

Snowsports THE WORD

Winter 19-20' | Issue 20 | Jan. 24, 2019

Wet Winter Days



Not the best weather, but at least it is with the best crew! The snow may be coming down a little clear right now but if we keep our snow dances up it will be back before we know it.

Together Safe- Slips, Trips and Falls
Did you know that slips trips and falls are the most common employee injuries at Ski Resorts.



Search Epic Employee LIFT training for “Slips, trips, falls and heavy lifting” to view an informative course on how to avoid this (see picture above). The short training course will help you identify hazards, observe environment and choose safer alternatives.

Locker Room Guidelines:

We have posted the full locker room guidelines on our [website](#) but here are some reminders that we'd like to share:

- SSBS will release the door code to all employees, this code is for you only and **should not be shared with anyone**. If another instructor needs access, or forgot the code, they can meet with a manager or supervisor.
- **The Locker room is for Ski & Snowboard School Staff only**. Children under 12 may accompany their guardian into the locker room but must be supervised at all times. Non-employees or off -duty staff from other departments may be allowed in the break room portion of the locker room **ONLY** but **NEVER** after 5:00pm. They should not use the wax bench, lockers or gear storage area.

Have you taken the Employee Survey?!

This quick and confidential survey is an exciting opportunity to let us know where we can improve the employee experience.

[Complete the Survey Here!](#)

Survey Log in: Your Employee ID

Have questions? Check out this [FAQ](#)

Sand Buckets?

You may have noticed the new blue buckets and scoops at the top and bottom of the Highway 2 Pedestrian Bridge.

The buckets are filled with sand, feel free to grab a scoop on your way across to help spread the sand and create a safer walking environment for everyone!

At the end of the bridge, clip the scoop onto the other bucket located that side of the bridge.

KEY DATES: Clinics

- **February 1st**- Ski with Tom Pettigrew @2:30pm, L1 Ski and SB @4:30pm, L2/2 Ski @10:30am, M/L Park SMART @2:30pm
- **February 2nd**- , L1 Ski and SB @10:30am, L2/2 Ski @4:30pm, M/L Park SMART @2:30pm
- **February 6th**- PSIA Alpine L1 Exam @8:30am, Crossover to snowboarding @10am
- **February 12th**- Epic Wellness Fair 10am @TCL

Epic Promise Foundation

LAST CHANCE: SCHOLARSHIP APPLICATIONS DUE FEB. 4

The EpicPromise Foundation is accepting applications for the **Scholars grant**, a scholarship for dependents of U.S. and Canadian Vail Resorts employees. Our [newly expanded income qualifications](#) mean more students are eligible. The deadline is **Feb. 4, 2020**, so [apply today!](#)

Operational Updates

ADULTS

- 1) Line up times are **9:45am & 1:45pm** for non-peak days
- 2) Line up times are **9:30am & 1:45pm & 4:45pm** for peak days

"How do I know what days are peak and non-peak" - **Check your schedule!!**

PRIVATES

- 1) There are now **ONLY 2** check in times required if you are scheduled for "available for privates" this is **8:45am and 12:45pm** - there is **no more checking in on the hour now.**

MW Make-up Days:

Saturday Base Camp - February 8th

North Star/Stella February 19th

Wed./Thurs. Chill - TBD

The Experience you provide...

Here is our week to week data from the GX (Guest Experience) survey. Guests are asked to rate their instructor and the instructors attention to safety out of 10. We will post the scores each week to track our progress, and we can also see how we are doing relative to the other Vail Resorts. Our Instructor score has improved for 2 consecutive weeks although last week was the lowest score season to date for Attention to Safety. Look for some tips to be shared this weekend at line-ups and come with some of your own to share!

Some of the call outs from this past week:

"What a pleasant change after going to [another PNW resort]. Took a two hour lesson. Excellent communications with your staff setting up and after arrival. Employees who had answers to questions and very helpful and polite. Especially from a beginner skier."

"The staff at Stevens Pass is more friendly and helpful than I have met at any other ski resort. I interacted with the lift ticket desk, the equipment rental, the ski and snowboarding school, the lift attendants, the outfits shop staff, the coffee shop staff, and more. 99% have an amazing attitude!"

"Great instructors with our kids ski lessons. They both had a great time and are really improving in their skills. We will take lessons again there soon"

"HANNAH was GREAT!!!"

