



Snowsports THE WORD

Winter 19-20' | Issue 24 | Feb. 28, 2020

We've made it through
February!



March Madness - Ski and Snowboard School Event

No, this has nothing to do with the basketball tournament, this is celebrating the last evening of nights with pizza, movies, popcorn, and trivia! Set it in your calendar, we are going to party in the Trailside Room until the last chair spins at 10pm. Join us for food and fun on **Sunday March 15th**.

Have a recommendation of what movies we should watch?! Let us know!

Spschoolstaff@vailresorts.com

Keep in mind your suggestions should be appropriate for all ages☺

Teach Model refresher

- 1) Characteristics and background
- 2) Emotional state
- 3) Motivations and desires- what type of fun do they like?

For the full Model check out page 12 of the [New Instructor Guide](#)

Class Management Quiz

Do you use the same technique to move people from point A to B? If so explore some different options and consider the impact on your lesson quality and safety. Email your answer for the 5 questions using the responses below or add your own to Tpeterson1@vailresorts.com

Possible Responses:

Line Rotation – Follow the Leader – Pairs – Small Groups – Call Down – You Don't

What is the most effective way to move a group in these situations:

1. Best instructor positioning for student observation?
2. A busy and narrow groomed run?
3. Traversing across a busy run?
4. The most movement and least stopping?
5. Navigating a tree run with limited visibility?

See everyone's top answers in the next "WORD"

KEY DATES: CLINICS

- **February 29th**: L2/3 SNB "Multi Style M.A." @ **10:30am**, SKI & SNB "Participant Choice" @ **2:30pm**, L1 SKI & SNB "The Learning Environment" @ **4:30pm**
- **March 1st**: L1 SKI & SNB "The Learning Environment" @ **10:30am**, SKI & SNB "Participant Choice" @ **2:30pm**, L2/3 SKI "Teaching Your Peers" @ **4:30pm**
- **March 15th**: **March Madness!** (Save the date!)

Commitment to Zero at Stevens Pass Update

January 2019 vs. January 2020:

- Total waste (landfill, compost, & recycle) is down about 17 tons
- Total landfill is down about 7 tons (13 dumpsters)
- Landfill diversion rate is up 10%

Overall (first half of Fiscal Year 2020, August 1-January 31):

- **84% landfill free!**
- Less than 20 tons went to landfill
- About 90 tons went to recycle or compost
 - 25 tons of compost
 - 65 tons of recyclables (mainstream- 12, scrap metal- 13, cardboard- 10, electronics/construction/signage/hill markings/broken retail displays/other large solid waste- 23, snack wrappers/disposable gloves/ski/snowboard gear/equipment- 7)

Our Department- Ski School – 69%

This number for the Ski and Snowboard school is awesome and an improvement on past seasons! How can we do better? If you have any ideas please send them our way. Keep up the good work and find opportunities to educate guests about our company goal of Zero Waste and how they can participate.

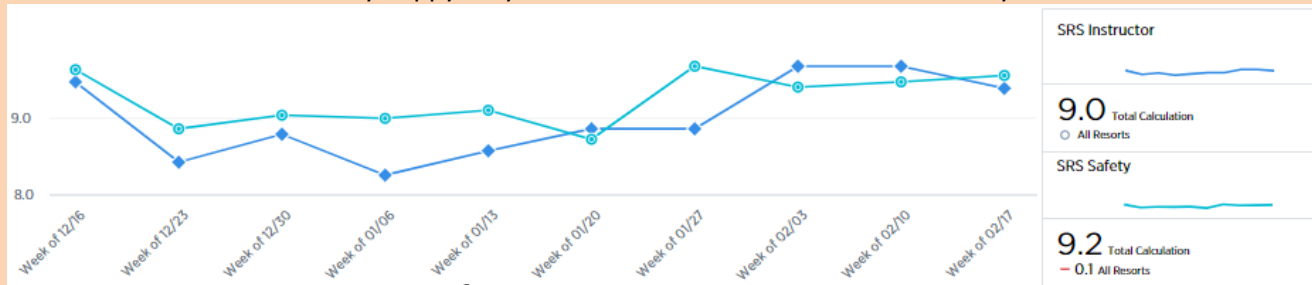
Where are you at 4:30PM Sunday?

Would you like the opportunity to further learn the mountain through free riding?? To help achieve this we are beginning a riding opportunity called “where are you at 430?” This will meet up on **Sunday’s starting this weekend at 4:30pm outside of the locker room**, in small groups head out to ski/ride however long they would like and can learn something from someone they have not skied/rode with before!

To start there will be some facilitation of guidelines and then the group will go on its way! **Keep an eye on the white board for it!**

The Experience you provide...

Continuous improvement! **Our Safety score remains a solid 9.2 and our Instructor score increased this week to an average of 9.0** for the season that equals the company average. This is great to see. From reading the guest comments the underlying driver behind this increase is the “kind” and “friendly” nature of the staff. Kindness goes a long way, and an empathetic instructor can often be the key to turning a difficult day around. It comes back to the golden rule; “Treat others as you would like to be treated”. If we think deeply about how we present ourselves and how we are perceived by the guest would it change what we do? At youth check-in how can we “be a person parents feel confident leaving their child with” in adults, what can we do to make guests feel “relaxed, safe, excited and ultimately happy they chose to take a lesson”? Well done everyone!



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

“George the ski instructor is the best! ... we tried to enroll Amelia in a private lesson but there were no instructors available.. **George came to the rescue** and gave Amelia a lesson even though he was on office duty. Amelia later said that he was the best instructor she’s had at Stevens”

“**Juan was amazing** with my daughter for her first ever ski lesson.”

“There was a woman who greeted me on Monday at the entrance and walked me all the way to the ski school with my 5 year old. **So friendly**. It really helped since it was our first visit.”

“Great time first time skiing Instructor Annette was amazzziinnnnngg! Everyone **super helpful** during rental process!”

“The kids lessons were my biggest saving grace. As a single mom, who got caught in the rental line, they went above and beyond to help me with my kids and keep my stress level down. They were **so kind** to me and the kids in all the craziness.”

