



steep & deep



steep in service • deep in information

2022 / 2023 Program Guidelines

Updated October 5, 2022

2022 / 2023 UPDATES ARE HIGHLIGHTED IN YELLOW

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INTRODUCTION TO THE MOUNTAIN HOST PROGRAM

Introduction

Welcome to Snowbird's Mountain Host program! We are thrilled to have you on our team! Snowbird's Mountain Host program is fundamental to the resort's ability to deliver an incredible experience to our guests. The program's success is dependent upon the amazing capabilities, tremendous initiative, immeasurable contributions, tireless efforts, and teamwork of our Mountain Hosts. We are deeply grateful for all that you do for Snowbird and its Mountain Host program. Let's get started with a quick overview.

Snowbird Mission



Mountain Host Mission



The Mountain Host program is a critical element to "**Making Memories to Match our Mountain.**" Everything we do is directly related to ensuring Snowbird's guests make memories that match our incredible mountain.

The Mountain Host mission is "**Steep and Deep**". No, that is not about our passion for skiing and riding Snowbird's incredible powder. Our mission is to provide Snowbird's guests with an experience that is **Steep in Service, Deep in Information**.

Resort Guest Services Organization

Snowbird's guest services functions are aligned into Snowbird's Resort Guest Services (RGS) division managed by **Brandon Fessler, Senior Director Resort Guest Services**. The RGS organization spans Mountain Hosts, Mountain School, Tickets, Rental, and Retail.

Our Passion for Steep Service, Deep Information

Mountain Hosts share a passion for Snowbird, an enthusiasm to help guests have a wonderful experience, and the capability and willingness to provide unparalleled guest service. We work as a team, we are incredibly proud of our collective impact and results, and we have a lot of fun together.

We proactively search for opportunities to positively impact each guest's experience. We provide an enthusiastic greeting, accurate information, service beyond expectations, and a quality experience to all guests and team members.

The foundation of our program is knowledge. The cornerstones of how we deliver include meet and greet, tours, guest service, information, visible presence on the mountain, thank you and good-bye, and safety.

I want to thank all of you for all you have done for Snowbird and the Mountain Host Program. I cannot tell you how many compliments I receive from all of your hard work. You do a great job and are a major asset to this company. Thanks for all your willingness to do what needs to be done as well as roll with the never-ending changes. I am so proud of this team, all of you, and the great work the Snowbird Mountain Hosts do each year. I cannot thank you enough!!!!!!

— John Cotter

We Are Here For And Because Of The Guest

SNOWBIRD POLICIES & MOUNTAIN HOST GUIDELINES



Mountain Hosts work as volunteers within the policies, guidelines, and expectations described in the **Snowbird Mountain Host Program Guidelines Manual** and any other Snowbird and Mountain Host policies and procedures. The **Mountain Host Program Guidelines Manual** provides job specific information for Mountain Hosts as well as relevant Snowbird team member expectations. Also, important Host updates and additional information are regularly communicated through emails, training, and meetings.

Subject to Continuous Evolution

The **Mountain Host Program Guidelines Manual** is always subject to continuous evolution and change as the season progresses. The on-going Host Program leadership transition will potentially bring additional evolution in ways we may not yet have thought about. The manual reflects the program as it currently stands and our expectation is that it is directionally correct. Please be patient as some of the specifics inevitably evolve, change, or are executed differently as we move forward.

NOTE: **References to John Cotter** in the Host Manual will be updated later. For now, substitute Brandon Fessler and/or the Team Lead as appropriate to the situation.

An Important Message on Worker's Compensation

Worker's compensation insurance is a protection provided to a host injured while working. **If you are injured or believe that you may have been injured at work, it is your responsibility to promptly notify your manager and to complete Snowbird's incident reporting process.** If in doubt, report the injury!

If you are injured anywhere at Snowbird, use the right resources. Ski Patrol to get you off the mountain, Public Safety for incident response elsewhere, and/or the medical clinic for medical attention.



Incident reporting is done through your direct manager and involves Public Safety. Inform John Cotter in the event you are injured. If John Cotter is unavailable, **contact Brandon Fessler, Director of Resort Guest Services.** And, if **Brandon** are available, **contact Public Safety.** The Team Lead can assist in finding the appropriate Snowbird manager.

Important: Failure to report injuries or potential injuries in a timely manner **may adversely affect your coverage and your continued participation in the Mountain Host program.** "Timely" generally is expected to be the same day the injury occurs.

MEET AND GREET

Overview

Our objective is to greet every guest to make them feel welcome and appreciated by Snowbird, ensuring that they start their day on a positive note. We are often the guest's first point of contact with Snowbird and each visitor should start with a strong first impression. We do this by enthusiastically greeting guests, with eye contact, a warm smile, and a personal greeting.

S.T.A.R. Service – Service That's Absolutely Remarkable! Great guest service is central to Snowbird's success and the resort has a company-wide philosophy, focus, and commitment to achieve the best guest service possible. The basics of S.T.A.R. Service are:



- **Smile** within ten feet of every guest
- **Greet** each guest within five feet
- **Help** every guest by providing a "Can-Do" service attitude, communication, and follow through
- **Thank** every guest and ask "Is there anything else I can do for you?"

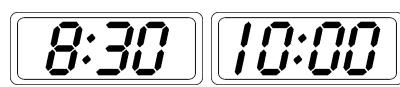
The Mountain Host program takes pride in being a role model for the entire resort's **Service That's Absolutely Remarkable** commitment. In fact, that is the essence of why our function exists.

Meet and Greet is a prime opportunity to welcome guests in a way that starts their day with S.T.A.R. service. For example, "Good Morning", "Welcome to Snowbird", "May I help you find anything?", "Have a great day!", "Enjoy the fresh powder today", "Can I help you with that?", etc. Anything said with a smile in your voice can set the right tone for the day. We provide information and assistance to enable guests to focus on enjoying their mountain experience rather than struggling on their own to get started.

Hosts have assigned locations for Meet and Greet such that we are spread throughout the resort. Meet and Greet starts promptly at 8:30am and runs until 10:00am. We provide information, answer questions, give directions, provide trail maps, recommend ski routes, etc. Hosts are expected to be knowledgeable about Snowbird's services, locations, conditions, and other topics with which the guest may need assistance. Be prepared with an understanding of what information is most likely to be asked at each location. After answering a question, always ask if there is anything else with which you can help.

We help in any way that is needed; proactively looking for guests who could benefit from our help, for example, assisting with bus unloading, keeping traffic moving through bus loading zones, and simply pleasantly welcoming guests. Offering trail maps can be a great conversation starter. Look for guest service opportunities and you will find them.

8:30am to 10:00am



Meet and Greet starts **promptly at 8:30am** and continues through **10:00am**. A timely start is important to maximize our impact with arriving guests.

Meet and Greet Locations

We are dispersed throughout the resort for Meet and Greet with differing levels of Host resources depending on the day of the week. Saturday, Sunday, and Holidays are staffed with the largest number of Hosts. Monday - Friday are staffed with slightly fewer Hosts. The full shift schedule is outlined on the Host "Shift Card" later in the manual. The primary locations are:

| Meet and Greet Location | Where You Should Be Located |
|-------------------------|--|
| Portico | Snowbird Center outside in the first level entry portico |
| Plaza Deck | Snowbird Center upper deck, particularly near the tickets, map or bridge areas |
| Creekside | Creekside Lodge upper level at bus unloading area |
| Hidden Peak | Top of Hidden Peak near Tram exit or The Summit building |

| | |
|---------------------------------------|---|
| Snowbird Center 1 st Floor | Snowbird Center 1 st floor primarily between Portico door and interior door near elevator, but also locker hallway as needed |
| Snowbird Center 2 nd Floor | Snowbird Center, 2 nd floor near elevator and ATM |
| Peruvian Express | Top of Peruvian Express in the flat area toward the tunnel entrance |
| Cliff Back Door | The Cliff Lodge door on the Chickadee side between the pool and trail map |

Be Prepared with the Right Information



Each Meet and Greet location has unique guest situations and challenges. Be prepared with a good knowledge of the types of information that guests commonly ask at your location. The following is a sample of what to expect at the different meet and greet locations.

| Meet/Greet | What to Expect |
|------------------|---|
| Portico | <p>Greet every approaching guest. Expect a wide range of questions regarding the arrival experience. "Where is xyz?" "How do I get to Mountain School?" "Where are rentals, tickets, lockers, food, restrooms, ATM's, etc.?"</p> <p>Hosts should assist guests with bus unloading. Also, it is critical to not allow vehicles to stop or unload in the bus loading zone. This is important to allow open bus access, keep traffic flowing out of the bus area, and to prevent a stacking up of additional vehicles.</p> <p>Please direct vehicles to the 5-minute parking areas. Expect that you may have to be firm in insisting that stopped vehicles move on. Don't allow vehicles waiting for valet parking to stop or unload in the portico bus traffic lanes. Never drive or move a guest's vehicle no matter how short a distance or what road blockage it is causing. Please ask the guest to move their vehicle or ask the parking valet to move it.</p> <p>Watch for first time guests leaving their equipment in the Portico while they go inside to buy tickets. It's a long walk back for guest to get their equipment. Carrying skis inside the building is not intuitive for newcomers since most resorts are not designed this way.</p> <p>Be familiar with the parking layout so that you can answer questions. From the Portico and looking from right to left: Upper circle is Seven Summits, next is valet drop-off, to the left of the valet shack is active drop-off, then the other side of the turnaround is handicap, then 5-minute, and then valet area. The pond lot is paid premium parking (season and daily). Farther to the west is general parking.</p> <p>To avoid role confusion, our Portico focus is defined as primarily the concrete pad under the Portico roof. Hosts should focus on our role of Meet/Greet and Thank You/Good Bye, watch the safety of guests near the buses, help keep cars out of the bus lane, and help with shuttles and buses. The Portico role is performed outdoors, not inside the hallway. If you need to get warm or use the bathroom, please call the TL for a backup.</p> <p>We do not need to focus on the parking area, traffic flow in areas other than the bus loading zone, or the valet staff. Public safety and the parking staff will take care of those. We should not take it upon ourselves to help train team members in other departments. If you have an issue with another department team member, feel they could do better, or need better training please discuss with John.</p> |
| Creekside | Creekside is very similar to Portico. Expect a wide range of basic arrival experience questions. A key difference is that you will additionally get questions about ski/boarding recommendations and can take guests over to the trail map to describe trail and lift options. Also, assist with bus unloading. Keep traffic flowing, direct traffic to the 5-minute unloading area, prevent vehicle stopping in the bus lanes, etc. |

