



# Heavenly Ski & Ride School Newsletter

News # 1

February 3, 2020



## Your Trainers for the 2019/2020 Season

### Training & Development

One of the top benefits of working at Heavenly, unlike other resorts, is we have some of the top coaches in the U.S. and the West – four National Team Members, PSIA-W Officers and Board Members, and examiners as your resort trainers.

Be sure to take advantage of our training options available to you. Keep in mind, that if you signed up for a clinic and then decide to withdraw, YOU MUST remove yourself from the calendar.

**To sign up for a clinic go to: [Instructor.snow.com](http://Instructor.snow.com). username: employee pass #. Password: 2019\$noW**

### Ski with the Brits – James and George

James Kayser and George Fish would like to invite you to join them for a ski/ride about and buy you lunch – imagine that! George is available this Wednesday and James on Friday. To sign up, go to the Training Calendar. Both days will meet at the bottom of Gunbarrel chair at 9:00AM and go till 1:00PM. Be ready for some hot laps and Brit humor. Bring them some of your own stories too. Have fun. Cheers Mates.



## Safety

**“Safety is no accident”**. We must assume responsibility for our safety and the safety of our guests. That responsibility comes with constantly being alert and practicing and teaching the Skier’s Responsibility Code and the 5 T’s every lesson, every day. Also, actively listening to the Daily Safety Meetings.

## Observations

This season we have started a new program of observing classes with an eye on safety. Managers, Supervisors and Trainers are looking at how the 5-T’s are being demonstrated and taught during your classes. Observers will offer feedback to the coaches for a job well done and/or suggestions on how to

make safer decisions. This is a safety training program in which we want to see the suggestions adopted with improved awareness, class handling, and no incidents.

This feedback will primarily be used as a discussion tool and then entered into pro connect as part of mid/end of season evaluations. It is our hope this program will significantly improve our safety and eliminate coaches and guests incidents.

## The 5-T’s Focus of Observations

The 5-T’s are a helpful way for making smart decisions when on the mountain. While we use them during each lesson, it should also be a part of our lesson. Sharing the 5-T’s with our guests empowers them in making smart decisions when they are not with us. Observers are looking for:

- **Traffic** – choosing low traffic zones, using designated routes, learning zones, and rest area signs. Demonstrating and education spatial awareness.
- **Tactics** – Utilizing a tactical approach to new terrain, high traffic zones, and new tasks. Teaching our guests how to navigate or avoid high traffic zones – minimize footprint on marrow or busy runs
- **Tasks** – Are you using appropriate tasks for the terrain or run selected? How much hill space is needed? Educating guests on why, when and where to utilize the tasks.
- **Terrain** – Are you over terraining your guests? Teaching/showing them where to go when not in a lesson. If on a busy run do they have the skill to minimize footprint?
- **Timing** – Take in consideration when we introduce new skills or terrain. Educate guest on how timing can affect the skiing/riding throughout the day in relation to the 5-Ts. Avoid runs that we know get busy at certain times of the day and educate guests about traffic flows in relation to time. Timing can also be how you are pacing your class.
- **Snow Surfaces** – consider the 5-Ts based on current snow surface conditions. Education guests on current or expected snow conditions and how that can and will affect their skiing and riding.

## Observer Evaluation Criteria

**Meets Some** – 3 or more of the 5-Ts are not being used for decision making in class

**Meets Most** – 1 to 2 of the 5-T’s are not being used for decision making

**Achieves** – Utilizes the 5-Ts for safe class handling but does not educate the guest

**Exceeds** – Educates/informs the guest on the 5-Ts and decision making throughout their lesson

**Greatly Exceeds** – Checks for understanding with guests on safe decision making throughout the lesson with the 5-Ts



## Guest Care: Excited, Relaxed, Happy and Safe

As part of Guest Care we are focusing on four key emotions the Company has identified as being helpful and they are: Excited, Relaxed, Happy and Safe. Following a SRS lesson, each guest receives an email survey and the last question asks for their response to: I feel Excited, I feel Relaxed, I feel Happy, and I feel Safe.

Knowing how important these emotions are to being helpful, we would like you to keep them as “top of mind” when being with our guests – both those in SRS and all others in general.

Thank you for being on the Team.

*Coach Jody being helpful by transporting her guest's skis during a West Coast Party.*

## 100% Guarantee

At SRS, we try our very best to have each and every guest 100% satisfied with their lesson and enjoy an Experience of a Lifetime. You can help in the following ways:

- Welcome them by introducing yourself and have every member in your class introduce themselves – making new friends is part of the experience.
- Understand their goals for the class and if unrealistic, help reframe a more appropriate goal/expectation
- Describe your class content to meet the expectation
- Throughout the class, check with your guests that you are meeting the expectations
- At the end of the class, review the stated class expectation/goals and the steps you took to help achieve them.
- Should you have any guest not satisfied with their class, contact your supervisor immediately so they can help you and your guest be a 100% satisfied before they leave the mountain. (As managers, we have a variety of options available to have our guests satisfied while they are here. Once they leave the mountain or the area, our options dramatically become very limited). Thank you.

## Work Environment



### Ski with a Ranger

Join a US Forest Ranger for a Free 1-hour guided tour about the flora and fauna of our region. Meets every Friday at 1:00PM at the top of the Gondola in front of Tamarack Lodge – weather dependent. This is open to the public and you on a first-come, first-served basis. Must be at least an intermediate skier.

### EES = Employee Engagement Survey

Now is our annual EES and we would love your participation. Each year we invite you to take the survey so that we and the company can learn about your experiences and opinions while working with us. Your comments have made improvements in our work environment: new breakroom, employee center, \$5.00 meals, events, health & wellness programs, and more.

There are two ways to take the survey: 1) Your Epic Employee app; and 2) [www.vrengagementsurvey.com](http://www.vrengagementsurvey.com). **Please complete this by Feb. 11, 2020.**