



HEAVENLY SKI AND RIDE SCHOOL 2022/23

newsletter

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Schedules/Holiday help days/Holiday periods:

We have officially opened for lessons! If you have not already, please reach out to your leadership team with your desired schedule for the season. They will do their best to accommodate everyone, but some flexibility may be needed. We are already busy and can certainly use more coaches over the Thanksgiving holiday week, especially 11/21-11/25. Even one or two days would be helpful!

Below are dates for this seasons holiday periods in which we see a significant uptick in business. We appreciate any extra days you are available during these busy times. If you are classified as "holiday help" please reach out to your leadership team with your availability during these periods. They would like to input schedules for the season ASAP. Thanks!

Christmas Break Period: 12/17-1/8

MLK Weekend: 1/14-1/16

Presidents Week (Bay Area Ski Week) 2/18-2/26

Spring Break: 4/8-4/16

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New Ski and Ride School Facebook Page w/ Daily Morning Updates

With a goal of constantly improving communication, we will attempt to say hello each morning and let you know of any important information that you may need for that day/week via the NEW Ski and Ride school instructor Facebook page. Last season's Facebook page has been officially closed so EVERYONE will need to request to join the new Facebook page named: Heavenly Ski and Ride School.

You will be asked to input your 6 digit employee ID (only once) to validate that you are in fact a coach and not a BOT in order to become a member of the group. Please reach out with any feedback or ideas as to what information you would like to see on this page on daily basis, as it is for you!

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Leadership Contacts by Location

When reaching out to your leadership team please make sure to include all supervisors and location manager (location specific) in your correspondence. This is to ensure that nothing is missed while they may be on a day off. Here are your location specific leadership teams: (from non-Heavenly phones, please use the direct number as you can no longer call the main number and enter an extension)

California Kids SRS (Direct: 530.542.5167)

Manager: Brian Ludlow, Bludlow@vailresorts.com

Supervisors: Magui Aime, Maria.m.aime@vailresorts.com
Matthew Morse, Matthew.morse@vailresorts.com

California Adults SRS (Direct : 530.542.5173)

Manager: Scott Dickey, Sdickey@vailresorts.com

Supervisors: Jess Anderson, Jess.m.anderson@vailresorts.com
Chris Larson, Chris.b.larson@vailresorts.com

Gondola Kids SRS

Manager: Dave Burkett, David.burkett@vailresorts.com

Supervisors: Kyle Jarratt, Kyle.jarratt@vailresorts.com
Ingrid Heinig, Ingrid.t.heinig@vailresorts.com

Gondola Adults SRS (Direct 530.542.5171)

Manager: Ed Broadbelt, Edward.broadbelt@vailresorts.com

Supervisors: Celine Holzer, Celine.Holzer@vailresorts.com
Colby Haffner, Colby.Haffner@vailresorts.com

Boulder SRS

Supervisor: Jasmine Reichardt, Jasmine.K.reichardt@vailresorts.com

Training Manger

Patrick Harrington, Patrick.Harrington@vailresorts.com

Ski and Ride School Admin

Direct: 530.542.5131

From Patrick...

Hey Everybody!!

I hope that you are out getting some turns in, having fun and being safe. This season's clinics are going to look a bit different. Most clinics will be 3 hours in length, with ski/ride improvement in the mornings and teach improvement in the afternoons. This is what the clinics and schedule will look like . . .

Non certified instructors (ski/snowboard)

- Mondays
- Thursdays
- This will run for 5 weeks.
- Participants will be asked to pick one day or the other and commit to the full five weeks

Certified Instructors Level 1+ (ski/snowboard)

- Tuesdays AM Ski/Ride Improvement
 - If you are at least a level one certified instructor and want to improve your skiing or riding, then this clinic is for you!!
- Tuesdays PM Teaching Improvement (ski/ride)
 - This is for those instructors that are at least level one certified and would like to improve their teaching skills.

Certified Instructors Level 2+ (ski/snowboard)

- Wednesdays AM Ski/Ride Improvement
 - If you are at least level 2 certified and want to improve your skiing or riding then this is where you want to be!!
- Wednesdays PM Teaching Improvement (ski/ride)
 - Any instructor that is at least level 2 certified and wants to improve your teaching skills come join this clinic.

I am also looking forward to being able to offer some elective clinics throughout the season as well as some online offerings. So, keep your eyes peeled.

See you out on the snow,

Patrick

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Employee Referral Program

This is good news for Ski and Ride Schools! The Employee Referral Program was just modified across all Vail Resorts to include non-certified new-hire instructors that are referred after Nov 15. Although Heavenly Ski and Ride School is nearly 100% staffed for the season, we will continue to accept applications for another week or so. If you know a qualified applicant, please refer them soon.

Our **Employee Referral Program** is back for winter! You can help us reach fully staffed and earn a \$300 bonus by referring new team members.

- Eligible positions include: Cook, Restaurant Crew, Server, Lift Operator, Shuttle Driver, Ticket and Product Sales Agent, Rental Associate, Housekeeper and select maintenance roles. New Update: Ski School Instructors of all levels are now eligible for the referral program!
- Entry-Level referrals must be completed through the referrer's application by entering the referrer name and employee ID. There is no further referral opportunity past the application. Leadership roles must be completed accurately via Smartsheet.
- More details can be found here: **[Knowledge - Direct Connect \(service-now.com\)](#)**

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Does Vail Resorts have your current email address?

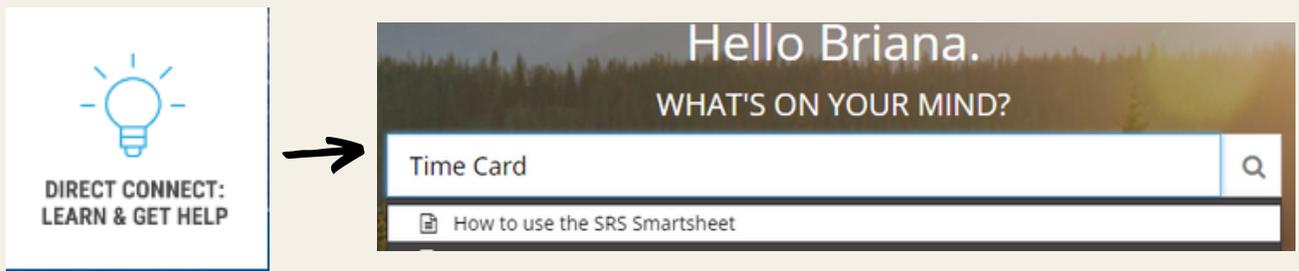
While this is fresh in all of our minds . . . If you did not get an email by September with the link to begin your background check process, or if generally you feel that you don't get emails from Vail Resorts with relevant employee updates, please go to this link and make certain that your email address is up to date.

[KB0010592 : How do I update my personal information?](#)

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Online Time Cards

The time card has become a bit easier to fill out this year. Instructions as well as the link for this season's time cards can be found by logging into Epic Employee. Click on the "lightbulb" square that says "Direct Connect Learn and Get Help." Type in the search bar "Time Card" or KB0032239. Click on the first subject that comes up and says "how to use the SRS Smartsheet." From there you will find instructions on how to fill out the time card as well as the link to the time card. You can bookmark/save that link wherever you would like so that you do not need to log into epic employee each time to do your time card.



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Instructor Schedule Website

There is a new password for the instructor schedule website.

How to get into the site:

From your browser, type in the address

instructor.snow.com (no www. needed)

Pass Number: Enter your pass # (the 10 digit number located underneath your employee photo) and click Logon.

Password: \$noW2223 (S = \$ and the W is capitalized)

