



Snowsports THE WORD

Winter 19-20' | Issue 23 | Feb. 21, 2020

This week's Updates!



It has been cold and clear lately but the snow may soon be returning! Dress warm and hope you are ready for another great weekend!

Westside bowling was a success with Derek Brown somehow carving his bowling ball to a top score of 200!

Thanks to all who made it out to either bowling event, it was great to have some off mountain fun!



CONGRATS to TONY!!

We are pleased to announce that **Tony Polizzi** has accepted the role of **Sr. Health and Safety Manager at Stevens Pass**. Tony comes from the Swedish Health Care System where he was Manager of Safety, Security, and Emergency Management, as well as his real job working as an instructor ☺! With over 15 years of experience in safety, emergency management, and law enforcement, Tony brings a valuable skill set to Stevens Pass and the Vail Resorts Health and Safety Team. As you may know he also enjoys snowboarding, river rafting, fly fishing and cooking a mean pizza. This is awesome and amazing news for the resort and one of our very own. It highlights the really cool possibilities and opportunities that come from working for such a large company that stretches across many areas of expertise and crosses many different industries. **Be sure to congratulate Tony when you see him next!**

FT Early Up Changes – NOW Tuesday and Thursday!

Full Time Early Up clinics will now be held each Tuesday and Thursday through the end of March. Please know that the clinics start at 8am and all staff must be in uniform and ready to slide. These clinics are an opportunity for busy full time staff to train towards their certification goals each week. See you on the hill!

KEY DATES: CLINICS

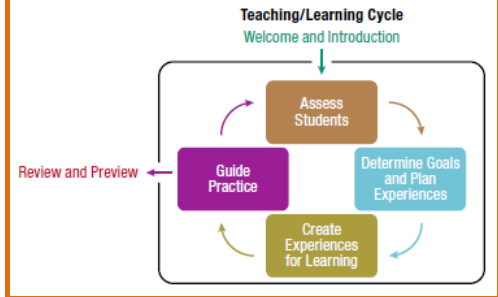
- **February 23rd**- Bumps Bumps Bumps w/ George @ 2:30pm
- **February 25th**- FT Early Up @8:00am
- **February 27th**- FT Early Up @8:00am
- **February 28th**-Freestyle- "Intro to Intverts" W/ Patrick @3:30pm, Indoor – "Snowboard Gear" w/ Tiana @ 4:15pm
full clinic list @instructor.snow.com

What is a QR Code? Why do we have them on the Flow Zone maps and signs?



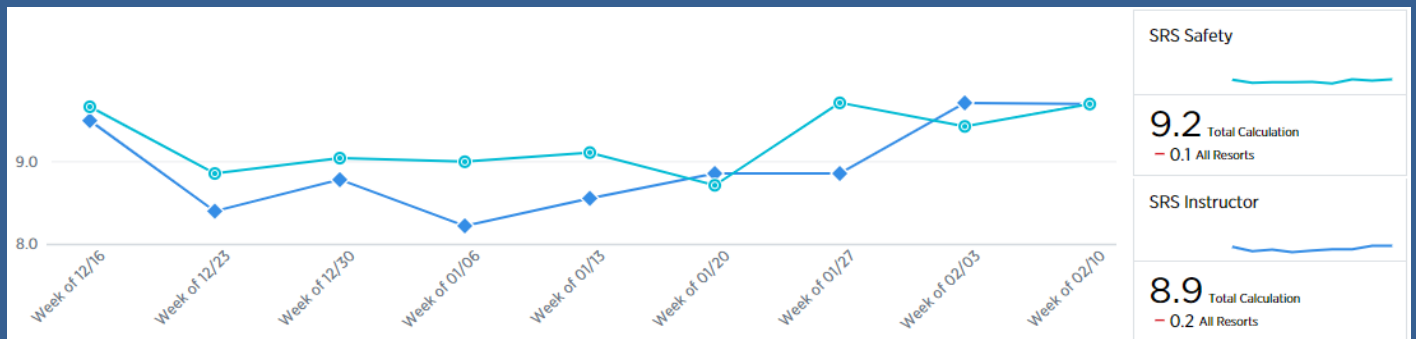
QR stands for “Quick Response” and by snapping a photo of the QR code most smartphones can be linked directly to a webpage. The QR code to the left will take you directly to stevenspass.com page that hosts the Zone 5 Bank Turns videos and instruction. This same QR code can be found on the Bank Turns Sign and in the Flow Zone map. Each flow zone has a specific QR code that links directly to a video tutorial. This is an amazing tool for students and guests of the mountain. How can you incorporate this into your lessons? How many Flow Zone maps are in your uniform pocket?

Simple steps to create success in your lesson!



The Experience you provide....

Here is our week to week data from the GX (Guest Experience) survey. We have gone up 0.1 in both categories and are close to the Vail Resorts average. This is awesome and a huge testament to the small groups and excellent, personalized instruction. As a note, surveys are triggered by guests getting scanned, so we are working on some ways in which we can scan within the line-up areas to result in more survey data coming in. You can help with this by ensuring that when it is appropriate and quiet enough to do so at the lifts, that you are making sure your students get scanned at least one during the day.



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

“Jim, from the ski school was absolutely WONDERFUL in helping us deal with a delay we experienced on the road. They helped us get into afternoon lessons and were really understanding. Then, our sons skis got taken (we later learned by mistake) by another family who confused them with theirs. Again, Jim to the rescue with rental gear and a cheerful attitude. We did get our skis back by the way.”

“I’ve been skiing/snowboarding Stevens Pass over 35 years. Stevens Pass offers excellent ski/snowboarding lessons for my kids. Also, Stevens Pass is a great family oriented ski resort. I always recommend and bring friends and families who wants to learn to ski/snowboard to Stevens.”

“It was a gorgeous day and the runs were nicely groomed. I loved the new runs on Brooks. The snowboard school was great as I have two grandkids I am trying to get up on snowboards. I need at least one day (probably a Monday) to get them their second lesson within the Feb/Mar timeframe and maybe a third day if I can squeeze it in.”

