



Snowsports THE WORD

Winter 19-20' | Issue 22 | Feb. 14, 2020

Holiday Weekend



Hope you are hungry! There will be breakfast and coffee available Saturday and Sunday in the locker room! Looks like it will be a busy weekend so make sure to plan ahead and carpool with who you can! Don't forget Employees are not eligible to park in G lot, **not sure where to park?**
Epic Employee- My Location- My Commute- Employee Parking

Presidents Week

We are still looking for help during Presidents week 2/17 - 2/21. If you would like to add days to your schedule, please email SPSchoolStaff@vailresorts.com to let us know.

Full timers, you will be scheduled for 6 days during this holiday week. Please check your schedules and note start times and assigned programs.

Save the date

Westsider's it is your turn to enjoy a little off mountain fun! Although we had a close second in our poll, looks like bowling was highest in demand!

When: February 19th from 6-8pm

Where: Evergreen Lanes in Everett!

What we need from you: Shoot us an **RSVP** to the **SPSchoolstaff** email!



Learning Names (The Fun Way!)

Many of us struggle to learn our guest's names during the short window of a lesson. A good icebreaker that helps with this is asking students to come up with a rhyme featuring their name. You can expand on this and come up with whole songs during your lift rides. Loads of fun and an easy way to make people repeat their name without asking. As a bonus, how can you get your students to remember your name?

KEY DATES:

- **February 15th:** L2&3 SNB "Isolating Fundamental Movements" @ **10:30am**, L1 SKI & SNB "106 - How People Learn" @ **4:30pm**
- **February 16th:** L1 SKI & SNB "106 – How People Learn" @ **10:30am**, L2&3 SKI "Intermediate & Advanced Teaching Progressions" @ **4:30pm**, SNB "Carving Knapton Style" @ **4:30pm**.

L1 Exams – Get Signed Up Before Space Runs Out

Here are the directions for level I exam registration process. Steps for registration are below **and must be completed in order at least two weeks prior to the exam.** Please do not wait until the last minute!

1. Join as a member (\$121) - <http://www.thesnowpros.org/membership/nwd>
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 are below
5. Request the exam day off from your manager, or find a replacement at least two weeks prior to the exam date.

ALPINE: [Mar 22](#), [Mar 28](#) **SNOWBOARD:** [Mar 21](#), [Mar 29](#)

Make a good first impression



1) Be on time for your line ups and all other scheduled activities! Please also allow yourself time at the end of the lesson to wrap up with your guests, give them some things to work on and invite them back for more lessons.

2) Look professional- Jackets should be zipped up past the nametag with goggles and helmets on head and your feet in the correct boots, ready to go.

3) Please make sure you are ready to give great guest service. This means engaging the guests with eye contact and a welcoming smile! Please leave your phone in your pocket and coffee in the locker room.

The Experience you provide ...

Here is our week to week data from the GX (Guest Experience) survey. Instructor Quality has trended upwards for 5 weeks now while Safety remains high. Thanks everyone! Breakfast this Saturday and Sunday to celebrate!



Question	SP Season Average	Vail Resorts Average
Instructor Quality	8.8	9.1
Focus on Safety	9.1	9.3

And here are some of the call out from this past week:

“staff was so friendly everywhere! From concessions, rentals, ski school, lift operators, etc! Just the best!”

“We love the skiing and the facilities! The staff are amazing and have always shown willingness to go out of their way to improve our experience.”

“I have been skiing at Stevens Pass since I was 8 years old. I now have kids and Stevens Pass is the best skiing near Seattle, plus the ski school is excellent.”

“**Martin** was an exceptional instructor!”

