

# Stevens Pass Snowsports School

# THE WORD

Winter 20-21' | Issue 12 | Nov. 27, 2020

## Here We Go!



**WE GOT THIS TEAM!!**

**"SEASON KICK OFF" LIVE EVENT**  
**12/1/2020 @ 6pm to 7pm:**

Join us for an evening live event where we will be presenting information and answering any questions you may still have before the lifts start spinning. (You will receive an email invite to the meeting with a link prior to the event.)



## BE SAFE TOGETHER

We want you to be successful from day 1, and we want everyone to go home safe and well every day. Here are some key messages that are critical we all observe and hold each other accountable to:

- **Face Coverings** go on before getting out of your vehicle and remain on at all times. Consider bringing an extra face covering for your own comfort throughout the day.
- At all times remain at least **6 feet from others**. That includes when walking in from the parking lot.
- Practice high standards of personal **hygiene and cleanliness**
- At work, we are all individuals. If we live or carpool with other employees that is fine, and the minute we step out of our vehicles we must observe safety protocols as if we are in different social circles. **6ft distancing, face coverings and cleanliness.**
- If you are not sure, **STOP and ASK**

## ADDITIONAL ONBOARDING DAY 2 CHECK IN TIMES:

Some of you may have been trying in vain to search for a check in spot on the calendar...



We have added some additional dates and times just for you on **Wednesday 12/2 and Monday 12/7**.

Please use this [link](#) to sign up for a spot!

If none of the check in times work with your schedule, please email [SPSchoolStaff@vailresorts.com](mailto:SPSchoolStaff@vailresorts.com) to find a time to complete your onboarding check in prior to your first day of on-snow training or work.

\*\*\* Please be aware because of the COVID precautions and system checks we will need to arrange a check in time well in advance of your arrival to the resort. \*\*\*

## KEY DATES:

- **Sunday November 29<sup>th</sup>** - Day 2 Onboarding Check In
- **Wednesday December 2<sup>nd</sup>** - Day 2 Onboarding Check In – **NEW TIMES ADDED**
- **Tuesday December 1<sup>st</sup>**- @ 6pm Ski and Snowboard School LIVE "Season Kick Off Meeting"
- **Friday December 4<sup>th</sup>**- Opening Day :)
- **Monday December 7<sup>th</sup>** – Day 2 Onboarding Check In – **NEW TIMES ADDED**
- **Tuesday December 8<sup>th</sup>**- @ 6:30pm- Support Staff LIVE training event
- **December 12<sup>th</sup> & 13<sup>th</sup>** - Support Staff on-site training

## Leadership Update:

I am pleased to announce that **John Alexander** will be stepping into a Part Time Supervisor role, assisting our Children's Lessons Programs. John worked last season as a Seasonal Programs Lead and Dual Instructor. In addition to an already developed logistical understanding of our lesson programs, John brings with him a wealth of leadership and managerial experience specifically related to the customer service and recreation industry. I'm eager to witness John's contributions to the team this season. Please help me to extend a warm welcome and a big congratulations to John as transitions into this new role!

-Alicia O'Donnell, Manager of Children's Programs

## Support Staff Training

**All support staff members, both new and returning will have two days' worth of training.**

**The first day will be a virtual Live event on: December 8<sup>th</sup>**

Some topics that will be covered are COVID policies and procedures, Safety and Kids on Lifts information.

The on-site portion of your training. There will be two dates when training is happening (you must only attend one of the two). Please be prepared to ski or ride this day!

**Check your email for more information regarding both trainings!**

## TRAINING CORNER

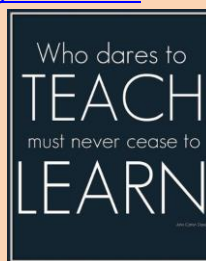
### Required On-Snow Training

All instructors are required to attend on-snow training. If you have yet to sign up, spaces are filling up and options are more limited the longer you wait. All training must be completed by 12/21/20. To sign up for required on-snow training please use these links to the appropriate sign up; [New Instructors](#) or [Returning Instructors](#).

### What topics will be covered in on snow training?

**New Employee Training (NET)** will touch on the fundamentals of skiing/snowboarding, teaching skills, and people skills.

**Program Specific Training (PST)** will cover specific topics related to the types of learners and lessons you will be teaching most this season, either Youth Programs & Multi-weeks Lessons or Adult Programs & Private Lessons. Come prepared to move, play, and share ideas with your peers.



## How to succeed with & grow your private lesson potential

*What does it take to be a great private lesson office instructor? Here are some tips from my own personal experience. Your private client wants something more than learning how to go left and right.*

- 1) **Integrity & First Impressions** – Be genuine to the relationship. Always make sure you are on time and ready to receive your client. Be genuine to the relationship. Take interest in your client and what they do outside of skiing. Active listening is key! Have you created “*that spark*”
- 2) **Diversify your skill set** – pursue training that enables you to successfully connect with people of all ages and abilities. Childrens, freestyle & seniors specialist certifications are a great way to do this.
- 3) **Create a long-term plan** – create a plan for your client that extends well beyond the initial lesson. This encourages return visitation and helps your client unlock their true potential!
- 4) **Practice time that's specific and tailored** – ensure that you build ample time in your lesson for skiing/riding! Ensure that you have listened to what your client wants to do and tailor your content around their goals. Remember to read your clients energy levels throughout.
- 5) **People skills** – Stay in contact with them during the off season. Something as simple as wishing them a happy birthday goes a mile. Avoid areas of difficult conversation and don't let yourself become the complainer in the relationship. Instill confidence in their abilities & potential. Create fun. What fun type of fun do they want to participate in?

