



Winter 17-18' | Issue 18 | Feb 15 2018

Snow Has Returned!



It's baaaack.... !!!!! As we enter our last holiday week of the season (mid-winter break + President's Day) we are happy to see the white fluffiness return.

INTERNATIONAL WASH YOUR BOOTS WEEK....has extended!!

In case not everyone was able to celebrate last week...we have extended the international holiday! Keep it going—wash those liners
From, your boot dryer neighbor

CONGRATS TO....

-Aden, Austin, Forrest, and Lisandro for passing their *Alpine Level 1* exam last weekend!!! They worked hard and have put in the time and effort to achieve their new certifications.

-David O'Donnell for passing his *Alpine Level 2* exam a few weeks back! Your hard work and dedication to always furthering your education and knowledge is inspiring to your fellow co-workers!
Cheers to you all!

Questions about the upcoming spring exams?? These guys are a great resource to use and pick their brains along with your training team!

UPDATED Transit Schedule: [HERE](#)

Last Holiday Week!

This weekend leads us into our last holiday week of the winter season!

Please remember to double check your schedule this week—full time instructors are on 6 days this upcoming week while many part time instructors chose additional holiday dates during the mid-week or weekend holiday!

If you wanted to pick up additional hours during this holiday period, do let us know! Now is the time to bank those hours so you can play in the spring slush later on!

Kudos Board

We love seeing these great notes from lessons...give one of these featured peeps a high five!

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!

Karl Johnstone (Ski)

For sharing his tip money from his private lesson with a carpet operator who played a vital role in the success of his lesson. Way to show appreciation for our support roles who help make instructor's jobs run smoothly!

Anthony Espina (SB)

For always happily accepting assignments, even after swapping out of his uniform! He can be consistently relied on and has a great attitude at work and throughout the locker room.

Aiden Wong (Carpet Ops)

For bringing his positive and outgoing attitude to the snow and willing to go the extra mile to help ensure lessons and all guests riding the carpets have a great experience!

KEY DATES:

- **Sat. Feb 17th** : Crazy Hat Day- wear your best/craziest hat and swing by HR to get your pic taken or submit one via email...prizes awarded for the best hats!
- **Sat. Feb 17-Sun Feb 18th**: Free Transit weekend
 - Last big holiday weekend = free transit both East and West because all YOUR hard work is appreciated!

INSTRUCTORS

CLINICS FRIDAY, FEB 16th

Freestyle Skills-- 3:30-5:30pm

CLINICS SATURDAY, FEB 17th

Ski Level 1-- 3:30-5:30pm

SB Level 2/3- Mock exam practice-- 3:30-5:30pm

Women's Clinic (ski & sb)—3:30-5:30pm w/ Tiana P.

CLINICS SUNDAY, FEB 18th

Ski Level 2/3-- 3:30-5:30pm w/ Dale H.

YP Attendants On Snow--8:30-9:30am w/Ken B and Aden

MID-WEEK CLINICS

Ski Level 3—Tues 2/20 1:00-4:00pm w/ Russ P.

SB- all levels—Thurs 2/22 1:00-4:00pm w/ Ken B.

RENTAL SHOP NEWS

RECORD BREAKING NEWS!

Holy moly... YOU have all once again broke the all time record of throughput in the rental shop!

Last Saturday, Feb 10th we managed to get **250 guests/per hour** through the shop and out sliding on snow!

You all were all AWESOME at working together as a team to push through the busiest rush!

(For comparison our last record was 220 guests/ per hour)

CASHIER STAFF NEWS

This weekend is our last big holiday week for the season!

Let's all help each other out with some long days coming up before the spring time sunshine is upon us!

COMMUNITY



ZUMIEZ IS HERE!

Calling all snowboarders! Need to make up a day? Want to pick up any extra mid-week hours? Want to come teach some stoked snowboarders??

Zumiez (action sport retail store/company) will be here **WED. MARCH 21ST**. They come to shred with us every season for a mix of beginner and intermediate lessons. If you are interested, please email Snowsports@stevenspass.com or come chat with Sydney or Angela!

The snow is back in the forecast for the weekend!!

Hope you are able to get some turns in... looks like some nighttime POW will stick around too



273, 684 Guest Visits

8.7 NPS Score

As of 2/15/18

