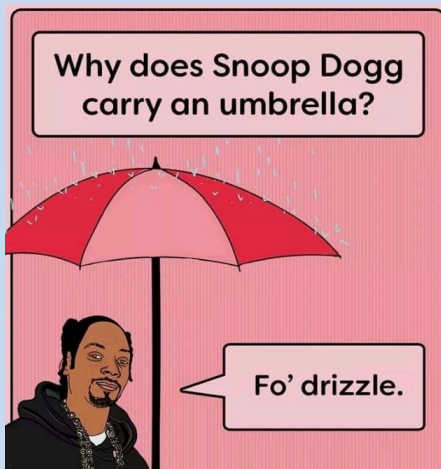


# Snowsports THE WORD

Winter 19-20' | Issue 21 | Feb. 7, 2019

## Happy Friday!



## Have you taken the Employee Survey??

There are only a few days left that the survey will be live for submissions! Please make sure to take a second to submit yours and include anything you have been waiting to say in the comments.

This is the best outlet as an employee to get your voice heard on the topics that matter most to you!

\*\*\*Survey will close on the 11th!\*\*\*

**The Survey link: [Here!](#)**

This survey is 100% confidential! Log in using your Employee ID (This ensures that there are not duplicate submissions).

## YP Report Cards!

We have newly updated report cards! These should be filled out for every youth student that comes through our programs, daily and multi-week, and delivered at the end of the lesson or lessons. They detail our new level system and give a great jumping off point for lesson wrap-up with parents. Also a useful tool for knowing what to teach next. Stop by YP and grab a few today!



## Certification Congratulations!

So far we have had...

Jeremy Tremblay- SB L2  
Dave Johnson- CS1  
Nick Evans- CS2  
Dale Hardisty- CS1

Thursday we had a new group join the Certified life attaining their Alpine 1!

### Congrats to:

Kyle Corbett  
Kelly Powers  
Steve Kerr  
Ginger York  
Robin Klundt

If you have gotten a new certification, don't forget to send us a copy of your Certificate and Receipt!

## KEY DATES: CLINICS

- **Saturday:** Ski with Tom Pettigrew @2:30
- **Sunday:** Intro to steeps @2:30pm
- **February 11<sup>th</sup> & 12<sup>th</sup>-** FT early ups
- **February 13<sup>th</sup>-** AASI Level 1 Snowboard Exam 8:30am
- **February 14<sup>th</sup>-** Freestyle Friday @2:30 W/ Pat Hennessey
- **February 14<sup>th</sup>-** Indoor Session @4:15 W/ Tiana Peterson

## Epic Wellness Fair Schedule - Winter 2019/2020

Stevens Pass February 12, 2020 10:00 AM 2:00 PM Tye Creek Lodge Summit Room

### MTW Update

Thank you everyone for the hard work and enthusiasm that you have brought into the January Multi-Week programming!

February is another big month for the Multi-Week programs. We have three new programs starting up.

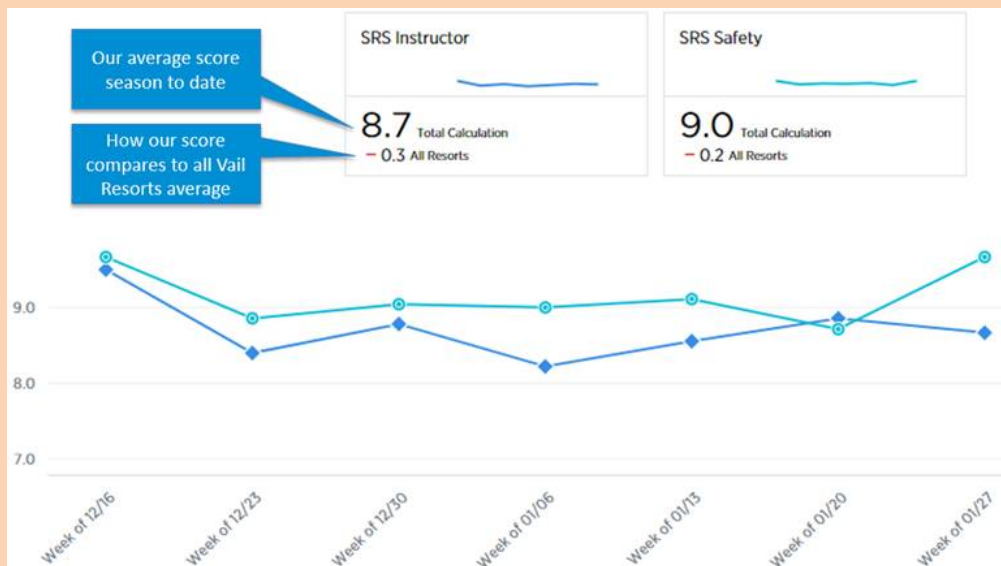
Friday Night Sessions Starts on February 14<sup>th</sup>!

Base Camp second session starts on Saturday the 15<sup>th</sup> and Sunday the 16<sup>th</sup>!

Please keep an eye out for these programs appearing on your schedule.

### The Experience you provide...

Here is our week to week data from the GX (Guest Experience) survey. So stoked to see our Safety score hit a season high! Anything above an 8/10 is considered a promotor, where guests are advocating for what we do. 7 consecutive weeks for both these scores being 8+ is huge. Let us know how we can continue to support you delivering quality lessons.



Some of the call out from this past week:

- “**Russ Peterson**. Ski trainer. The best.”
- “Great runs. Great staff. Had a few cool private lessons. **Teachers were great**. Tons of snow.”
- “**Bryce** with the youth ski program was **AWESOME** and very accommodating. Personable with great customer service skills. He made us feel very welcomed and important”
- “My youngest son can't stop talking about his snowboard instructor “**Jesse**”. He says when we come back he wants “**Jesse**” to help him again. All the staff we interacted with at the youth program were great. We felt like our kids were safe and in great hands with the friendly youth staff.”

Here is one for reflection...

Have you ever caught yourself in this situation?

- “My wife and I took an adult snowboard lesson and we felt that the instructor was simply enjoying riding with us more than teaching us. He gave us a few tips but for the most part, he was not paying too much attention to us and we felt that we didn't get much value out of it.”