loved how much Mike knew about everything - it was like the river was his best friend. Very cool.

Mike (our trip leader) was fantastic! He was super knowledge on the area (birds / flowers / trees / geology / history). He got to know us all personally and was very approachable. He made sure the trip was organized from start to finish.



## Alyssa Warren:

"Alyssa Warren shot up as a rising star after joining the OARS team in 2010. Qualities that stood out immediately include her work ethic, attention to detail, smooth efficiency, organizational skills, and warm and kind interactions with guest and crew alike. Now in a leadership role, she is a favorite trip leader among the crew because she focuses on the positive, keeps both client and crew happy, and makes it all seem so easy. Alyssa is quick to smile and play but serious when it counts. Her pride in OARS is evident in everything she does on and off the river." –Kate Wollney



## Some client feedback:

We loved our trip! Our trip leader, Alyssa, gets huge kudos for setting the positive, fun, busy, safe tone for the trip. She was fabulous! She really inspired the enthusiasm of our kids! We would love to travel with her again!

Alyssa was a fun ray of sunshine. Alyssa was skilled and professional.

Our trip leader, Alyssa, was so competent and professional, it alleviated any apprehensions I had about whitewater rafting. She and the rest of the guides were outstanding.

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If you are looking for ways to grow as a guide, please look to these and past Guides of the Year for inspiration. And to all our potential future Guides of the Year, thanks in advance for going above-and-beyond in 2018. **From the office to the field, none of this could happen without your hard work.**

Hip, Hip, Hooray! -Kate

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