| | |
|---|---|
| Snowbird Center 1st and 2nd Floors | Guests at these locations have unloaded their gear and are now thinking about what to do next. Expect questions about Mountain School (especially check-in), rentals, tickets, restrooms, food services, snow conditions, mountain closures, etc. |
| Plaza Deck | <p>Position yourself in the busier guest areas of the Plaza Deck. Good locations include the trail map, ticket line, ticket pick-up boxes (PUB), or near the entrance to Tram line and Peruvian Bridge. Clustering several Hosts at the Tour meeting point or in a slow traffic area is not as helpful. Proactively approach guests who may need assistance and strike up a conversation. Answer questions, provide information on topics such as trail recommendations, tickets, accessing the mountain, promote our tours, etc. Offering trail maps can be a great conversation starter.</p> <p>Assist as needed with directing the traffic flow around the start of the Tram maze. Recommend the Peruvian Bridge to guests for easy access to the Peruvian Lift. Encourage guests walking out Skier's Bridge to use the outside lanes and carry their equipment. Strongly discourage attempting to ski outbound across the Skier's Bridge or walking out using the middle lane.</p> |
| Cliff Back Door | Typical guest needs include trail recommendations, directions for accessing the Tram or Gad Valley, weather and mountain conditions, closures, etc. Many first-time guests will have just checked in to the Cliff Lodge the night before and will, therefore, ask questions as basic as 'Where is the tram?'. The pace at the Cliff Back Door is often slower than other locations which allows Hosts to provide more in-depth orientation info to newly arriving guests. |
| Hidden Peak | <p>Your role is to greet guests as they arrive at the summit, answer questions, and provide information. Expect questions about such topics as expert terrain, snow conditions, trail recommendations, visibility, mountain closures, easiest way down, etc. Look for guests that appear to be in over their ability level and provide appropriate recommendations. Remember, the answer to "What is the easiest way down?" is "The Tram"; don't be afraid to push that solution for beginners who are unprepared for current conditions.</p> <p>It's important to be ready to assist the first public Tram. Ride the 8:30am pre-public Tram. Wait at the 'Do Not Enter' door near the Snowbird Mountain Guides office and the Tram staff will let you in. Hosts should arrive at the peak before the first public Tram and use the time to check in with Ski Patrol. Find out what's going to be open and what the conditions are. Check the ski racks, get enough maps, and be prepared for guest arrival. Make sure that you have a good understanding of key mountain information that arriving guests should receive. Look after yourself by staying warm between Trams and, as necessary, go inside the building.</p> <p>See more information about Hidden Peak Meet/Greet in the Hidden Peak shift section.</p> |
| Peruvian Express | <p>Meet and Greet at the top of Peruvian Express is similar to Hidden Peak and you should expect similar questions.</p> <p>Be mindful of guests who may struggle with terrain and conditions. Be assertive with guests whom you feel would be making a bad choice by going through the tunnel into Mineral Basin. Don't be afraid to let them know if current conditions are limiting Mineral to experts only.</p> <p>Access your Peruvian Express Meet/Greet shift by asking the lift operator if you can take a pre-public chair at 8:50am. Spend your time prior to 8:50am, doing meet/greet on the plaza deck or lift line. Upon arrival at the top, check with the tunnel attendant on Mineral Basin conditions. Take care of yourself, dress appropriately, and go into the lift shack to keep warm.</p> |

Ticket and Mountain School Questions

A frequent theme across guest questions at many Meet/Greet locations involve Mountain School and Tickets. Both are complicated topics due to the many products offered.

Mountain School products and lesson meeting locations have a range of complexity based on age, type of lesson, equipment needs, and reservation status. And, our guest interactions about Mountain School are often too brief to get into all the specifics.

To keep it simple, please triage guest questions about Mountain School as follows:

- **Children age 5+ in multi-week lessons meet at Creekside outside.** (Parents have previously received extensive information on where to take their children)
- **All other children go to the Cottonwood Room Desk** (Snowbird Center 2nd floor).
- **Adults go to the Mountain School Office** (Snowbird Center 3rd floor).

Mountain School will then direct guests from these locations to wherever they need to proceed next.

Tickets: Hosts should be generally familiar with the primary ticket types including multi-resort passes (IKON and Mountain Collective) and online products. Review the tickets handout that summarizes ticket products, prices, recognizing ticket types, and where each ticket product is fulfilled. Route guests to the proper location (outside windows, ticket pick up boxes, season ticket office, or direct to lift). Guests who purchased online from Snowbird and have a bar code can use the Ticket Pick-Up Boxes (PUB's) for faster service. Generally, if a guest has a product that looks like a Snowbird RFID pass then the guest should be able to go directly to a lift. Anything else on a phone or on paper needs to go to the Ticket Office first. Guest with ticket problems, complaints, refund requests, and similar should be directed to the Tickets staff. If in doubt, please do not suggest an answer, nor engage in refund discussions.

Ticket questions can be complicated due to the many variations, and it is critical to provide accurate information. If you are unsure, ask Tickets staff or the Team Lead. There is not a dumb question; it's a challenging area! Hint: Inquire with the Tickets staff or Team Lead on busy mornings to sync up on which ticket types are being fulfilled inside the Season Ticket office *on that day* as changes are often made.

Host Visibility

Please do not cluster together with other Hosts during Meet/Greet to chat. It is amazing how noticeable we are when standing together. Our job is to greet guests, and that is not getting done when we are talking to each other.

Summary



Information is the backbone of our job and, especially, the Meet and Greet role. You will be asked about everything. Make the effort to learn what you don't know and how to answer in a way that is most helpful to the guest. And, importantly, know who to ask when you are stumped.

Realize that even the most experienced Hosts cannot answer every question that they are asked. Don't get frustrated. Rather, get familiar with as much as you can. And don't guess. Ask other resources and then get an answer to the guest. Most importantly, have an attitude of progressively learning something new about Snowbird with every shift worked.

TOUR

Overview

Mountain tours are often the most memorable guest experience and also one of the most interesting Host roles. Tours provide an orientation to the mountain through small personalized on-mountain experiences covering the information, lifts, terrain, and facilities of Snowbird. Tours are offered twice daily, are for intermediate or better ability levels, and focus on an introduction to Snowbird while allowing for customization to guest interests.

We have a refreshed **Tour Education Guide** that provides a wealth of information on Snowbird, Little Cottonwood Canyon, and much more. The Tour Education Guide is a separate document from the Host Manual and is a great reference for enabling all of us to be confident tour guides. The Tour Education Guide describes the core information to include in all tours and contains considerable supplemental information that can be included situationally. Plus, tips for being a great tour guide. It's all there including key facts, timeline, history, talking points, canyon stories and lore, avalanches, animals, geology, and more!

Each Host should be able to lead any tour of any ability level while operating within the guidelines. Meet and Greet is a great opportunity to encourage guests to take the tour, especially when asked questions such as "Where is the best place to ski?" or "How do I get started on this huge mountain?".

We have a standard tour route and core information to convey. However, the key to delivering a truly great tour is to utilize your knowledge to fulfill the interests of the group. Ask about ability levels and interests. Find out what the guest wants to experience and adapt to their desires. Involve your group in an engaging way, encourage questions, and keep it fun and exciting. Always lead tours from the lowest ability level in your group, maybe even initially slightly below the level you think they can handle which then allows you to turn it up after assessing abilities.

Tours are **orientation tours** requiring **intermediate or better ability**. We cover the big picture; where things are, the basic layout of the mountain, etc. Ideally, tours also can include canyon history, mountain lore, points of interest, and inform guests of other recreation, dining, and lodging options at Snowbird.

Mountain tours follow a **standard route** that goes up Wilbere, down to Creekside, up Gadzoom, back to Peruvian Express, up to the tunnel, into Mineral Basin, down Lupine Loop, up MBX, down Chips Run to Who Dunnit or Rothman Way, and back to Snowbird Center. However, routes can vary dependent upon closures and conditions, as well as guest's ability and interests. Use your judgment, keep everyone safe, follow the overall guidelines below, and within that be creative. Tours are about two hours in duration.

Guiding the Tour

| | |
|---|---|
| Getting Started  | Tours meet at 9:30 and 10:30 on the Plaza Deck near the "Tour Meets Here" sign. 9:30 Tour Hosts should arrive on the Plaza Deck by 8:45 with boots on, set up the tour sign, begin interacting with guests, assist with Meet & Greet, answer tour questions, and encourage guests to join. 10:30 Tour Hosts arriving from other morning assignments should arrive on the Plaza Deck about 10:15. Tour registration / waiver cards have been eliminated . Plan to depart the plaza deck about 9:35 / 10:35 to allow for any late tour additions. Please put away the tour sign before departing with the 10:30 tour. The tour sign storage location has moved to the edge of the plaza deck near the permanent tour marketing sign (adjacent to the Forklift). |
| Expectations & Ability | Engage tour participants in conversation while you are waiting for the tour to start. Be sure to set the expectation that our tours are a " Mountain Orientation Tour " and assess the participant's ability level. Let them know that we provide a free on-mountain orientation tour which includes an overview to the features of the mountain, |

