

# Snowsports THE WORD

Winter 19-20' | Issue 18 | Jan 17, 2019

## Exciting times



We sure have had quite the week! It has been incredible to see everyone help each other out through this wild storm. To everyone who took people in, helped shuttle supplies to those in need or dug out a friend thank you for being an awesome example of why this community is the best!

## Employee Engagement Survey

**What:** The employee engagement survey is an opportunity for employees to confidentially share their thoughts and opinions about their work experience at Vail Resorts, so that we can continuously improve in our mission to create the Experience of a Lifetime for our employees.

**When:** Jan. 23- Feb. 11 | Take the Survey

**Who:** All employees who hired on/ before Jan. 8, 2020 are eligible to take the survey.

## Flu Season

It's that time of year we all dread; cold & flu season. To help keep you fighting fit we have complimentary flu vaccine vouchers for all employees who would like one!

These vouchers can be used at all participating Walmart's to get 1 **free flu shot**. This is to be used by active employees only, no dependents.



Participating Walmart locations nearest to Stevens Pass:

- Wenatchee
- Monroe
- Everett

Don't end up like this guy... Stop by and see Angela to get a voucher!

## CLINICS

Would you like to take your students through our new "Training Grounds" park off of Hoot and Holler?

If so, please first ensure you have a park sticker on your helmet. You can get a park sticker for having an FS1, Snowboard Level 2 or 3, or attending a Park SMART Clinic and completing a worksheet. Park SMART Clinics start this week!



## KEY DATES: CLINICS

**January 17<sup>th</sup>:** Indoor Series- Movement Analysis

**January 17<sup>th</sup>-19<sup>th</sup>:** Park SMART (small)

**January 18<sup>th</sup>-19<sup>th</sup>:** Level 1 Prep "Common Issues and Solutions"

**January 20<sup>th</sup>:** Development- Observations, Evaluation, Prescription

**January 21<sup>st</sup>-22<sup>nd</sup>:** FT "Performance Skiing of Low End Tasks"

**January 23<sup>rd</sup>:** Facilitation and Setting Parameters

\*\*\* For more clinics, times and to sign up: [instructor.snow.com](http://instructor.snow.com)\*\*\*

## LEVEL 1 EXAM DATES

Steps for registration are below and **must be completed in order**. First come first serve for spots in each exam, so get moving on your e-learning course and online test. You must complete these steps 2 weeks prior to an exam, however it is way less stressful to do it sooner. Just food for thought 😊

**\*\*\*If you are scheduled to work on an exam date you will need to request it off as early as possible!\*\*\***

1. Join as a member (\$121) - [Join here!](#)
2. Level I E-Learning Course - This is the PSIA-AASI Level I Certification Prerequisite E-Learning course.
  - a. The following course is designed to be completed prior to attending the on-snow portion of the Level I Exam.
    - i. Alpine [CLICK HERE](#)
    - ii. Snowboard [CLICK HERE](#)
3. Online written exam (\$10) register [HERE](#)
4. Register for on-snow exam (\$35) - \*links by date:

[Feb 6](#), [Mar 22](#), [Mar 28](#), [Feb 13](#), [Mar 21](#), [Mar 29](#)

## YP Attendants

You all have been killing it lately. Thank you for all the hard work, and willingness to take on extra tasks to get the job done. Your efforts play a large part in the success of our Youth Programs operations and we could not do it without you. Instructors, if you have not yet. Make sure to give a high five to these rock stars!

## MW UPDATE:

With the recent weather and Westside road conditions there have been many MW's programs who were not able to make it to the mountain. We will be offering a makeup lesson to these programs. Some of these dates are still TBD. For now, the only confirmed makeup date is Saturday Base Camp - February 8th.

## Have you attended a clinic?

If yes, give us some feedback:

[Clinic Eval Form!](#)



## The Experience you provide....

It was a quiet and crazy week with the highway closure but here are some callouts from GX:

*"We were a little unclear where to go to check in for the ski lessons, and were glad that a staff member helped us. He then remembered us at the end of the day!"* -Speaks to the importance of recognizing the opportunity to engage with guests, and creating a lasting first impression through remembering who they were!

*"From the moment we arrived all of the staff we encountered were friendly, outgoing, and helpful. My husband and daughter were having their very first lessons, and I am a long-time skier who hadn't skied in many years, and we all had an excellent experience. My husband is German and he said we'd never have such authentically friendly service at a German resort."* - another call out for friendly and helpful staff and proud of the instructors that served this family. Also, great to know we are superior to our European counterparts!!

And a couple of personal callouts:

*"Kevin O'Brian was an excellent instructor."*

*"Travis Weil was a patient, professional, and observant instructor."*

