



Winter 17-18' | Issue 16 | Feb 1 2018

Keep the Stoke HIGH!



Happy Thursday and Happy (almost) Groundhogs Day! Hope you all have had a great week and are stoked to get back out on snow! ...I know I know, the “R” word is in the forecast—this is the time to remember some of our guests have never seen snow and will be super excited to be here regardless of snow vs. rain- use their excitement to fuel you for the weekend!!

Below are some quick reminders:

Reminder: Be kind to others! We are all here to enjoy the same playground, workspace, happy place, etc. Let’s keep it positive!!

Reminder: Our Learn-in-3 Guarantee product is no longer available for purchase as of Jan 31st!

Reminder: Instructors are eligible for complimentary rental (basic- sport package) on off-peak days unless otherwise directed to do so for an assignment. Please see this [calendar](#) for peak and off-peak days.

UPDATED Transit Schedule: [HERE](#)

Multi-Weeks... You’re Halfway There!

This weekend will mark our halfway point for our **Base Camp/High Camp** program! To celebrate we are having a **crazy helmet competition!!**

This weekend we will be giving out awards for the team that has the best and most creative crazy helmets. This is a fun midweek craft project for kids and coaches (let’s be honest we’re just bigger kids)! Places like the “dollar store” are a great find for random arts and craft supplies; we will have some supplied in the locker room Sat and Sun morning before lineups!

Kudos Board

SO many GREAT comments this past week! Check it out and keep up the great work ☺

Snowsports School Guest Comments:
<https://spss.snowproportal.com/snowsports-school-guest-feedback/>

Snowsports School Guest Comments:
<https://spss.snowproportal.com/rentals-guest-feedback/>

Instructor/Staff Member of the Week!

Lisandro Suarez-Bocca (Dual)

Liti always has a smile on his face and it is infectious to his students and fellow co-workers! He keeps the locker room stoke high, even on rainy days!

Patricio Rickert (Dual)

For creating great relationships with students and co-workers. We have had many employees on mountain from various departments mention how much they appreciate Pat’s positive attitude!

Anna Christensen (Attendant)

Anna is a great attendant all around! We appreciate the initiative she has to problem solve and her efforts to make sure each kid leaves with a smile.

KEY DATES:

- **Feb 3-4th: Jim Jack’s Cowboy Up Junior Freeride Comp**
- **Feb 3-4th: Multi-week Crazy Helmet Weekend!**
- Feb 5th: World Nutella Day

INSTRUCTORS

CLINICS FRIDAY, FEB 2nd

SB Clinic w/Former National Team Member, Chris H--
3:30-5:30pm (SB'ers you won't want to miss this one!)

CLINICS SATURDAY, FEB 3rd

Level 1 Ski Clinic-- 3:30-5:30pm w/ Russ P
Level 2/3 SB Clinic-- 3:30-5:30pm w/ Nick Evans

CLINICS SUNDAY, FEB 4th

Level 2/3 Ski Clinic-- 3:30-5:30pm w/ TJ B.
Level 1 SB Clinic-- 3:30-5:30pm w/ Nick E

MID-WEEK CLINICS

Big Mountain Skiing—Tues 2/6 1:00-4:00pm w/ Russ P.
Big Mountain SB—Thurs 2/8 1:00-4:00pm w/ Tiana P.
Telemarking—Thurs 2/8 6:00-8:00pm w/ Steve-O
Freestyle Friday—Fri 2/9 3:30-5:00pm w/ Steve Mac

RENTAL SHOP NEWS

Thank you guys for another amazing weekend! You were all able to handle the rainy weekend + highway closure wave of guests like PROS!

We had our shop insurance audit, which we passed with a gold star! Thanks to you all for being meticulous and paying attention to details to ensure we are putting our guests out on snow as safely as possible.

CASHIER STAFF NEWS

You guys are amazing!!

Between the guests parked out on last Saturday and the pile up of voicemails from the avalanche control last Sunday and the slew of cancelations, you all handled it like champs!

We pulled together like **ONE** team tackling the upset guests, processing refunds, and getting all our work done.

I'm so proud of us, we killed it!! Thanks to everyone for stepping up and helping each other out, I'm stoked to call you all my employees —Jenn D.

COMMUNITY

YOUTH PROGRAMS STATS: JANUARY

- Code Yellow: 6
- Code Brown: 1
- Code Rainbow: 0 (yay!)
- Code 54: 3

What's a code rainbow you ask... as your locker room neighbor or a YP regular ;)

Ever heard of cross-country snowboarding... talk about earning your turns, eh straight glides I mean.

Check out this video for a chuckle:

<https://www.youtube.com/watch?v=4w7sVSMbjyM>

Clinics Coming Soon...

How to wax, tune, and care for your equipment
2/9 3:30-5:30pm

Women's Clinic—all are welcome to learn about the differences in coaching women to slide on snow!
2/17 3:30-5:30pm

Nature Skiing
3/20

231, 500 Guest Visits

8.7 NPS Score

As of 2/1/18

