



# Heavenly Ski & Ride School Newsletter

News # 2

February 9, 2020

## CONGRATULATIONS!!!!



### **Massive shout out # 1 to all the successful new level 1 Coaches!!!!**

Last week Heavenly SRS hosted a Level 1 ski and snowboard certification exam that was PRE -PAID! We had a 100% success rate and can now celebrate with 34 of our colleagues who are now proudly certified and did not have to spend a dime! The list, in no particular order:

Austin Henderson, Carol Adams, Craig Schorr, Francisco Cardinal, George Manzo, George Mobley, Joaquin Iglesias, Joseph Gorman, Julian Romero, Karsen Melgard, Kate Plaszowiecka, Ken Green, Lucas Marshall, Lucas Martineau, Mark Peterson, Marlin Sill, Maxwell Hellman, Milagros Maria Puiggari, Moire Breslin, Peter Wallace, Rafael Robert, Rachel Beckwith, Benjamin Katz, Catalina Salazar, Connor Bevel, Justin Peverini, Mark Ortiz, Nicholas Shea, Ramiro Salazar, Veronica Coronado, William Gibson, Marco Mastrolorenzo, Augustin Romero, Ana Arancedo.

### **Massive shout out # 2 to our newly minted Senior Specialists!!!**

Along with our new Level 1's we also hosted a Senior specialist exam at Heavenly on Feb 4 & 5. Also boasting a 100% success rate, our newly certified Senior coaches are: Patti Vath, Tara Chatfield, Russ Wood, Hal Alter, and George Terazzi.

If you see any of these pros around and about, please say CONGRATS!!!!

## That said.... Training & Development never Stops...

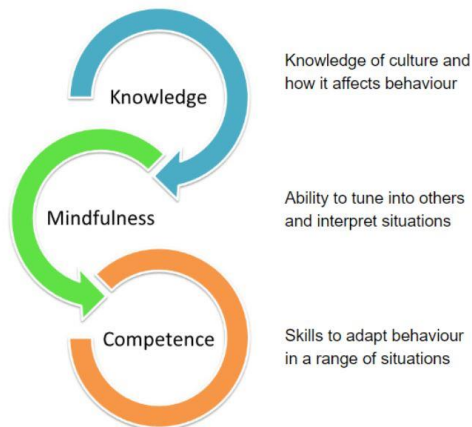
As we shared last week Heavenly has some of the best coaches in the U.S. and the West – four National Team Members, (five if you include Australian maestro Richard Jameson) as well as PSIA Officers and Board Members, and examiners as your resort trainers. Cert exams will continue from now until the end of the season, so please take advantage of the 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**

## Cultural Intelligence (CQ) - What is it? What does it mean for us? Our Guests?

We have the privilege of teaching skiing/riding to people from all over the world, in one of the most amazing parts of the world. Many of us ARE from all over the world. CQ can help all of us share the passion for the sports we love so much, with our guests, and each other.

- CQ looks at how much ones behavior is idiosyncratic or how much it is related to background or culture.
- CQ addresses the need to understand the impact of an individual's background on their behavior for effectiveness.
- CQ measures an individual's ability to engage successfully in any environment or social setting.
- CQ involves using your senses to register all the ways that the personalities interacting in front of you are different from your own background/culture, but allows you to look at the similarities and assimilate.
- CQ suggests that if we allow knowledge and appreciation of differing backgrounds to guide our responses, we will see better results.



## What is it not? Wearing Red, if you're British.



## Talking of CQ – “Ski with the Brits” Post Brexit Clinics are now Live...

James and George have committed to doing these sessions more regularly for the remainder of the season – moving forward they have also promised they will give more notice. James may even take a group photo. Rumor has it Mike Allen is also scheduling Ski with your Director Day. Details to follow. The food will still be free.

## Joking Aside

### PLEASE COMPLETE!!! 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 three ways to take the survey: 1) Your EpicEmployee app 2) [www.vrengagementsurvey.com](http://www.vrengagementsurvey.com).  
3) Check your email (all folders)..

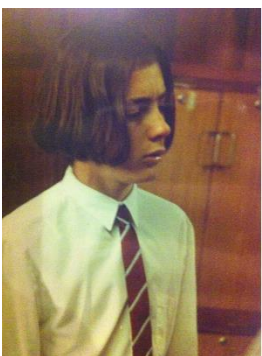
**All feedback welcome and encouraged – TODAY!!!**

### *Preparation and Personal Safety for Presidents week (and beyond)...*

As we are all ramping up for Presidents week please take it easy and be mindful of our conditions. There is not much natural snow forecast in the near future so we can expect increasingly spring like conditions – especially as snow softens in the afternoon and coverage thins. Please prepare with lots of rest, hydration, sunscreen and sunglasses so that you (and our guests) feel happy, excited, relaxed and safe.

**Parking Update** - Off-site parking at Cal Base Saturday 2/16 and Sunday 2/17. Bus looping to Cal Lodge from Ski Run Blvd. Huge props to the SLT (Senior Leadership Team) for making this much needed switch.

### Ego Trip of the Week – Management Profile – And Guest Editor....



#### **George Fish, GM Adult Ski & Ride School**

Hailing from the vast mountains of southwest England, George has been involved in the ski industry since he worked at his local “dry” slope in high school. Since then George has worked at resorts as varied as Sunday River, ME; Stratton, VT; Aspen, CO; what was The Canyons, UT as well as in Europe and New Zealand. In 2014 he moved to Northstar where he started as an Adult Group Supervisor before transitioning to Private Lesson Manager. In 2017 he became the Adult GM of Heavenly SRS. In the summer months George can be found in numerous spots around the lake, enjoying not having to live out of his ski bag (but still missing it). He also really likes working with you all. A lot. Thankyou.

\*In defense of this picture George says “it was the 90’s, it was England”. Clearly not a defense, or emotionally or culturally intelligent.