



Winter 19-20' | Issue 16 | Jan 3, 2020

## Welcome to 2020!

### New Year's Resolution...



Hope that everyone enjoyed their new year's holiday and were able to set some goals for this next trip around the sun!

**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



## Have you thought about teaching Chill?

**Do you like working with youths? Interested in becoming a mentor?**

We are looking for some additional people to step up and join us for Wednesday and Thursday nights!

These youth have not yet experienced something that we sometimes take for granted. The instructors that will be working this program will be in a mentorship role more than an instructor role. These kids want to have someone that they can lean on while getting outside their comfort zone. The program starts on **Wednesday the 15th and Thursday the 16th and will run for the next six weeks.** We need instructors that will join us for the entirety of the programs. As one of our multiweek programs, these kids will benefit greatly from the stability of having the same instructor week after week to help their learning process. This can be one of the most rewarding programs in our seasonal programs portfolio that typically is one of the first to fill! We look forward to launching this amazing program in a few weeks!

If this sounds like a fun time that you would like come help instruct please let us know: [Spschoolstaff@vailresorts.com](mailto:Spschoolstaff@vailresorts.com)

## KEY DATES:

- **January 4<sup>th</sup>** - Certification kickoff meeting!
- **January 4<sup>th</sup> & 5<sup>th</sup>** – Last instructor training
- **January 7<sup>th</sup>** – Skier cross training
- **January 9<sup>th</sup>** – Snowboarder cross training

## Ideas of how to greet your guests in the PLO:

- Be on time for your assignment. This will usually be 15mins before the start time of the lesson. There is nothing worse than arriving after your guests have already checked in.
- Welcome the guest to Stevens Pass, ask questions and clarify goals for the lesson. This may involve asking questions to the guardian if they are unsure for themselves.
- Make sure the guests have all the equipment they need for the lesson. If they are in need of a piece of equipment to improve their experience, Fall Line Sports is right there for the guests needs.
- Clarify the time the lesson will end. If you need to meet a guardian at the end of the lesson, confirm the location for pick up. Please check with the office staff or the supervisor if you are
- Invite the guest back for more lessons! Let them know what they will be working on next time and tell them about the new terrain they may be able to explore in future lessons.



### Level 1 Certification Clinics Series

This season we are offering a clinic series designed to prepare you for your Level 1 Exam in either Skiing or Snowboarding. There are 8 sessions of 1.5 hours starting on 1/11/20, offered at two different times:

- Saturday Evening from 4:30pm to 6:00pm
- Sunday Morning 10:30am to 12:00pm

### Certification Kick-Off Meeting – Saturday January 4<sup>th</sup> 4:30pm to 5:30pm

Join us for an hour where we discuss the benefits of certification and answer any questions you have regarding the process. If you are unable to make the meeting please email me at [Tpeterson1@vailresorts.com](mailto:Tpeterson1@vailresorts.com) and I will pass on the information.

## CLINICS

Sign up for clinics through <https://instructor.snow.com/snow/instructorTools.asp> . Select Stevens Pass, view, and sign up for clinics today! This season we will be offering training at different times throughout the week and every weekend on Saturday and Sunday at 10:30am and 4:30pm. There will be more clinics added all season long.



## Crossover Clinics

Challenge yourself by learning the other discipline. Crossover clinics are open to anyone who is interested in teaching skiing or snowboarding at any level. If you have been skiing or riding for many years, trying the other discipline is a great way to increase your empathy for beginner learners and adapt your skills and understanding in another way. Stretch your mind and body in different ways.

- 1/7/20 Tuesday - 9am to 3pm – Snowboarder to Skiing
- 1/8/20 Thursday - 9am to 3pm – Skiers to Snowboarding

If you are unable to attend the clinic, start by join a beginner lesson anytime you are not scheduled to work.

