



THE WORD (SUMMER)

August 21, 2025
Issue 9

Hello all!

We are fully in “prep for winter operations” mode up here at Stevens. We spent the last 2 months focusing on strategy; how do we deliver action on Glint comments, where is our opportunity to make the school even better, what is different this season, and where do we want to make changes?

One of the things that will be new this season is the organizational structure of the school, specifically the leadership structure.

- I am thrilled to announce that **Alicia O'Donnell** has been promoted to **Senior Manager**! This has been a long time coming and I can't tell you how happy I am that she is being recognized for her commitment and hard work.
- I am equally excited for **David O'Donnell**, who has been asked to lead a newly formed **Guest Service Manager position**. In his new position, David will have responsibility for Product Sales & Services, the Call Center, and guest service standards across the resort.
- Those two changes mean we have an open Manager position. This will be a seasonal 8-month Manager of Ski and Snowboard School more focused on daily operations. This will free up our senior manager to focus on product development and delivery (guest service), culture, training, and data analytics.
- Responsible for employee experience, supporting operations, data analytics, and me - is our new **Admin Adrienne Higbee**. Our admin position is filled for the first time in 3 seasons! Boy, was it worth the wait. I'm excited for all of you to get to know the force that is Adrienne. She is currently on Maternity leave and will be back in September.
- With the added operational support, we expect Supervisors will be able to spend more time on snow, supporting you all in real time. It may take a bit to break the habit of working from their office, but I know I can count on you all to make sure they get outside.
- A Training Supervisor with the experience and skill of a divisional educator, takes a long time to find. And you were right in the Glint comments when you told us you noticed the impact on training when we left that position open. So, until we find the unicorn we are looking for, we are going to tweak the position to be a bit more administrative. We are looking for a learning and development specialist, a professional educator, or an emerging leader with Level 3 certification



that we can assist in reaching divisional educator status (grow our own unicorn).

Whew! That is a lot of change. I recognize that change can be hard and uncomfortable. I feel like it will pay off positively. We will certainly miss David in the locker room but we aren't letting him go to far away from us. David will be directly overseeing the guest journey from the moment they book a lesson through the point where they are handed off to school. We have more exciting news to share as we get closer to the start of the season - so stay tuned! In the meantime, please help spread the word about the manager and training openings.

Thanks in advance!
I hope to see you soon.
Tami

(I am the Director of Skier Services - in case we have not met.)

Schedule Form Re-Launch

The schedule form is now open for all staff to submit their availability!

We will send the link via email to all staff who have yet to submit a schedule and will post it again in the next Word edition.

While there's no rush to complete this form immediately, popular days/shifts may fill up quickly so submitting your availability early offers the best chance at securing your preferred schedule.

Some Tips:

- **Please only select the work schedule that you can commit to.** We will schedule you for every day that you select.
- Your benefits are tied to your total commitment.
- If a shift type or day is greyed out, that means it is unavailable.
- Once your schedule is submitted, if you need to make changes, please let us know as soon as possible. Changes can be made up until 2 weeks before the targeted start of the season. After that, they will be reviewed on a case-by-case basis.
- For Dual Instructors, please fill out the form of your primary discipline. Trainers, we will send you a link to use.

Lastly, if you have any concerns, please reach out via the comments section in the form or via email.
