

# THE WORD

Winter 23' -24' | Issue 19 | Feb. 17, 2024

## Surprise Saturday!

Presidents' Week is rolling in, and it's gonna be a lively one! We're in for a busy week. A friendly reminder: let's keep those "Oops, I slept in" moments to a minimum. If you're under the weather, rest up at home. But if you're up and ready, your team and our guests are counting on you.

Here's to a week full of fun and punctuality!

## Stevens Pass Leadership Training—SPLT

SPLT offers a specialized leadership training program for active Stevens Pass employees, including emerging leaders, supervisors, and managers. The program covers career pathways, mentorship, opportunities, fireside chats and panel discussions with the resort Senior Leadership Team.

Gain insights into effective leadership in the dynamic ski resort setting, aiming to improve the employee experience, cultivate a positive work culture, and enhance the overall guest experience.

There are two tracks:

- Track One: Grade 22-24 Employees.
- Track Two: Grade 25-26 Employees or Track 1 graduates from Summer operations.

For more information, contact (SRS) Mike Douglas—  
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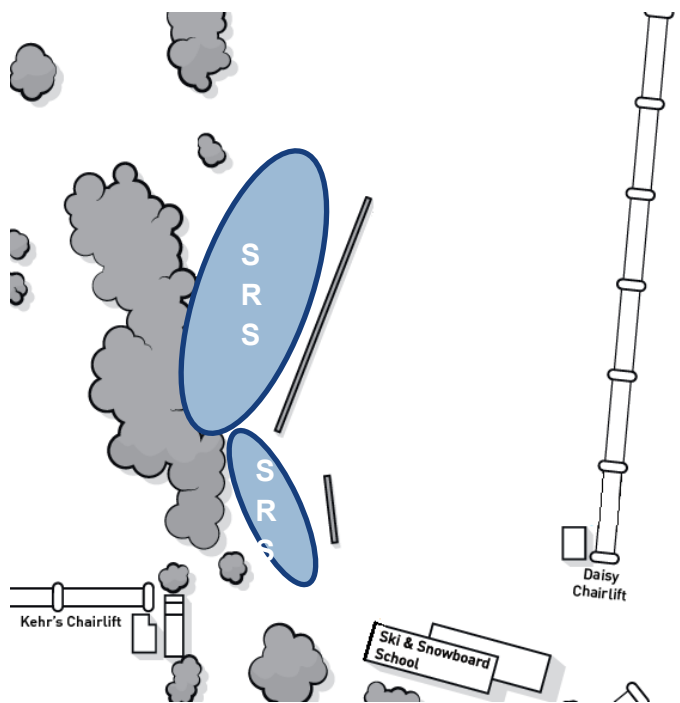
## Learning Area Update

We have an exciting update for you all!

Starting this weekend, on peak or holiday days, we will have an SSBS (or instruction only) space in the learning area. That's right! Lookers left (tree side) of both carpets will be closed to the public and available for lessons only. The other side (lookers right, Daisy side) will be open for public use. Lessons can also go on this side if they please.

Since this is a new change, we will have signage and support in the learning area to help direct and educate guests. Our goal is to create more room for our staff to instruct and for lessons guests to learn. Ultimately resulting in a safer space to slide for everyone.

Also, as we work through this change, if you have any feedback do let us know! We want this space to be effective for you and are happy to adjust the setup as we are able.



## SHARE YOUR FEEDBACK THROUGH CONTINUOUS LISTENING

Our Continuous Listening Survey is coming from Feb. 20 – Mar. 1. This is an opportunity to share honest and candid feedback about your experience. Your anonymous feedback goes directly to your manager, your leadership teams, and our company leaders, so we can support your experience as a Vail Resorts team member. Be on the lookout for an email invitation from "Vail Resorts Employee Surveys" to have your voice heard.

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