



Snowsports THE WORD

Winter 19-20' | Issue 17 | Jan. 10, 2019

Big Weekend ahead!

Boss: hey how was your weeken-
Me:



Happy Friday!! Hope you all had a great week and got outside and played in the snow/snain! Thank you all for your hard work, we really appreciate it and are looking forward to another great weekend. We have another busy one ahead of us between all the programs. Check your schedules and see your supervisor if you have questions.

Recognition and Appreciation: Performer of the Week (POW) –

Performer of the Week (POW) recognizes employees that are doing well within the scope of their normal job duties

Epic Service - Epic Service recognizes employees who provide service that is outside the scope of their normal job duties and above and beyond the call of duty.

How to nominate someone: Epic Employee – My Location – Recognition

If you do not use the Epic Employee App, see a Manager or Supervisor and they can help you log a nomination ☺

Together Safe

It has been snowing hard all day and it looks likely to continue through the night and into the weekend. This weather pattern along with the increased weekend traffic will make the commute tomorrow extra difficult. Please plan ahead and plan for the conditions. A few tips for surviving this weather are to carpool when possible, ride the early bus or shuttle or leave early and arrive early (treat yourself to breakfast at the T-Bar!) Keeping chains and a shovel in your vehicle is also advisable in these weather events.

Let's be sure to keep in mind our norm of "Keep Each Other Safe" this weekend and arrive safely in time to create the Experience of a Lifetime to our guests. See you on the mountain!

Crossover training was a success!

In this picture 3 skiers moved over to the light side and joined the hoards of sliders who are giving up sticks and poles for the undeniable sensation of boarding. If you are interested in crossing over to the other side jump in a group lesson when there is space!



KEY DATES:

- **January 11th 4:30pm:** L1 Ski and Snowboard "101 - The Beginner Lesson" w/ George K. & Brian B.
 - **January 12th 4:30pm:** L2&3 SKI Skill Blending w/ Brian S.
 - **January 16th 2:30pm:** L3 Ski and Snowboard "Teaching Your Peers" w/ Tiana P.
 - **January 17th 2:30pm:** Freestyle Fridays "Park Smart Small"
- ***For more check the clinic calendar at instructor.snow.com*****

The Experience you provide ...

After a break last season while we switched systems, guest surveys are up and running again! Within Vail Resorts our survey platform is referred to as GX (Guest Experience). This will give us some great data for benchmarking moving forward. We will begin to share scores once more surveys are collected, but here are some comments from guests who took lessons. Can you get a mention next week??

"I did a similar lesson in snowboarding at another WA ski resort and it was apples to oranges. The other resort was rude and didn't take time to make sure you understood the sport. Therefore I hate snowboarding lol. You can tell Steven's Pass has done lessons many times and I love the option for 1:1 and 1:4 lessons. My instructor Jon was awesome and even took us down Daisy and I actually wasn't scared at all! That was totally surprising and awesome to me. Thank you SP!"

*"Enjoyed our lesson with **Bryan Snyder.**"*

*"**Chance and Ryan** did well with providing instruction to our son."*

*"**Kyle** was a great instructor for our son on his first time lesson. He had so much fun! We will bring him back to the ski school."*

"It was my first time skiing. I did a ski lesson which taught me a lot of foundational skills and by the next day I was comfortable on the beginner slopes. I appreciated the large learning area as well."

"I love the runs the chairs and the staff. Took the snow board lesson and the staff and instructors were great. I've been skiing at this place since I was four."

"We put my daughter in ski school and everyone there was great and friendly. We felt very comfortable leaving our daughter there."

"We were in a mixed group with true beginners, he (our instructor) found us a different group that was more intermediate. Amazing and caring and our new instructor was EQually amazing. Thanks for a great day!"

What's with the bookends?

Your safety as an instructor is always our number one concern both on the snow and inside the locker room. This year we have added several safety measures in the locker room including new mats in the gear room, a fan for the waxing bench and recently the orange stools to help people get gear from on top of lockers. To add to these items we are also installing bookends on the tops of the lockers. These are designed to help limit the risk of boots from coming off the sides of lockers and causing a potential hazard. Please share your feedback on the locker room changes with your supervisor or team lead.

If you have any suggestions of other projects that would improve your experience here in the Ski and Snowboard School, please let us know!



Have you noticed the orange tape on the top of all staff lockers?

Before you pull your boots off the top of your locker, **STOP** and **THINK** about whether you will be able to do so safely.

Look for **OPTIONS** such as orange stepladders around the locker room. Make a **PLAN** to use tools that can help you complete the task safely.

Consider the safety of others and yourself when operating in all areas of the mountain.

