



Winter 17-18' | Issue 19 | Feb 22 2018

Wind Blows...



What a crazy last weekend it was! *Saturday had 72mph winds recorded!* BUT it looks like snow is back in our forecast for the weekend, starting tomorrow!!

Locker Room Reminders: Please do not block doorways, fire alarms, and fire extinguishers with gear, bags, poles etc. Remember the **ONLY** time the backdoor should be propped open is when actively waxing!

Learn-in-3 Graduation Reminders: It's that time of the season when we begin to see an influx in grads for this program! Please make sure you are bringing in your students to the Private Lesson Office to graduate (not rentals or guest relations!)

Want to pick up extra hours before the season starts to wind down? Want to take advantage of the lesson incentive pay?

We only have *2 full weekends left of night ops* before we move to a Friday-Saturday schedule until March 17th. Come see Sydney or Angela if you're interested in adding evening lessons to your schedule!

UPDATED Transit Schedule: [HERE](#)

Base Camp/High Camp

This weekend marks the end of our multi-week season for Base Camp/High Camp! We will be celebrating and wrapping up the program with our annual game of "Capture the Coach" This has been a fun challenge and team game for our multi-week program.

Please make sure you come to lineups promptly at 9am in the backyard to understand the game rules and requirements to participate with your students! Looking forward to a fun last weekend!

Kudos Board

Some awesome shout outs from last week! Check them out...

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!

Forrest A-E (Ski)

He connects with his students and teaches towards building skills while always staying positive with his students (adults or kiddos!)

Brett Silvey (SB)

For outstanding class management and catering to all different learning styles of his students in his multi-week class. He demonstrates perseverance and enthusiasm towards achieving learning outcomes.

Nathan Straus (Rental Cashier)

For stepping up and being a team player- helping to cover shifts, go above and beyond with a lot of the behind the scenes work that makes our rental shop function.

*See David O'Donnell for your prizes!!

KEY DATES:

- **Sat. Feb 24th & Sun. Feb 25th:** LAST weekend of Base Camp/High Camp!
- **Sat. Feb 24th – Sun Feb 25th:** Hope on the Slopes
 - 24 hours of skiing and riding to raise awareness and money for the American Cancer Society

INSTRUCTORS

CLINICS SATURDAY, FEB 24th

Skiing with Ben Fok-- 3:30-5:30pm

SB Level 1 Teaching- What, How, Why?-- 3:30-5:30pm
w/Tiana P.

CLINICS SUNDAY, FEB 25th

Women's Clinic-- 3:30-5:30pm w/ Tiana P.

Ski Level 1 Teaching and Progressions --3:30-5:30pm w/
Jon M.

SB Level 2/3: What Kind of Dynamicity are You?— 3:30-
5:30pm w/ Steve Frink

MID-WEEK CLINICS

SB Level 1—Tues 2/27 1:00-4:00pm w/ George K.

Movement Analysis and Video—Thurs 3/1 1:00-4:00pm
w/ Ken B. and Tiana P.

Children's Series: Song and Games—Fri 3/2— 3:30-
5:30pm

COMING SOON

Adaptive Clinic w/Outdoors for All—Sun 3/11 3:30-
5:30pm

RENTAL SHOP NEWS

CASHIER STAFF NEWS

Service topic: Passive vs. Aggressive vs. Assertive Behavior

Passive Person	Aggressive Person	Assertive Person
Is afraid to speak up	Interrupts and talks over others	Speaks openly
Avoids looking at people	Glares and stares at others	Makes good eye contact
Speaks softly	Speaks loudly	Uses an appropriate tone
Slouches and withdraws	Stands rigidly, crosses arms, invades others' personal space	Relaxes and has an open posture and expressions

Entering another busy weekend with bustling and sometimes confused guests and students let's take a moment to reflect on some of the ways we speak to others (guests and co-workers). In a busy, customer service focused department like ours, we should strive to communicate in the "assertive" manner.

Keep in mind, as we pass our mid-season mark some of our guests will be visiting us for the first time all winter... possibly ever!

COMMUNITY

PSIA/AASI CERTIFICATION INFO

LEVEL 1 IN HOUSE EXAMS:

-Alpine Level 1 Exam: Sat. 3/17 9am-4pm

-Snowboard Level 1 Exam: Sun. 3/18 9am-4pm

**Sign up for exam, complete and submit online test by 3/1

LEVEL 2 & 3:

Find an exam date, pass the online test, an attend clinics to prepare!

<https://www.psia-nw.org/events/>

NEED AN ED CREDIT CLINIC?

Stevens Pass Snowsports School is hosting Education Credit Clinics:

-Alpine: Fri. 3/16 w/RJ Nichoalds 9am-4pm

-Snowboard: Tues. 3/20 w/Rick Brown 9am-4pm

**Sign up by emailing

tiana.peterson@stevenspass.com

Monday marked the 4 year anniversary from the well known SP Tunnel Creek avalanche. Check out the NY times article, if you haven't already:

<http://www.nytimes.com/projects/2012/snow-fall/#/?part=tunnel-creek>

This serves as a solemn reminder about the power of mother nature and the potential hazards that exist within our playground. As the article shows, accidents can happen to anyone, regardless of experience or ability. We have some great resources right on our doorstep. Did you know that employees get 40% off Mountain Education classes? <https://www.stevenspass.com/staff/employee-perks/mountain-education>

307, 464 Guest Visits

8.7 NPS Score

As of 2/22/18