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| Expectations & Ability continued | <p>lifts, main routes around the mountain and return, locations of points of interest and resort facilities, etc. Inform interested guests that we will be touring on blue runs only.</p> <p>Use this conversation to make a preliminary ability assessment to ensure that all participants are at an intermediate level or higher. Dig deeper than simply asking what the guest's ability level is. Try a conversational approach by asking such things as "How often do you ski?" "What resort do you usually ski at?" "What types of runs do you do there?" "When did you ski last?"</p> <p>We have recurring issues with beginner ability not properly assessed before the tour departs. While there are days when we can accommodate a lower-level guest, we have also had problems including beginners who cannot navigate the tour route, more advanced guests being frustrated, potential injuries to beginner guests, and beginners who just don't enjoy the tour. Identifying beginner ability on the Plaza Deck is often far easier, and better for the guest, than adjusting your tour once on the mountain.</p> |
| Standard Tour Route | <p>Our standard tour route starts with Wilbere lift, followed by Gadzoom, Peruvian Express, the tunnel, and Mineral Basin Express. The purpose of this route is to enable assessment of guest ability; starting from an easy point and working up to more challenging blue runs. Wilbere is the standard starting lift for all tours, even if we think guests are of advanced ability.</p> |
| Standard Tour Walk Through | <p>Please follow the standard tour route except for occasional limited situations described below. The standard tour route is designed with guest safety in mind starting easy and progressing to more difficult with escape options available. Starting in a different order or making up an alternate route could endanger you, the guest, or the Host program.</p> <p>Tours begin on the Plaza Deck. Walk up the hill to Creek Road and ski down to Wilbere. Ride Wilbere, stop at the top for an intro to Gad Valley describing points of interest such as lifts and routes. Proceed toward the Gadzoom base stopping to keep the group intact, point out the Dick Bass Highway return to Snowbird Center. Pause at the Gadzoom base to describe the Creekside facilities and lifts in lower Gad Valley.</p> <p>Ride Gadzoom up. Ski down to Mid-Gad restaurant stopping to keep the group together, point out the route to Gad 2, and describe the Mid-Gad restaurant. Proceed to and stop at the top of Upper Big Emma. Describe the challenges of Upper Big Emma and visually point out the start of the Dick Bass Hwy route back to the Snowbird Center. Follow Dick Bass Highway to the base of Peruvian Express.</p> <p>Continually assess guest ability and conditions. Make a decision on the remainder of your tour. If guest ability and conditions permit, the standard tour proceeds up Peruvian Express. Stop at the top to talk about mountain features, the tunnel, etc.</p> <p>Go through the tunnel and into Mineral Basin with Lupine Loop as the preferred option. Stop to keep the group intact and point out such things as lifts, primary routes, and Snowbird-Alta connection. Then, up Mineral Basin Express. Stop on Hidden Peak to look at the three main drainages, prominent terrain features, and other points of interest. Offer to take guest photos on the peak.</p> <p>Start the group down from the peak via Chips Run. Take either Who Dunnit or Rothman Way/Bass Highway to return to the Snowbird Center and conclude your tour.</p> |
| Route Variations | <p>Tours should generally follow the standard tour route. Tours may take route variations described below for specific or unusual situations. <i>Most importantly, use your judgment, keep everyone safe, and within that be creative.</i> You may need to</p> |

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| Route Variations Continued | <p>alter the route due to mountain closures, conditions that are beyond the ability of your group, or unique guest interests. Variations to consider include:</p> <ul style="list-style-type: none"> • Tunnel closure or poor conditions in Mineral Basin - Take Peruvian Express up, point out where the tunnel starts and describe Mineral Basin by discussing at the mouth of the tunnel. Then, proceed down Chips Run back to the Center. If you already know the tunnel is closed when you start your tour, an alternate choice to add is Gad 2 using Bananas or Bassackwards. Or, Baby Thunder may be an option if conditions are severe elsewhere. • Early Season or Ice Conditions sometimes require us to limit all tours to potentially safer routes. For example, we may have to restrict tours to start by going up Wilbere, then Gadzoom, and only if you are highly confident of guest's ability finish by going up Peruvian Express or the Tram. Conditions may also require us to stay off of lower Chips Run and return via Rothman Way or maybe Who Dunnit. We also discuss any known restrictions in the daily morning meeting. • Tour Options - Depending on guest interests, there are other variations to consider. Maybe they skied yesterday in one drainage and want to know about other options today. Maybe they want to take a run through areas that they can return to later with their children. Maybe their pass includes Alta access and they want to see the Snowbird/Alta Connection. Use your judgment and creativity. Good run options include Who Dunnit, Wilbere Ridge, Chips Bypass, and other blues/greens. Additional lift options include Baldy Express, Gad 2, and Baby Thunder. Ability, conditions, and safety always need to be considered. • Severe Conditions - Be proactive on knowing mountain conditions. Listen for reports from our snow tester, communicate with other Hosts to get updates on questionable areas, be alert to rapidly changing conditions. Just because a run is open doesn't make it a good idea to take a tour there! For example, poor visibility may mean we should limit the tour to the front side. • Tram - Tours can be taken up or down the Tram. The Tram may be a good option if the entire tour is at a lower-level ability and guests want to experience the view from the summit. However, guests must wait in the regular Tram line which may not make this a good use of time. • Big Emma 'bullet proof'. Early morning spring conditions on Big Emma can be very firm and fast. This may necessitate taking the switch back route at the end of the road from the restaurant. Similarly, we sometimes cancel the 9:30 tour to wait for mid-morning warming. Consult with the Team Lead on the appropriate approach. • Lower Ability Level - The standard tour starts with Wilbere for the purpose of adequately assessing ability. If guests are struggling due to ability or conditions, you may need to adjust to a lower-level tour and/or split the group if you have two Hosts. Options include staying in Gad Valley, adding Gad 2 or Baby Thunder, riding the Tram to view from Hidden Peak and downloading. If guests are having difficulty with Big Emma, an alternative is Midway Mid-Gad and over to Baby Thunder. Show beginners how to do Wilbere Figure 8's...Up Wilbere, down Summer Road, onto Big Emma (skiers right in Mountain School roped area is easiest and OK for beginners to use), onto Miners Road to appropriate slope down to Creek Road, and back up Wilbere. |
| Core Information to Include | <p>Every guest taking a tour should be armed with the information they need to:</p> <ol style="list-style-type: none"> 1. Navigate their way around the mountain <ol style="list-style-type: none"> a. the three drainages b. the locations of lifts, particularly those they might enjoy after the tour c. the primary routes to use when travelling between drainages d. the fact that anyone with a lift pass may use the tram both up and down 2. Know the locations of essential facilities and any others they identify during their tour |

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| | <ol style="list-style-type: none"> a. Restrooms on the mountain, Creekside and in Snowbird Center b. Options for food on the mountain and at base facilities c. Retail, rental and other facilities they might need based on conversation with guests (e.g., Mountain School, Spa at the Cliff Lodge) <ol style="list-style-type: none"> 3. Understand Snowbird's unique history <ol style="list-style-type: none"> a. Mining history of LCC, especially how it relates to the resort (run names, water system, etc.) b. Ted Johnson and Dick Bass c. Timeline basics d. Current ownership 4. Stay safe on the mountain <ol style="list-style-type: none"> a. Avalanche safety (e.g., staying out of closed areas, delayed openings) b. Responsibility code 5. Get further information: <ol style="list-style-type: none"> a. What's Up at the Bird? b. Snowbird website and new app |
| What Else? | <p>Through conversation with tour guests, Hosts will determine what additional topics to include or cover in more depth, such as:</p> <ul style="list-style-type: none"> • Geographical setting • Snowbird statistics, programs and facilities • Tram basics • The history, geology, flora and fauna of Little Cottonwood Canyon (LCC) • Snowbird's environmental sustainability program • Our neighbor, the Alta Ski Area • Snowbird's future plans • Personal suggestions for where tour guests may enjoy skiing or riding after their tour <p>Beyond the core mountain orientation basics, you decide how to best make the tour compelling and interesting to your group. Read your group. Everyone is different so adjust accordingly. Some guests absolutely love deeper information while others would rather just hear which great runs you recommend that they try later in their day. Use chairlift time for stories and history so that you can minimize tour time spent stopped on-mountain to just those things that require pointing out at stops.</p> |
| Duration | <p>Tours should be about two hours in duration. Plan your route to target taking about two hours. 2.5 hours should be the most and is the exception rather than the standard. 3 hours is too long.</p> <p>Note: Tours no longer have a maximum number of lifts in addition to a time criteria. It is now simply 'about two hours'.</p> |
| One Host May Be Sufficient 1 | <p>We have two Hosts scheduled for each tour time slot. However, depending on the group size, ability level, and mountain conditions there are times when one Host tour guide is sufficient. In these situations, it is a better use of our resources to have the second Host instead work additional mountain presence. Utilizing two Hosts for every tour should not be automatic.</p> <p>Please use your judgment to decide how many Hosts are appropriate. Rules of thumb to consider:</p> <ul style="list-style-type: none"> • Tours of four or more guests are generally be given by two Hosts. • Groups of three or fewer guests with similar ability typically do not need two experienced Hosts. • If using one tour Host, decide amongst yourself who should lead the tour and the second Host should do on-mountain presence. It may be easiest to make |

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| | <p>this judgment after observing the group's first run. For example, after the Creek Road section or after reaching Middle Big Emma from Wilbere.</p> <ul style="list-style-type: none"> • It is OK, and encouraged, to include an extra Host when that Host is shadowing or building up experience before leading tours. |
| Basics of Leading Tours | Continually assess ability levels and choose runs suited to the lowest ability of the group. When touring with two Hosts, one Host should lead and the other sweeps by staying behind the last participant. Do your best to keep the group together. Groups of differing ability levels can be split into two smaller tour groups. Stop at safe points to re-group, such as trail edges and at maps. Warn guests ahead of unusual or unexpected situations, such as the right-hand exit of Peruvian (and other) lifts. |
| No Black Runs | <p>Tours are not to be taken on black runs under any circumstances. Doing so can jeopardize your position and puts at risk our entire ability to continue offering tours. This is very important. No black runs irrespective that the guest may be an expert skier, has requested a black run, or that it was 'just a short black run'. No Middle Men's Downhill, no Chips Face, etc.</p> <p>Likewise, guests should not 'depart the tour to ski a black run' and then 'rejoin the tour', nor should Hosts encourage this practice. 'Leaving' and 'rejoining' may put Snowbird at risk and is not a work around for no tour black runs.</p> <p> Ensure that guests understand up front that this is an orientation tour on blue runs, not a tour of the steep and deep secret runs.</p> |
| Lift Lines | Do not use the Seven Summits, Mountain School, Ski Patrol, or Tram back door lines to access lifts. Use the standard guest lines with your tour group including when the MBX line is long. No cutting lines with the tour for any reason. |
| Ski Instruction | We want to provide a good mountain orientation, while not impeding our other duties or competing with Snowbird's other services. We are not instructors, and the tour is not meant to provide ski instruction. There is a fine line between offering an occasional ski tip and providing instruction. |
| Picking Up Guests During Tour | Guests may see a tour in progress and ask to join. We need to balance providing great customer service with safety. Tours are designed to have a preliminary ability assessment before departing, followed by the standard route beginning with a green run, and an escape to easier terrain or splitting the tour up. Picking up additional participants is at Host's discretion provided there is adequate remaining green terrain and an alternative out if needed . Pick-up requests on Skiers Bridge or Cardiac Hill are frequent and can usually be accommodated. Our guideline is pick-ups should happen not later than the top of Wilbere or start of Middle Emma . Beyond those points, please encourage the guest to join a regularly scheduled tour. |

