



# Ski and Snowboard School THE WORD

Winter 22-23' | Issue 21 | Mar. 10, 2023

## Last Call for Nights

As we roll into our last month of operations, we want to take this time to celebrate.

First, it's the last weekend of night operations! If skiing/riding under the stars (or, clouds) is your thing, don't forget to take some last laps before Sunday close.

As well, make sure to say goodbye to our two international employees before they fly home. Thank you **Sofia Bedners** and **Maria Alvarez** for joining us this season! We hope to see you again in the future; safe travels.

As we say goodbye to these friends, we are excited to welcome four new faces as part of the Extend your Winter program. They will be joining us from Roundtop and Whitetail Resorts on March 15<sup>th</sup>. Please help us extend them a warm welcome.

In lesson news, we surpassed 4500 first timers taught for the season! And, our own **Tre Nabstedt** passed his Telemark Level 2 exam!

Plus so much more! Thanks all for your hard work; let's finish strong!

## Certification Reimbursement

Remember, if you passed a qualifying exam or accreditation course this winter you may be eligible for reimbursement. Please make sure to submit proof of your passed course and your receipt to [SPSchoolStaff@vailresorts.com](mailto:SPSchoolStaff@vailresorts.com) as soon as you can. This will also help to ensure that we update your pay and credentials properly in the system.

Have questions; check out the full policy [here](#).

## Winter 22/23 Employee Gift

To celebrate you all, our Street Team will be handing out the winter 22/23 employee gift in the employee store starting tomorrow. Please visit during opening times to grab your gift! There is a shirt for everyone so no need to worry if you can't make it this weekend.



## KEY DATES:

**March 12<sup>th</sup> – End of Nights**

**March 12<sup>th</sup> – Daylight Savings Time Begin**

**March 18<sup>th</sup> & 19<sup>th</sup> – Start of Spring Base Camp**



## Education Ascent

Educational Ascent, a one-time scholarship for US-based team members opens today!!

If you are currently a student, or will soon enroll as one, the 2023 Educational Ascent Scholarship application is NOW OPEN!

This is a one-time scholarship of up to \$2500 for US based Vail Resorts employees. Application closes on Monday, April 3, 2023.

## Group Ride at Snoqualmie?

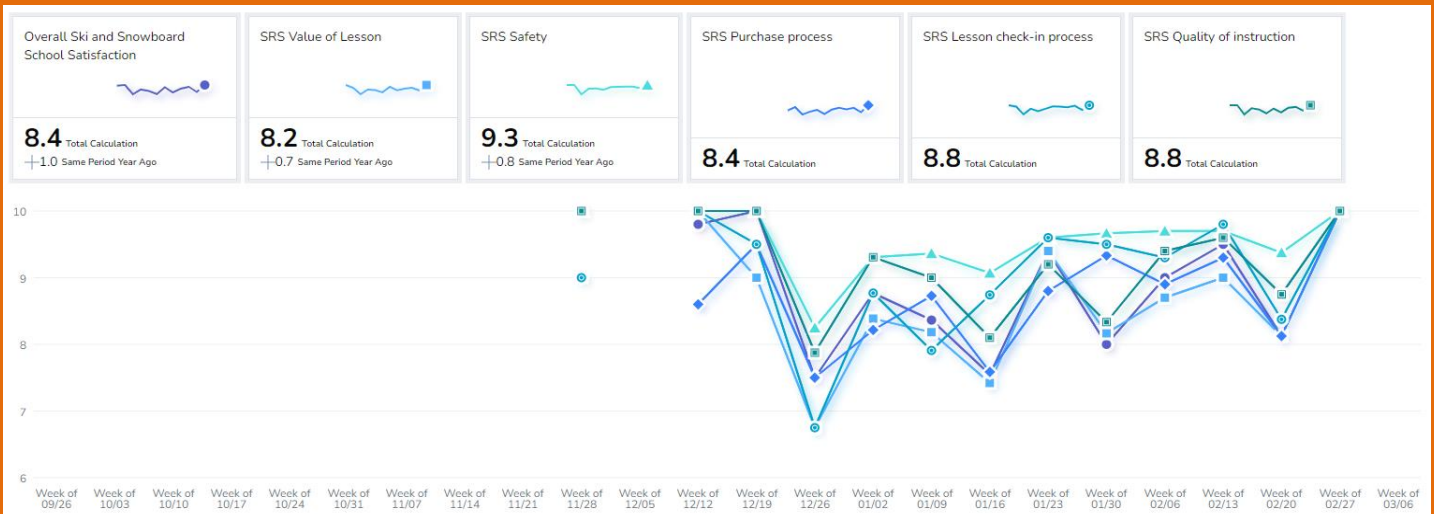
Interested in a day of riding/skiing for free at the Summit along with a group of other Stevens Pass employees?

Please contact [maria.1.taylor@vailresorts.com](mailto:maria.1.taylor@vailresorts.com) directly.

She has secured a day to visit the Summit for up to 15 people and is looking for folks who would be interested in getting in on this opportunity.

## The Experience you Provide

Wonder where some of those guests comments and employee recognition come from? Within Vail Resorts, our survey platform that captures guest feedback is referred to as GX (Guest Experience). I know we haven't talked about it much this season but this is a resource that we use to capture data for benchmarking as well, to inform how we move forward. Overall, our dept. is having a strong season in terms of GX and the scores our lesson participants give us. Below is a snip of the main categories for our dept. and our progress season to date.



Our Overall Satisfaction score is sitting at 8.4, which is +1pt higher than last season. Similarly, Value of Lesson and Safety are +0.7 and +0.8 respectively. Even better, if we compare our scores to the Vail Resorts average, we still show up strongly. Great job!

