



Heavenly Ski & Ride School Newsletter

NEWS #4

February 27, 2020



Your Trainer Weaven getting it

MAKE A DIFFERENCE. CREATE A MEMORY.

Do you recall the first time you stepped onto a patch of snow? Do you remember the excitement you felt; and the nervousness of trying something new? These are the feelings our guests feel every day. Some people have been thinking about visiting our area for their entire life. They have saved and planned to visit this place we call home. Whether they drove into a ski resort for the first time or the 100th, in their minds they imagined something that we are privileged to have the opportunity to deliver.

It's easy to forget that each and every guest we come into contact with has a unique story. They come with a dream of what it will be like to visit such a matchless place like Lake Tahoe. They may dream of learning the thrill of sliding down a snow covered hill; trying something different from their daily lives and experiencing the satisfaction of achieving a goal or bucket list item.

Each day we have an opportunity to create a memorable experience that will stay with our guest far beyond their short stay with us. Don't forget your first day and how important it was to you at the time.

We are the key masters of fun and new experiences! We hold the skills and knowledge that can open the doors to venture beyond their comfort zones, and give people the ability to explore and enjoy the entire playground we call Heavenly.

My challenge to you all is to make an impression. Make a difference. Create a memory in someone that they will cherish for the rest of their lives. *Scott Dickey, Manager, CA SRS*



Upcoming Schedule of Events

- 2/27 Epic Service & Safety Dinner – LVL
- 3/4 Employee Race Night – Gatorade from Cal Lodge
- 3/5 \$2 Dinner sponsored by Adventure Peak, 5:00-7:00 CML
- 3/12 \$2 Dinner sponsored by Skier Services, 5:00-7:00 CML
- 3/17 POWDER Event – 8am to 10am Cal Lodge Bar
- 3/21 Pink Heavenly – Cal Lodge and Mtn locations
- 3/28 Gunbarrel 25 – Cal Lodge (possibly East Bowl 25)
- 4/3 Employee Rail Jam, All-Day, World Cup
- 4/9 \$2 Dinner, 5:00-7:00 CML
- 4/11 Pond Skim & Party – World Cup and Cal Lodge
- 4/20 Employee Ride Day – End of Season

Instructor vs Coach – What’s the Difference?

Here at Heavenly, and at all the Vail SRS, we call ourselves coaches. But what is the difference between being a Coach vs being a ski/ride instructor?

According to the Webster dictionary an instructor is: “a person who teaches a subject or skill: someone who instructs people.” Mindtools.com describes coaching as: “formal, professional coaching is carried out by qualified people who work with clients to improve their effectiveness and performance, and help them achieve their full potential.”

Instructors will use skills and drills. Where a coach guides physical, mental, emotional and spiritual growth – a more holistic approach to facilitating our guests ski/ride development. We can use and be both. As we develop and mature in our profession, some of us will combine the two to help build Experiences of a Lifetime. Another way of looking at it is the instructor directs and shares his/her experience to teach the student. Where the coach assumes the student has some knowledge and skills and through asking questions, using metaphors, and bridging your guests existing skills (i.e. an ice skater, inline skater, dancer, gymnast, coach, etc.) transfers their knowledge and experiences to the further development of their declared goal(s). Increase your tool box of teaching drills while building your capacity to “know” your guests and encourage the skier/rider within them to be expressed.



Managers ski too

Your SRS Management Team Email Addresses

When communicating with your location management team, always copy all three in your email to ensure your message is received while some of them have days off. Thank you.

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BOULDER

Jasmine Reichardt:

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New Directional Signs at Big Easy



Those of us who teach on Big Easy all know too well how many “self-learners” are bombing down the front side completely out of control and placing themselves and others at risk of collisions.

While doing Slope Safety, we realized that most “self-learners” do not know there are alternative easier routes down the backside to Von Schmidt and Easy Street.

These signs were designed by your SRS team to help redirect people to more appropriate and easier terrain.

When on Big Easy and you notice “self-learners” please assist them by informing and directing them to these easier and safer trails. Thank you.



Have Fun. Be Safe.
Stay Healthy,
and Grow.