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| Ad-Hoc Unscheduled Tours | <p>Hosts also meet guests on the mountain who would like an informal tour or ask about being shown around the mountain. Although it seems like great guest service and is a lot of fun for us, please refrain from starting an ad-hoc tours (even if you are assigned a tour shift and are out on the mountain because no one showed up for the scheduled tour). All tours are to start on the Plaza Deck at the designated times.</p> <p>There are several reasons why ad-hoc tours are not appropriate. We may not be starting in an area where ability can be properly assessed and may not be able to adequately discuss the nature of the tour upfront. Ad-hoc tours can encroach upon ‘guiding’, a service that Mountain School sells. When we don’t have a tour, Hosts do on-mountain presence. Switching to an ad-hoc tour is then not our best value to the resort, mountain presence is done to help many rather than a few guests. And, departures from procedures defined in our Host Manual can increase liability risk.</p> <p>A great alternative is to ski a run with interested guests. It is fine to pick up a group and show them from point A to B. It is not OK to continue on to points C, D, and E.</p> |
| Age 18 or over | <p>Unaccompanied minor children (defined as under age 18) are not allowed on tours. We cannot have Hosts responsible for unaccompanied children (for lots of obvious reasons). Likewise, if the responsible adult leaves the tour mid-way, children must leave with the adult.</p> |
| Receiving Tips | <p>Hosts should be perceived as professional. We do not want guests to perceive that we provide Tours with an expectation of receiving tips or awards. Also, please refrain from actions that can be perceived as pushing guests to provide input for the purpose of individual recognition (it is happening too much across the resort). This includes giving out cards with your name or mentioning that providing online feedback using your name can result in a recognition award. At the end of the Tour, guests may offer a tip for guiding the tour. Before accepting a tip, please first start by declining the tip and explain that we provide tours because we enjoy doing them and it is not intended as our income source. Encourage the guest to provide feedback using a guest feedback process (TBD). If the guest insists or offers again, it is OK to accept the tip.</p> |

ON-MOUNTAIN PRESENCE

Overview

On-mountain presence is the portion of your day to be out on the mountain proactively finding opportunities to positively impact the guest experience. Mountain Hosts should be visible and available to help in whatever way is needed by Snowbird or guests. On-mountain presence is the portion of your day that you are not assigned to any other designated duty. If you are not doing one of the other assigned duties, having lunch, getting warm, etc., you should be on the mountain assisting where you can.

There are many ways that we can be helpful to Snowbird and guests. We are proud that our Mountain Host team is extremely proactive, creative, and flexible in finding opportunities to make a positive difference. Some broad examples of guest service work we can do during on-mountain presence include:

- ✓ Ski or ride the areas where guests are concentrated and look for any opportunity to help.
- ✓ Provide trail recommendations to guests seen with an open trail map, stopped at a map, or who appear lost.
- ✓ Assist guests who are overwhelmed or in over their heads, particularly beginners and children.
- ✓ Help with guest equipment problems.
- ✓ Stop at the top of the Tram, top or bottom of lifts to answer questions, take guest pictures, keep guests moving.
- ✓ Get appropriate assistance to the scene of accidents, injuries, etc. and help as necessary.
- ✓ Speed control in any congested location or with any obvious speeder that we encounter.
- ✓ Assist guests anywhere else we encounter opportunities including while we are 'off-mountain' in the lodges.
- ✓ Supporting any other unique need that we may be asked to do.

On-mountain presence is intended for areas where guests who need us are likely to be located and areas that are also safe for us. Therefore, Hosts are restricted from **going through gates, across long traverses, into cliff warning areas, into closed areas, etc. These expectations are critical. Failure to follow these restrictions will jeopardize your position and may jeopardize the entire Host program.**

The **spirit** of these restrictions is that we should always be in the areas where guests who need our assistance are located and in areas where we have the capability to safely assist. Guests requiring help in the more advanced areas need Ski Patrol rather than us. We need to be completely disciplined in staying in the proper areas. Remember, we are visible and will be noticed in areas we should not be in. Let's not create a situation where we need to discuss where you are, nor do something that puts you or the entire Host program at risk.

On-mountain presence is a great opportunity to provide guest service that 'makes memories' and distinguishes Snowbird. And we can do that while enjoying the skiing and riding ourselves. Please be proactive, creative, and flexible. Use common sense and judgment to determine the best way to approach situations that you encounter.

Providing Great Service

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| Guests "In Over Their Head" | <p>We can turn a frustrating or scary moment into a positive memory by providing a little assistance. Look for guests who are walking downhill, who are having difficulty getting on their feet after a spill, or who are struggling with equipment. Often it just takes a little encouragement. Offer positive support, show the way by being just in front or on the downhill side, suggest a different route down, etc. Focus on one turn at a time, remind them of where they are going, congratulate them on successes, and offer suggestions for safer skiing.</p> <p>Parents with small children are sometimes overwhelmed. Offer to give them a hand. If necessary, have the child ski between your skis, but do not carry the child. Get them to a safe place, provide directions and encouragement. Call Ski Patrol if you need additional help.</p> |
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| | We are not Mountain School and cannot provide instruction. However, we do want to assist guests who are in situations they cannot handle, and it is appropriate to provide a suggestion relevant to their situation. Recommending Mountain School is always a good option too. |
| Guests Potentially in Over Their Head | Guests ‘down on the snow’ can usually be spotted before you reach their location. A good practice is to simply stop above and briefly observe from a distance. Most times the guest is fine, just needs to rest or mentally regroup and can get going again. Instead of assuming that they help, just watch for a moment. It will generally be obvious based on what the guest does next whether they could benefit from our assistance. A good approach if in doubt is to observe the guest through several turns to be sure of their ability and need (or not) for assistance. |
| Equipment Problems | <p>Look for opportunities to assist guests in putting skis back on or retrieving lost equipment. Less experienced skiers who have fallen and are struggling to get their skis back on really appreciate our help. It usually just takes calm voice, a little coaching, and a steady hand to help them up.</p> <p>If the guest’s equipment is broken or cannot be found, assist as necessary to get the guest to an area that they can safely proceed. Hidden Peak has loaner skis and some repair parts. Another option may be to download a guest on the chairlift. Walking down the mountain is usually not a good solution. Contact Ski Patrol to request ‘customer or guest service’.</p> <p>We cannot adjust guest bindings. We can point out a tool bench or we can loan tools, but for liability reasons we cannot physically adjust bindings or equipment. Likewise, rental equipment adjustment issues need to be referred to the originating rental shop.</p> <p>For lost equipment, ensure that the guest files a lost equipment report with Public Safety. If the equipment is found, Snowbird will get the equipment returned to the guest.</p> |
| Calling Ski Patrol for Customer Service | If a guest is having a major struggle, we call Ski Patrol. Ask Ski Patrol for “customer service” or “guest service”. Never offer, suggest, promise, or ask for a “courtesy ride”. See more detailed information on using radios, reporting your location, and requesting “guest service” in the following sections of the Host Manual. |
| Lift Down Loading | Riding a chairlift down-hill may be the best option for a guest in over their head. Obviously, this only works when you encounter a struggling guest in proximity to the top of a lift. Request a download with the lift operator while having the guest wait safely out of the way. Follow instructions from the lift operator for where and when to board. You may also be asked to involve Ski Patrol prior to downloading the guest if there is a potential injury involved. Generally, the Host should ride down with the guest. |
| Accidents & Injuries | <p>If you encounter an accident or injury, report it to Ski Patrol in a timely, complete, and professional manner. See more detailed information on accidents and injuries in the following sections of the Host Manual.</p> <p>Key points to remember, and which are covered in more detail later, include:</p> <ul style="list-style-type: none"> ➤ Provide location with at least two reference points. ‘Bass Hwy under Wilbere Chair’ ➤ Provide factual description without speculating. ‘female skier, potential knee injury’ ➤ Be clear on urgent problems. i.e., unconscious, bleeding, unresponsive, etc. ➤ Stay at the scene until Ski Patrol arrives and confirms that they do not need your help. Stay longer if you can help with traffic control. ➤ Talk to the injured person, keep them calm, safe, and comfortable |

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| | <ul style="list-style-type: none"> ➤ Ensure the scene is safe and provide traffic control as needed. Cross your skis in an "X", slow down on-coming traffic, etc. |
| Guests & Maps | Guests with an open trail map or standing by the big trail maps are a guest service opportunity that you can spot from 100 feet away. "Are you in need of a different run recommendation?" can start a dialog. Be creative in your approach. Our experience is that "Do you need some help?" can be the worst opening, as people will usually say no. |

Guidelines for On-Mountain Presence

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| Designated Drainages | Hosts doing on-mountain presence have designated drainages so that we can spread out and ensure relatively consistent mountain coverage. See shift card for designated drainage coverage areas. “P” shifts stay in the Peruvian and Mineral Basin . “G” and “C” shifts stay in the Gad Valley . Use the Tram or any Gad Valley lift. “H” focuses on Mineral Basin . |
| Restricted Areas  | Absolutely no areas that are accessed through gates, no cliff warning areas, no long traverses, no closed areas, etc. No, never, nada. The areas formerly known as 'double black diamond' continue to be off limits while we are working. Note that even some common terrain, for example Bananas, may be gated in early or late season and, thus, off limits. Remember the spirit in which this is intended...we should always be in the areas where guests who need our assistance are located and in which we have the capability to safely help. |
| Spread Out | Disperse yourselves to increase our ability to assist a greater number of guests. Hosts should not ski together while doing mountain presence. Please spread out. This is not the time to ski runs with your friends and it reflects poorly upon our program. |
| Conditions | Early season, ice, or other conditions may occasionally cause us to change or limit areas where we do on-mountain presence. |

HIDDEN PEAK GUEST SERVICE

Overview

'H' shifts provide guest service on Hidden Peak. Hosts assist guests with information, current conditions, terrain, route recommendations, mountain directions, services inside The Summit, and other topics.

Weekend and Holidays have **three teams of two Hosts** providing continuous coverage (two Hosts at a time) from first Tram through late afternoon. Monday to Friday has **two Hosts splitting** all day coverage (one Host at a time).

