

THE WORD

Winter 23' -24' | Issue 18 | Feb. 9, 2024

Wow! We are nearly 1/2 way through the season.

As we head into the second half of the season, we still have much to look forward to. The Superbowl is this weekend and Presidents week is nearly here! That week will be busy, especially in Youth Programs. We also have another seasonal program starting in March and all daily lessons will continue through the end of the season (their popularity is not waning). Remember, if you need to make up shifts please prioritize getting yourself on the schedule. Thanks for all you do!

Congratulations & Upcoming Opportunities at Our Team!

A hearty congratulations to our newly certified instructors who've made us proud: **Robyn Sherwood (Alpine L2), Winston Wolf (Snowboard L2 - teach), Steve-o Kerr, Dan Velasco, Rebecca Navlet, and Jamie Owens (all SS1)**. Their dedication and hard work are truly inspiring to us all.

Feeling motivated by their achievements? You're in luck! Our L1 assessments are on the horizon, scheduled for March 10th, offering a fantastic opportunity for you to join this esteemed list. But it doesn't stop there; we've got a variety of assessments and clinics lined up, catering to diverse interests and skill levels.

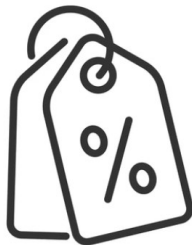
Cheers to Another Year at The Bird's Nest!

Hey team! Guess what time it is? Yep, it's our favorite tradition—coming together for the annual bash at The Bird's Nest! It's been our go-to spot for creativity and teamwork, and it's hard to believe how many great ideas and projects have started right here.

This isn't just any gathering; it's our way of saying thanks to this awesome space and even more to the incredible folks (yes, you!) who bring it to life every day. And because no celebration is complete without a little something special, we've got some cool employee gifts lined up for everyone. It's our way of adding a bit of extra joy to the mix.

So, come join us on February 14th and let's make this year's celebration a memorable one.

Increase to Daily F&B Discount Limit



Thanks to feedback from the Continuous Listening Survey, **the daily limit of F&B discounted transactions has been increased by 35%**. Now you can spend up to \$40/

Helpful Hints—Lesson Check-In Time

What should you do during line up to make your life and your lesson guests' life better? Take responsibility for the things that are **in your control and remember**, many of our lesson guests are new and don't know to be "checking" things themselves, because they just don't have the experience yet. This is where you come in. Be a friend, teacher, helper, share your knowledge with others.

Check Lift Tickets

- o Do they have one? What is a lift ticket anyway?
- o Where is it? Not in a wallet, not with a cell phone and, not in Youth Lesson vests or leg band.

Check Boots

- o Are they are buckled correctly? Too loose? Too tight? These things matter!
- o Gaters are to go over the top of the boots – not inside. Fix this!
- o Do boots fit bindings for either skis or snowboard? Check before you leave the corral.

Check Skis/Boards

- o Are they the right length?
- o If the bases look or feel dry, rub on some wax; Don't know what "pocket wax" is? Ask a seasoned pro!

Check Poles

- o Make sure poles to the proper lengths

Check Your Students

- o Are they in the right class? Just because they signed up for _____, doesn't mean they are that ability level.
- o When did they ski/snowboard last?
Last season? Last week?
- o Are they a hard charger or cautiously optimistic?
Consider how pacing might affect your class makeup BEFORE you leave the corral.
If we have resources, maybe the "hard chargers" should be in one group and the cautiously optimistic should be in another group?

Check with Supervisor before leaving

- o Don't leave without saying "Am I good to go?"
- o Tell the supervisor where you are headed (even if they don't ask)

Don't have a lesson assignment yet? Be helpful!

