



Winter 17-18' | Issue 25 | Apr 5 2018

Classic PNW Spring BBQ Conditions



Don't let the rain scare you away...it's still party Time! Saturday April 7th from 4-6pm

We will be firing up the BBQ before kicking off the RELAY RACE and announcing our award winners! Have you made your **RACE TEAM?! You will need 6 team members** for the various events- slalom, blindfolded challenges, penguin slide, pie toss and more...

We will announce our fun award winners at the party—please complete the award ballot and turn in to the locker room or by emailing a copy to snowsports@stevenspass.com before Saturday morning. The ballot is attached to this email or can be found in the locker room.

Locker Room Hibernation begins after the last day of the season so make sure you have ALL of your gear cleared out of the locker room by end of day **Sunday, April 22nd**. After the last day, leftover gear will be donated and the locker room will have limited access.

UPDATED Transit Schedule: [HERE](#)

Mountain Operations

Next week is our last FULL week of operations (4/9-4/15). After that, our last operating days for the winter season will be Friday 4/20 – Sunday 4/22.

CONGRATS... We passed our guest visit goal of 419,000 after last weekend! Check out our current stats below, **now to work on moving that NPS score to the 8.9 goal.**

425, 209 Guest Visits

8.8 NPS Score

As of 4/5/18

Kudos Board

Some awesome comments and call outs for instructors and rental staff! Let's keep it up going into our last few weekends!

Snowsports School Guest Comments:

<https://spss.snowproportal.com/snowsport-s-school-guest-feedback/>

Rental Shop Guest Comments:

<https://spss.snowproportal.com/rentals-guest-feedback/>

Pro Tips:

Life Hack's... for teaching and working in the mountains!

Have little students experiencing separation anxiety...what do I do?

A small stuffed animal seen or hidden in your pocket will make a good "skiing buddy"...make sure it has a name or ask them to help you name it, or make a story of it "What if I have a secret animal living in my jacket? They make me ski better..Would you like to borrow one?"—this gets their attention on you a great outlet to send the parents away!

What?! When did the highway close/open?!

Subscribe to the SMS text updates for parking and highway info to keep yourself and guests in the loop immediately.

Text "start" to 40404

KEY DATES:

- **Sat. April 7th:** Retro Fools Day
- **Sat. April 7th:** SSS & RTC ANNUAL END OF SEASON PARTY!
- **Mon. April 16th:** Employee Ride Day
 - Dependents welcome! Come shred all day and BBQ with your fellow co-workers mountain wide ☺

INSTRUCTORS

CLINICS SUNDAY, APRIL 8th

Level 1 Alpine Exam Prep—3:30-5:00pm w/TJ Burch

CLINICS FRIDAY, APRIL 13th

Hot Dogging & Ski Ballet—10:00-12:00pm w/Rusty West
Gear Hibernation: Summarize your Equipment—4:00-5:00pm w/Brian Long

EXAMS

PSIA Level 1 Alpine Exam— Saturday, 4/14 9:00-4:00pm

What other clinics do YOU wish you could have seen offered this winter??

More personal skier/rider improvement? Teaching tricks and tips? Certification training? Bird and wildlife clinics? Let us know! Email snowsports@stevenspass.com

RENTAL SHOP NEWS

CASHIER STAFF NEWS

SERVICE TOPIC: Above and Beyond

Sometimes taking that extra step can change another person's day and their experience at Stevens Pass, maybe even their experience sliding on snow in general!

Some great examples seen include:

- Walking guests to the correct location vs. directing them where to go instead
- Leaving positive comments on report cards for students
- Offering help to someone that is struggling... carrying skis, boots, and poles can be a daunting task!
- Giving "insider tips" on mountain or off mountain- where to eat, things to do, best runs to start your day, etc.
- Offering suggestions to help guests have a successful day
- Asking questions about guest's previous experiences to match them with the best product

COMMUNITY

Late spring pow day with my Dad!

-Brian B.

Training clinics were a blast this season!

-Sheria R.

Taking a 9 year old to 7th Heaven for her first time was pretty special.

-Kaare S.

Working with the multi-week program was an all around fun time! -Martin G.

1st chair up 7th on a pow day!!

-Austin W.

As a skier, when I taught my first snowboard lesson I got the girl to turn toeside!

-Allison H.

Exploring new runs and great training coaching to better my own skiing + taking my CS1 was pretty fun too!

-Melinda M.

Thursday AM Backcountry clinics with DOD!

-Lauren W.

Shims Meadow with my multi-week class! Oh yeah...and the Ben Fok clinic that didn't get canceled every time the highway closes!

-Jason Link

BITS clinic with the "rowdy roughins" and they couldn't catch me...I was even on my teach skis!

-Dale H.

What was your favorite moment or highlight of YOUR Winter 17-18' season?!

Want to share your highlights? Come see Sydney or email them to snowsports@stevenspass.com