Important Points

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| Weekend / Holiday | <p>Hidden Peak coverage is two Hosts covering morning, a second team of two different Hosts mid-day, and a third team of two additional Hosts covering afternoon. These roles are designed to support guests with two Hosts continuously available from first Tram, through lunch, and continuing to late afternoon.</p> <p>H1 and H2 are responsible for morning coverage of Hidden Peak from 9:00 through 12:00. Ride the 8:30 Tram to arrive at Hidden Peak and be ready prior to the first guests. Both Hosts stay on Hidden Peak throughout the morning.</p> <p>H3 and H4 are mid-day Hidden Peak coverage from 12:00-1:30. Both Hosts stay on Hidden Peak throughout the designated time slot.</p> <p>C1 and C2 are afternoon Hidden Peak coverage from 1:30 to at least 3:00. Both Hosts stay on Hidden Peak throughout the designated time slot.</p> |
| Monday - Friday | <p>Two Hosts split up covering the peak with one Host at a time from first Tram through late afternoon. The first shift is designated as 9:00-12:00. This Host should take the 8:30 Tram to arrive at Hidden Peak and be ready prior to the first guests. The second shift is designated as 12:00-3:30.</p> <p>Hosts may collectively determine any alternative way to split the 8:30 – 3:30 duration provided there is always one Host available on Hidden Peak including during the lunch time frame.</p> |
| Riding Tram & Tram Access | <p>It's important that Hidden Peak Hosts are in place and ready to assist the first public Tram arrival. Morning HP Hosts should ride the 8:30am pre-public Tram. If there is an 8:45am pre-public Tram, that is fine, but note that 8:45am is run by exception as needed only. Wait at the 'Do Not Enter' door near the Snowbird Mountain Guides office and the Tram staff will let you in. Using this door minimizes congestion in the Seven Summits/Mountain School entrance.</p> <p>Hosts should arrive at the peak before the first public Tram and use the time to check in with Ski Patrol. Find out what's going to be open and what the conditions are. Check the ski racks, get enough maps, and be prepared for guest arrival. Use the time to get to know a few Patrollers!</p> <p>Hosts traveling to the peak after the pre-public Trams are expected to use the normal Tram line and interact with guests while waiting. Exceptions should be rare to never. Hosts going to Hidden Peak for mid-day HP shifts should use the normal public Tram line. Hosts are expected to allow enough lead time in getting to the tram line so that they can arrive at the peak at their designated bump time.</p> <p>Occasional exceptions of using the tram back door may be appropriate in the case of delayed Tram opening when we need to be at the peak for initial arriving tram guests. In this case, you may get permission from the Tram gate</p> |

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| | monitor to use the 'Do Not Enter' Door or Seven Summits/Mountain School access. Or, perhaps ride a pre-public tram 'test run'. |
| Tram Delay | Public Tram opening may be delayed due to mountain conditions. When this happens, at least one of the 'H' team should be positioned near the Tram entry to advise guests of the Tram status. A second 'H' Host should supplement Meet/Greet coverage where needed. |
| Lunch Coverage Transition Between Hosts | Guest traffic is heavy during the lunch hour with the popularity of The Summit restaurant. Accordingly, we need Host coverage on the peak continuously through the lunch hour. Weekend/Holiday HP shifts are designed with a lunch time mid-day coverage team. Monday-Friday shifts are designed with a 12:00 rotation although Hosts may elect a different split keeping in mind that lunch time needs to be covered and can be busy. |
| Weekend Option | Weekend Hosts may agree some different arrangement for how they want to split up Hidden Peak support provided two-person coverage is maintained from first Tram through end-of-day. |
| Location | <p>Use your judgment on the appropriate Hidden Peak location to be positioned. The best areas are usually near the map, on the edge of the deck, or near guests putting on their equipment. Have lots of trail maps available. Regularly cruise the equipment rack areas to encourage guests to use the ski racks and move equipment that is encroaching walking areas (see more below).</p> <p>Weather conditions will sometimes necessitate working inside The Summit building near the front door. Keep yourself warm and healthy by being inside during severe cold or wind conditions; especially between Trams.</p> |
| Equipment on the Tram | Hosts are not required to bring their equipment to the peak for HP assignments. Many Hosts prefer working this role in street boots. However, you are encouraged to bring your equipment to the peak as weather can change quickly and you may not be able to ride the Tram back down. If you choose to not take your equipment up and the tram is not running, be mentally prepared to possibly be at the summit for a long time (as much as all night). Likewise, if you are working Hidden Peak as light duty while physically unable to ski, use your discretion in bad weather to ride a tram down before it closes. Also, the tram operator has discretion to pull Hosts off the peak if the weather is going sideways and the remaining tram trips are limited. |
| Storage and Lunch | Boots and bags can be stored in a small team member locker area in The Summit's basement level. An open invite to Hosts to eat lunch in the Ski Patrol room was suspended with COVID and, at this point, has not resumed. |
| Conditions, Closures & Recommendations | <p>Familiarize yourself with current conditions and terrain closures upon arriving at Hidden Peak. Go inside the Ski Patrol area to ask about current conditions and closures.</p> <p>Determine route recommendations that are appropriate for the current snow conditions, weather, visibility, and terrain closures. Always have appropriate route recommendations for beginner, intermediate, and advanced ability levels that fit today's conditions and closures. Be on the look-out for obvious beginners who came up for the restaurant but have decided to try skiing down.</p> <p>Important: There will often be situations when the appropriate recommendation is to ride the Tram down. Getting safely down from Hidden Peak is often beyond beginner ability level even on a good weather day. Snow conditions, wind, or low visibility can also be beyond intermediate ability. If in</p>  |

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| | doubt about a guest's ability or potential safety, ask questions and be prepared to strongly encourage the safest route down . This might be riding the Tram down, staying on Chips Run, and/or avoiding Mineral Basin. Be especially cautious in advising guests about visibility in Mineral Basin on days that it is 'socked in' and recommended for experts only. |
| Mostly Mineral Basin / Some Peruvian | On-mountain presence laps should be predominately in Mineral Basin with a bias toward Lupine Loop. The reason is that Lupine Loop is where we typically have the most Mineral Basin beginners in need of our assistance. Depending on conditions, do some speed control on lower Lupine Loop or Powder Paradise. When Mineral Basin is closed, on-mountain presence should be in the Peruvian drainage. Most importantly, be cognizant of your personal safety. If conditions are such that you are not comfortable in Mineral Basin, please ski the Peruvian area instead or stay on the peak. |
| Knowledge of The Summit | Be familiar with food and guest service options available inside The Summit. Guests ask about food, restrooms, places to get warm, services on the peak, etc. Outside food or beverages are prohibited inside The Summit. Guests can consume outside food on outdoor deck. |
| Tram Foot Passengers | Look for opportunities to greet foot passengers on the peak. Between Trams is often a great time to strike up a conversation. Guests who have come up to sightsee or have lunch often have questions about the resort, are interested in scenic landmarks, or would like a photo taken. |
| Equipment Creep / Ski Racks | Keep the area safe by encouraging guests to leave their equipment in designated racks and assist with moving equipment abandoned unsafely in traffic areas. Try to do this more by educating guests than physically moving equipment yourself. Morning HP Hosts should check location of ski racks to ensure properly located to make it easy for guests to utilize them (usually some on the deck, some on the snow). If you are comfortable, move the ski racks yourselves. Or, seek assistance from other employees on the peak. Also, please do not drag ski racks across the deck as it can damage the deck and the ice melting heating system. |
| Proactive, Educate, Yet Keep It Safe | Be proactive to identify guests in process of leaving equipment or returning for their equipment, ask the guest to rack equipment, educate and explain why it presents a safety hazard. Be polite yet assertive and firm. If skis are in the way and presenting a safety hazard, please move the equipment. It is a fine line as there is very limited traffic flow space at the top of MBX and not getting ahead of 'ski creep' can result in a sudden explosion of skis blocking traffic areas. |
| Mid-Day Tram Closures | Use your judgment and check-in with the Team Lead when a mid-day Tram closure occurs. Depending on the circumstances, alternatives include waiting inside The Summit, continuing to provide guest service outside at the peak for guests exiting Mineral Basin, guest service inside The Summit, or on-mountain presence. Be careful, as these are often high wind or low visibility times when it will be prudent to modify your own routes around the mountain. |
| Float Coverage | Occasionally, there are unique needs that necessitate reallocating resources to cover 'float' type roles. Often a good option is using one of the 'H' shift Hosts to assist such needs. Thus, it may be that we reduce to one Host on the peak and/or make changes in your coverage times. |
| Communication | You're at the top of the mountain and in a unique position to keep other Hosts informed about weather and current conditions. A proactive morning update on conditions can be very helpful to Hosts doing meet/greet at the bottom of the mountain. Let the team know about significant changes in wind, visibility, terrain openings/closures, MBX lift line, etc. |

BIG EMMA GUEST SERVICE

Overview

Big Emma Guest Service shifts are 45- or 30-minute rotations assisting guests on the road above Big Emma. Hosts provide guest information, answer questions, and encourage appropriate speed control for guests approaching Big Emma.

We are positioned in this area because Big Emma is a congested area that merges guests of all ability levels and can be especially difficult for beginners. Additionally, it is an area where guests frequently have questions regarding directions to the Snowbird Center, the Tram, or Creekside Lodge.

Our role includes answering questions, providing directions, pointing out the easier switch back route down for beginners, and actively slowing down guests that are going too fast or about to launch themselves onto Big Emma. We also educate and warn guests about speed and the challenge of upper Big Emma.

Be **very proactive** with guests. For example, point out the easier end of road route to bypass the steepest part of Upper Emma, warn about fast conditions, slow down speeders before they launch into Upper Emma, etc.

Severe weather or special events may necessitate changes in the rotations or Big Emma assignments.

Important Points

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| Rotations | 'G' shifts consist of 2 or 3 rotations of 30-45 minutes doing Big Emma guest service. Consult Shift Card for specific times. The standard structure is now two 45-minute rotations. Hosts may collectively elect three 30-min rotations in lieu of the two 45's. <ul style="list-style-type: none">• Please be on-time or radio your partner if you are delayed.• Stay at your location until relieved by your bump.• Plan ahead for deciding when to take your lunch and how much time it will take to return to your location so that your partner is not waiting for you.• Get warm between rotations at Mid-Gad Restaurant or Creekside |
| Location | Choose a location in the middle of the road above Big Emma. i.e., the road below Mid-Gad restaurant. Take your skis or board off and place them vertically in the snow above the road. |
| Assess Conditions & Ask for Help | If you feel that current Big Emma conditions warrant a different action than we are providing, contact the Team Lead. For example, snow conditions or visibility may be so bad that we need additional guest support in the area. Or, Big Emma may be so fast, icy, or congested that we need additional assistance from other available Hosts or Ski Patrol. |
| Speed Control | Be familiar with the speed control procedures. Be proactive by actively encouraging guests to slow down in this area. Communicate regarding especially dangerous behavior, conditions, or other problems. Be alert for excessive speed issues and call for help if necessary. Watch for individual issues as well as general excessive speed caused by conditions or crowding. Be alert for issues with race teams. Request support by calling the Team Lead or Hidden Peak/Ski Patrol. |
| Helping One vs. Many | Your role is to provide guest service to guests on the Big Emma road. Keep an eye downhill on Big Emma for guests who are down or lack the ability to navigate Big Emma. However, stay at your post to "help many vs. one". If a guest below you on the slope obviously needs help (usually after repeated attempts to get back up and ski down), then consider calling for assistance of another Host in the Gad Valley or Ski Patrol. |
| Keep Safe | Be cognizant of your position on the road relative to oncoming guests. Face up the road so that you can see approaching traffic. Be careful to not step onto the Big Emma slope to assist a guest or for any other reason as you can easily fall and have a long slide down Big Emma! |

SURVEYS

Overview



Snowbird uses guest surveys to assess guest demographics, satisfaction, and trends. The information gathered from surveys is an important input to many resort decisions including strategic direction, marketing plans, guest service, and improvement focuses. Survey data is also critical to the ski resort industry for marketing campaigns and funding. Snowbird participates in standardized industry-wide data collection with our partners from the National Ski Area Association (NSAA) and Ski Utah. The Mountain Hosts are Snowbird's primary information gathering resource. Our efforts provide Snowbird the data necessary to make choices and decisions to better compete in the market.



Mountain Hosts collect survey data using **dedicated survey shifts**. Scheduling survey shifts is optional. Hosts that have an interest and enthusiasm for engaging guests are encouraged to join our survey team. As an incentive, survey shifts are shorter than regular Host shifts. Survey assignments can also be an alternative for Hosts that have temporary needs restricting on-mountain activity.

We have changed from all Hosts doing surveys to utilizing a small, dedicated survey team. The new approach is achieving the intended objectives. Our primary goal is improved survey data quality through better sample design, reduced selection bias, standardized methods, and automation. Additional goals are reduced burden across the Host team and more focused guest service by those not doing surveys.

We use scheduled survey shifts staffed by a small team of interested returning Hosts who are willing to commit to several survey shifts each. Surveys are taken on selected days at predefined restaurant, lodge, and lift locations based on creating a statistically valid sample. We also perform 'intercept' surveys where the survey Host is collecting just an email address from guests. Survey takers do not have a daily survey goal number; some days surveyors will get more surveys and other days fewer surveys completed. We have multiple survey tablets available providing the potential to take more than one survey at the same time. Paper surveys have been eliminated.

The 2022/2023 survey process is expected to be just focused on collecting guest name and email address using a tablet. Guests will then receive an actual survey at the email address provided.

Participating Hosts attend a short training session, commit to follow a structured survey taking protocol, and are an active part of the process to fine-tune the design. It's quality over quantity. Survey Hosts are expected to gather survey information with enthusiasm, professionalism, and dedication. If you are interested, please let John know.

Survey shifts start at 8:00am and end at 2:00pm. Survey shift Hosts attend morning meeting and have an assigned meet/greet role typically at the Cliff Back Door. Surveys are taken from 11:00am to 2:00pm at a predesignated resort location. Then, your day ends at 2:00pm. Survey shifts are selected ahead of the shift selection process, not needing to be prioritized into your regular round 1-3 picks.

Returning Hosts are **not required** to schedule survey shifts and there is no longer an across the board survey completion requirement. **Rookies** are asked to **become familiar** with the survey process. The rationale is to expose Rookies to the survey process and provide enough of a flavor for future seasons. Look for more information on specific Rookie expectations for becoming familiar with the survey process.

Although the new process has been in place for several seasons, Snowbird's guest survey goals and methods are still a work in progress. Therefore,

- Expect evolution. The survey process may continue to develop as the season progresses.
- We want and need feedback. We will experiment to determine what works best. Survey shift Hosts are a critical part of providing feedback and recommending improvements.
- While we are on the right track, this still may not work long term. John reserves the right to modify as necessary, which could include some form of survey requirement across the entire team.

CHICKADEE

Overview

Hosts will not ride chair lifts with Mountain School children this season as a regularly scheduled role. However, Hosts should be familiar with the following protocols in the event we need to occasionally assist as an ad hoc support of Mountain School.

References to 'C' shift codes below are not applicable to this season's shift card.

An important role is riding chair lifts with children in Mountain School to ensure their safety while on the lifts. We primarily work with the Age 4-6 Kinderbird Adventure Team classes, also referred to as the 'yellow bib children'.

Our role is to assist the instructors by riding the chair lifts to provide an extra level of safety by preventing children from slipping off the lifts or otherwise getting hurt. It is critical that we always follow the protocol below.

- Ride with 1 child only
- Host is responsible for ensuring that the child loads, stays on, and gets off the chairlift safely
- Physically assist child as needed
- Use the chair's comfort bar
- Secure the child with ski pole held firmly across their lap
- Raise the safety bar after reaching the safety netting
- Stay with the children at the top until the instructor arrives

Adventure Team Multi-Week Programs meet at Creekside Lodge and utilize beginner terrain in Lower Gad Valley. Our 'C' shift role is primarily in the Baby Thunder Area, although can be elsewhere in Lower Gad Valley or on Chickadee.

Important Points:

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| Ski Equipment Only for 'C' Shifts | Hosts working 'C' shifts must use ski equipment and not snowboard. We understand that snowboarding Hosts have delivered outstanding 'C' experiences. However, going forward, we feel that the best balance of service and safety when riding with young children is to use ski equipment. Snowboarding Hosts may either switch to skis (provided you've passed the ski equipment test) or choose not to schedule 'C' shifts. Snowboarding Hosts who arrive at a chair lift and are asked by an instructor to ride with children should politely decline and explain that it is a Snowbird safety restriction. |
| Outline of Your Day  | Getting Organized: One AM 'C' Host checks in with the Mountain School children's supervisor at about 8:30am to ask what location they will need our help. Go to the Creekside Mountain School (Creekside upper level or the lower level exterior door facing Gadzoom) and ask for one of the children's supervisors. Alternatively, Mountain School can also be contacted on Channel 4. Determine what time the children will be starting and which lifts we should be at. Coordinate with your partner to decide which AM 'C' Host will work at which location. Note: The morning 'C' Host working Plaza Deck Meet/Greet should be booted up and leave early enough to meet your children's groups on time. Morning: Be at the base of the designated lift when the first group arrives. The initial lifts are Mid-Gad, Baby Thunder, and/or Chickadee. Instructors normally get their groups on the slope between 9:15am and 9:45am . It is important to be on-time since multiple groups often arrive at about the same time. Ride up with the first group that needs help and, if there are more groups waiting at the lift base, quickly get down and |

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| Outline of Your Day (continued) | <p>ride with another child. Stay in the area the instructors have their groups (Baby Thunder, Mid-Gad, or Chickadee) and help as needed.</p> <p>Mid-Day Break: Children's groups go in for lunch at approximately 11:30am. The AM 'C' Hosts are done working with children at this time. Please communicate anything relevant about the day to the PM 'C' Hosts. During the lunch break, one of the PM 'C' Hosts contacts a children's supervisor to verify afternoon plans and coordinates assignments amongst the two PM 'C' Hosts.</p> <p>Afternoon: Children resume their lesson at approximately 12:45pm-1:15pm. Be at the base of your designated lift on time. PM 'C' Hosts duties mirror the morning description above.</p> <p>Ending: Instructors normally end the lesson at about 2:45pm-3:00pm. When the last group has departed the area you are helping, your PM 'C' role is completed. The remainder of your day is on-mountain presence.</p> |
| Riding with Children | <p>As groups arrive at the lift, ask the instructor if they need your assistance. The instructor will let you know which child they want you to ride with and introduce the child to you. Ensure you coordinate where to meet at the top (left or right side). For the Mid-Gad lift, it is critical to find out if the instructor is getting off at the Mid-Gad mid-way exit (almost always) and ask if the group is moving to the Baby Thunder area (usually). Some instructors will not need assistance as they may have a small class, may be certified to ride with two children, or they may have an additional junior instructor with the group. In that case, wait for the next group to arrive.</p> |
| Imperative Safety Expectations  | <p>Ride with 1 child at a time. Never ride with 2 children. An instructor may ask you to ride with 2 children, please say no and explain that Hosts cannot do so.</p> <p>The Host is responsible for ensuring that the child gets on the lift, stays on the lift, and gets off at the right time. The Host is responsible for doing what it takes to safely load, ride, and unload. Many Chickadee children will require your physical help to do this. They are learning and will often require your physical assistance in loading or exiting the chair.</p> <p>Approach the chair with the child positioned between yourself and the lift operator. The lift operator's responsibility is the operation of the chair. It is not the lift operator's responsibility to physically assist the child in boarding the lift. It is your role to request assistance of the lift operator to slow or stop the lift. The lift operator can easily slow or stop the chair, please proactively ask for this assistance if you have concerns that it may be necessary.</p> <p>Immediately after you are on the chair, drop the safety bar, put a pole across the child's lap, and take any other steps necessary to ensure that the child is safely riding the lift.</p> <p>Our protocol is to always secure the child by also holding your ski pole or one of the available bamboo poles across the child's lap. Generally, the best approach for securing the pole is to hook it into the side frame of the chair lift. Hold one end of the pole with your left hand, place the pole across the child's lap, and hook the other end into the chair keeping your right hand free for any other safety need. The reason that we hold a pole across the child's lap is that children of this age can easily slip out of the chair beneath the safety bar. Kinderbird-age children are small, their legs are not long enough to sit back in the chair, they are prone to squirm and move unpredictably, and they may have a short attention span! It is your role to make sure they are safe at all times.</p> |

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| | Do not raise the safety bar or release your pole until you are over the safety netting. Try to let the child dismount on their own, provide help when needed or at the request of the lift operator. Ensure the child moves safely out of the way and wait for the instructor in the agreed area (left of right side of the lift). Stay with the child until the instructor arrives and hand-off completed. |
| Guest Service Opportunities | We often have plenty of time between rides and these are great guest service opportunities. Slowly ski to the bottom of the lift and look for opportunities to assist other guests as well as remind speedsters that Chickadee is a slow skiing/riding and no-jumping area. Waiting at the bottom of the lift is an opportune time to talk to other guests, answer questions, etc. The children you assist do not have to be part of the formal Mountain School program. Just remember that our primary focus is the Kinderbird Adventure Team group. Helping others is a service not a requirement. Always make sure that the adult with the child wants your help. A final note: you are there to assist the guests and not to instruct. Instruction is the role of Mountain School. |
| Coordination with Your Partner and Instructors | 'C' Hosts work in pairs and may need to split up to cover groups across the Baby Thunder, Mid-Gad, and Chickadee areas. Sometimes a need arises to move between these areas during the shift. Be flexible; communicate with your partner and the instructors. An instructor may ask you to provide other types of support or request that you call for additional Hosts to help. Please have them route their request through a Mountain School supervisor who will contact John or the Team Lead. We typically won't have the extra resources to provide more Host support. |
| Transition to Next Role | Communicate with instructors to know when they are taking their last run of the morning or afternoon. Occasionally, Mountain School will not need the full complement of 'C' Hosts for the entire time. If so, the decision to release Hosts is made by the Mountain School supervisor. When the children are done, or we are released, Hosts move to on-mountain presence. 'C' Hosts should do on-mountain presence in the Gad drainage. |
| Plan Ahead for Booting Up - C1/C2 | C1 and C2 have tight transitions from Meet/Greet to morning riding with children. C1 does M/G at Creekside. C1 Hosts either wear your boots for M/G or take them with you to boot up in the Creekside locker area. C2 does M/G on Plaza Deck. C2 Hosts please work Meet/Greet booted up and leave M/G early to be on time for Chickadee duty. |

ALL-MOUNTAIN & OTHER SHIFT CODES

Overview

'A' shifts are 'All Mountain Floater' roles typically used in early and late season when we have a reduced Host staff.

Hosts working 'A' shifts will typically be working as a small team of about 3 Hosts covering whatever duties are appropriate considering terrain availability, snow conditions, and guest levels. Meet/greet locations are assigned at morning meeting. Early season 'A' shifts typically encounter on-mountain presence duties with limited available terrain which potentially results in considerable guest traffic in tight areas. Late season 'A' shifts may experience extended meet/greet time frames due to poor or risky spring snow conditions. Late season 'A' shifts may have afternoon off-the-snow greeting roles dependent on spring snow conditions.

'A' shift duties are assigned dependent on the needs of the day. These shifts are intended to provide a way to support varying needs that arise due to limited terrain, unique events, unusual conditions, and/or guest situations. Expect that roles may be determined as the day progresses and may include a wide range of activities. 'A' are not 'all-day mountain presence'.

We also utilize various other scheduled shift codes to cover occasional needs not on the normal shift card. Examples of other shift codes that may be available to schedule or, in the case of meetings, are pre-scheduled for you:

- ST – Special Tour
- SE – Special Event
- F – Floater
- OT – On Going On Mountain Training
- M – Meeting

Special Tour roles are used for special prearranged tours. Typically, Special Tours are for Group Sales hotel groups or organizations that Snowbird wants to treat to a unique experience. Special Event roles can be races, competition events, large public events, or private events. Special Event duties depend on the type of event being supported.

Important points – 'A' Shifts

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| Duties and Communication | <p>Some assignments will be known at the start of the day and communicated in the morning meeting. Other duties may be determined as the day progresses.</p> <p>Thus, it is important to monitor the radio throughout the day. Communication is 2 way; let others know what you are doing and what additional resort support needs you observe. Importantly, please communicate emerging risks you may perceive as the day progresses with deteriorating spring snow conditions.</p> |
| Start & End of Day | May have an extended Meet/Greet role or end-of-day guest service. |
| On-Mountain Presence | The default activity when you do not have an assigned task is on-mountain presence. Coordinate with the Team Lead or 'A' shift team to determine what area of the mountain would be most helpful for on-mountain presence. |

SPEED CONTROL

Overview

Speed control is the responsibility of Ski Patrol. Mountain Hosts no longer have formal speed control assignments. However, we should always help with speed control **education** when we see a need. And, occasionally we may be asked to supplement efforts at congested / high risk locations or at mountain events. The following information provides guidelines on how to help with speed control whether we are assigned or just see an education opportunity.

The objective is to help everyone share the mountain in a safe and enjoyable manner. Ski Patrol does this through both education and enforcement, by monitoring speed, unsafe actions, closed area violations, tracking repeat offenders, and suspending or revoking passes. The Host role is to educate, encourage, and ask guests to slow down. Hosts do not chase, apprehend, confront, or pull passes. We want to promote skiing and riding in control so that all of Snowbird's guests enjoy their day on the mountain and stay safe.

We utilize several methods to get the attention of guests who are going too fast or who are getting out of control. We can motion with our palms down to slow down. We can scream, yell, or otherwise verbally get our message across. Often, waving our arms or poles is effective. And, sometimes it takes using a whistle.

Identify guests that may hinder, interfere, or endanger others. It is often a **judgment call** where you will need to consider snow conditions, congestion on the hill, proximity of the speeder to others, etc.

Remember that all green and blue runs are designated slow skiing/riding and no jumping areas.

Error on the side of caution and safety for all. Big Emma is frequented by beginners and lessons who often find it a very challenging hill. **Keep it slow and safe, error on the side of caution in using your judgment to control speed.**



The Mountain Host's role is to **educate, encourage, and ask guests to slow down**. We want to do that in a positive way, and it often requires us to be firm. It's a balance. Our role is **not to enforce speed control; that is the job of Ski Patrol**. Mountain Hosts should never be confrontational or do enforcement.

You may feel ineffective and unappreciated when your efforts to slow guests down are disregarded. There may be guests who choose to ignore us, who perceive they are going slow enough, who feel it is their right to ski fast, or who think they have the ability to avoid interfering with others. It is easy to feel like we are not making an impact. However, remember that your efforts are valued far more than you may realize and do make a difference.

Speed control is important work for Snowbird as it provides an environment in which we all benefit. Accidents and injuries are reduced, beginners feel less at risk, and over time even those who may ignore us get the message about slowing down. Our impact is valued much more than it will seem.

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| Be Safe & Communicate | Stand where you are safe, yet visible. A good approach is to stand next to the orange slow banner sign with your equipment placed out of the way. Communicate hot spots of speed, jumping, or closed area violations to Ski Patrol. |
| Signal to Slow Down | Scream, wave, motion, whistle, etc. Be firm yet polite. Remember, our role is to educate, encourage and ask. It is not to be the enforcer. Always thank guests for their cooperation. |
| Repeat Offenders / Blatantly Dangerous | Notify Ski Patrol and request assistance. Provide description and location. If an extreme situation and no other help is available, it is OK to follow the offender to the lift and get the chair number. Communicate to Ski Patrol and they will meet the offender at the top of the lift. Don't directly confront, challenge, or put yourself in a risky position. |
| Ski Team & Employee Issues | Ski teams and race events can be particularly challenging. We frequently have issues with ski teams skiing too fast on designated 'slow ski' runs such as Big Emma. Due to ongoing issues, we are asked to report any incident of speeding by the Snowbird Ski Team, coaches, or other racers . In particular, watch for coaches who are not |

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| Ski Team and Employee Issues (continued) | <p>role modeling appropriate behavior. Contact John, the Team Lead, or report issues on Ch 1. The appropriate person will speak to the coaches.</p> <p>Occasionally, we also have speeding issues with Snowbird team members. Team members going too fast can influence how guests use the mountain and, therefore, we want to promptly deal with issues. Please report any team member who is speeding by contacting John or the Team Lead.</p> |
| Get Clear Description | <p>Always get as good of a description as you can. Look for clothing color, type of equipment, helmet color, description of others in the group, time of day, location, what happened, etc.</p> |
| Be Flexible | <p>Conditions, events, or busy days may require Hosts to provide speed control at locations on the mountain. When necessary, we may reassign Hosts from on-mountain presence to specific additional high priority speed control locations. Use your judgment to find areas where conditions or congestion merit doing some informal speed control. Using some on-mountain presence time to do a little speed control education can be a very effective use of our time.</p> |

THANK YOU AND GOOD-BYE (LATE SHIFT)

Overview

Thank you!

Snowbird guests should leave the resort with as good a feeling about their departure as their day on the mountain. We want guests to depart Snowbird with one last positive experience about their day, with all their questions answered, and without confusion.

The purpose of 'Thank You and Good Bye' (aka Late Shift) includes:

- Thanking guests for visiting Snowbird and saying good bye. Please proactively acknowledge as many guests as possible in such ways as "hope you enjoyed your day", "please visit us again", "thanks for choosing Snowbird", etc.
- Assist with traffic and crowd control.
- Answer questions and give direction as needed.
- Provide information on buses, assist with bus boarding, etc. Please be familiar with UTA schedules and routes, and carry a UTA schedule.

Our 'Thank You and Good Bye' shifts are late shifts located in the Snowbird Center Portico and at Creekside. It's a great way to make 1 final positive impression for Snowbird's guests.

Important Points – Late Shifts

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| Thank You / Good Bye 3:15 – 4:50pm | Portico Late and Creekside Late begin at 3:15. Be at your designated Portico or Creekside location to start Thank You and Good Bye at 3:15. Thank You/Good Bye shifts end when guest levels have dissipated ensuring that we are there to help the majority of departing guests. Guest traffic ebbs and flows during this time. While it may not seem busy at 4:15 or 4:30, guest levels often swell closer to the next scheduled bus arrival. Therefore, generally please stay until 4:50, possibly later if busy. |
| Food & Beverage | Be knowledgeable about resort food and drink options. Guests are often looking for a place to relax, have appetizers, purchase adult beverages, etc. Make recommendations, inform guests about après ski specials, give directions, etc. |
| Radios & Equipment Option | Late shift Hosts may keep their radio or utilize cell / house phones during this assignment. Radios can be important both as Snowbird's standard emergency communication mechanism and for guest service needs. Return your radio to the Host office before leaving for the day. |
| UTA & Snowbird Buses | On busy days, it is not unusual that canyon traffic is snarled and UTA buses are running late. Also, parking lot traffic can delay the Snowbird shuttles. Guests can naturally get frustrated. Please help explain that buses can only move as fast as canyon traffic allows, that the UTA buses have to go to Alta first, point out the slow or stopped traffic on the canyon road, and reassure guests that they will not be stranded. Your approach in calmly explaining how this works can diffuse the situation. |
| Managing the UTA Experience | Guests waiting for UTA buses can have a cold, lengthy, and chaotic experience. And, having other passengers jump the line can be extremely frustrating. Hosts working the Portico are expected to actively assist with managing the process. For example: <ul style="list-style-type: none">• Organize guests into the designated numbered bus route waiting lines.• Announce incoming bus numbers. Be assertive in keeping buses from beginning to load before they fully reach the designated area under the portico where the line forms. Ask drivers to wait to open doors until the bus has moved into the Portico loading area. You |

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|  | <p>may have to go to the second bus and speak to the driver through the driver side window.</p> <ul style="list-style-type: none"> • Watch for situations of team members cutting lines and holding spaces for other team members. Snowbird team members cutting bus lines is unacceptable and significant issues should be reported. • Enlist assistance from other parking staff when necessary. |
| Traffic Control | Take care of guests, keep the UTA and shuttle bus areas clear, greet the shuttle buses, help people avoid being hit, and assist with traffic control as needed. Keep vehicles moving through the bus and no stopping areas. Direct vehicles looking to load equipment to the 5-minute parking. When at the Portico, our role is primarily intended to be on the concrete area rather than asphalt area managing incoming traffic flow. However, it is a fine line, and in the afternoon there may not be parking staff support. Thus, at times, you may need to be on the incoming edge of the concrete to be most proactive in directing vehicles to the proper areas. |
| Snowbird Shuttle | Snowbird operates a shuttle for transporting hotel guests between Snowbird Center, Creekside, resort hotels, and restaurants. You may have guests request this service to get to The Cliff Lodge. Call Public Safety Dispatch (x5137 on the house phone or Ch. 3 on the radio), request a pick-up, and ask for an estimated arrival time to communicate to the guest. Alternatively, suggesting walking to The Cliff Lodge across The Chickadee Bridge can be better or faster for some guests. |
| Alta Transportation | <p>UTA provides free bus service between Snowbird and Alta. Please assist guests with UTA schedules and note that mid-day UTA schedules are limited. Snowbird does not provide shuttle service to Alta.</p> <p>Also, the 'Alta Shuttle' is available for guests staying in the Alta condos and houses along the Bypass Road and the Hellgate condos. Eligible guests can call 801-301-0122 from 8:30am-5:30pm for transportation. This is not a service to shuttle guests between ski resorts.</p> |

MOUNTAIN HOST SHIFT CARD

Saturday / Sunday / Holiday

| | Morning Meet & Greet | Mid-Day | Mountain Presence | Thank You & Goodbye |
|----------|---------------------------------|------------------------------|--------------------------|--------------------------------|
| G1 | Peruvian Express | Big Emma 1:45 and 3:15 | P/MB - AM | |
| G2 | Portico | Big Emma 1:00 and 2:30 | Gad - AM | |
| G3 | Plaza Deck Iv 9:45 | Big Emma 10:45 and 12:15 | Gad - PM | |
| G4 | Snow test | Big Emma 10:00 and 11:30 | Gad - PM | Creekside 3:15-4:50 |
| | Big Emma Option: | 30-minute rotations | | |
| H1 | Hidden Peak | 8:30 Tram; Hid Pk 9:00-12:00 | 1 st Mineral | |
| H2 | Hidden Peak | 8:30 Tram; Hid Pk 9:00-12:00 | 2 nd Peruvian | |
| H3 | Portico | Hidden Peak 12:00-1:30 | 1 st Mineral | |
| H4 | Plaza Deck | Hidden Peak 12:00-1:30 | 2 nd Peruvian | |
| P1 | SB Ctr 1 st Floor | 10:30 Tour | Gad - PM | |
| P2 | SB Ctr 2 nd Floor | 10:30 Tour | P/MB - PM | |
| P3 | Plaza Deck | 9:30 Tour | P/MB - PM | Portico 3:15-4:50 |
| P4 | Plaza Deck | 9:30 Tour | P/MB - PM | Portico 3:15-4:50 |
| C1 | Creekside | Hidden Peak 1:30-3:00 | Gad - AM | |
| C2 | Creekside | Hidden Peak 1:30-3:00 | Gad - AM | |
| S | Cliff Back Door | Surveys 11:00-2:00 | | |
| TL | Team Lead | Roam | Roam | |

2022 / 2023 Season

P/MB = Peruvian / Mineral Basin

Monday - Friday

| | Morning Meet & Greet | Mid-Day | Mountain Presence | Thank You & Goodbye |
|----------|---------------------------------|-------------------------------|--------------------------|--------------------------------|
| G1 | Creekside | Big Emma 1:00 and 3:15 | Gad - AM | |
| G2 | Portico | Big Emma 12:15 and 2:30 | Gad - AM | |
| G3 | Snow Test | Big Emma 11:30 and 1:45 | Gad - AM/PM | Creekside 3:15-4:50 |
| | Big Emma Option: | 30-minute rotations | | |
| H1 | Hidden Peak | 8:30 Tram; Hid Pk 9:00-12:00 | P/MB - PM | |
| H2 | | Hidden Peak 12:00-3:00 | P/MB - AM | |
| P1 | Plaza Deck | 10:30 Tour | Gad - PM | |
| P3 | Plaza Deck | 9:30 Tour | Gad - PM | Portico 3:15-4:50 |
| P4 | Plaza Deck | 9:30 Tour | P/MB - PM | Portico 3:15-4:50 |
| S | Cliff Back Door | Surveys 11:00-2:00 | | |
| TL | Team Lead | 10:30 Tour | Roam | |

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| Host Program Director - TBD |
| Hidden Peak 801-933-2117 x4219 Non Emerg x4218 Emerg |
| Ch. 1 Ski Patrol / Hidden Peak |
| Ch. 15 Mountain Host |

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| Ch. 2 Building Services |
| Ch. 3 Public Safety 801-933-2120 Alt. 801-933-2137 |
| Ch. 4 Mountain School |
| Ch. 5 Tram and Lifts |

MOUNTAIN HOST WEBSITE

The Mountain Host Website is the source for scheduling and information on our program. The primary functionality is shift scheduling. However, the site is much more than that. We are proud of our website's capability and it is getting better every season! There is a lot on the website and well worth browsing around to see its functionality. Here is a quick summary of the key features:



Scheduling Shifts

Scheduling is easy with the Mountain Host website. The website shows your current status, how many shifts you have remaining to schedule, your season's schedule, and what open shifts are available to you. Filter capabilities allow viewing unselected shifts, specific shift types, shifts worked by other Hosts, shifts on specific days, selected shift types, and more. The system presents you with messages to describe your current status such as what kinds of shifts you need to select if you are a rookie, whether you still need to choose a holiday shift or not, how many shifts you've selected so far, and how many you can select for the current round based on your seniority.

Viewing, Adding, and Dropping Shifts

Filter options provide capabilities such as viewing all available shifts, shifts on specific days, shift by type, etc. You can easily add an open shift to your schedule. You can drop scheduled shifts that are at least 2 weeks from the current date. If you need to drop a shift inside 2 weeks, you will need to find a Host to swap with and contact John or Max to update the system (more information on this in the next section).

Official Source of Who Works What Shift

You get credit for, and are accountable for, the shifts with your name on the website. If you work a shift, you only get credit for that day if you are signed up on the website. Conversely, if you think someone else is covering for your shift, you are still accountable for that shift until the website is updated with your replacement. We use the data in the system for determining meeting the annual commitment and extra tickets earned for next season.

Host Hauler Reservations — Reserve your transportation to Snowbird!

Find Key Messages and Program Documentation

Easily find the primary program documentation, relevant Snowbird information, and key external links. The Resources section of the website contains such information as the current version of the Mountain Host manual, shift card, Host phone list, website training videos, parking policy, weather, avalanche reports, UTA schedules, and more.

Status at a Glance and Your Profile

View a summary of your scheduled, completed, and future shifts. Keep track of your status toward your annual shift commitment. Be sure to verify and update your email address, phone numbers, and home address on the website as this information is a primary source for Hosts to contact you.

Contact Other Hosts

Use the website to email one, some, or all Hosts. You can contact Hosts working a particular day, send out a request for a shift swap, or find phone numbers of your fellow Hosts.

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|-----------------------------|---|
| Website | http://www.snowbirdhosts.com |
| User ID and Password | User ID: Your email address Default password: ' 5teep&Deep ' (must include the single quotes). All initial passwords are set to ' 5teep&Deep ', even if you changed your password last season. If your email address has changed, use your old email to initially log-in and then update your profile. |
| First Time Use | The system directs you to your profile page where you are prompted to re-set your password and confirm that your demographic information is correct. If you forget your password, click on link for 'forgot password', which is on the drop-down box at the top right where you click to sign in. |
| Website Support | Contact Allen 'Max' Maxwell using the "aaMaxWorks Engineering, LLC" link on the bottom of the front web page. If it is urgent, call Max at the number listed for tech support. Please use email when feasible and avoid calling after 10pm or before 8am! |

SHIFT SCHEDULING AND CHANGES

Hosts have a commitment to work **20 days** per season. On-mountain shifts are scheduled on the Host website using a multi-round process. **Rookies have a specific training sequence for initial on-mountain days** intended to facilitate learning and practicing the key roles through 3 on-mountain training days **prior** to working ‘regular Host’ days.

20 Days per Season:

The Mountain Host annual commitment is 20 days as defined in the table below. Returning Hosts receive $\frac{1}{2}$ day credit for the Mid-Year meeting and $\frac{1}{2}$ day credit for ‘Ongoing On-Mountain Training’. Further information on the refresher training is in the On-Mountain Training section.

20

| | 2022 / 2023 Date | Rookies | Returning Hosts |
|-------------------------|---------------------------|---------|-----------------|
| Rookie Indoor Training | Oct. 29 | 1 | n/a |
| All Host Training | Nov. 5 | 1 | 1 |
| On-Mountain Orientation | Dec. 19 | 1 | n/a |
| On-Mountain Training | To be scheduled | 4 | n/a |
| Ongoing On-Mtn Trng. | Not planned for 2022/2023 | n/a | .5 |
| Mid-Year Meeting | Feb. 4 (Evening) | 1 | .5 |
| On-Mountain Shifts | | 12 | 18 |
| Total | | 20 | 20 |

Early Season and Spring Season

Mountain Hosts support a limited schedule in early and spring seasons. During these times we will have a reduced staffing level, duties will differ from regular season, and we may have additional on-mountain limitations due to conditions. The typical plan is:

- **Early Season:** Opening Day through mid-December
- **Regular Season:** Mid-December – Mid-April
- **Spring Season:** Mid-April – end May. Friday, Saturday, Sunday, and Memorial Day only.

Scheduling for the 2022 / 2023 Season

Choose your desired days by making your picks during 4 rounds of scheduling. You may make **up to 5 picks** in each of the first **3 rounds**. This is followed by a **4th ‘open’ round** where everyone may choose their remaining shifts at the same time. **Each round now opens at 10:00pm the night prior to the date in the table below. Look for emails confirming any scheduling round time changes.**

You may make your shift picks later than your designated window subject to remaining availability. Also, you may make changes during the season based upon availability. If you want to make a **change within 2 weeks** of your scheduled shift, **you are responsible for finding your replacement.**

| | Group 1 Senior Returning | Group 2 Middle Returning | Group 3 Newer Returning | Rookies Group 3 |
|------------------------|--|--|--|--|
| Round 1 - Rookies Only | | | | Oct. 29 – During Rookie Indoor Training <ul style="list-style-type: none"> ➤ Schedule 4 on-mountain training classes ➤ See more about ‘Rookie Training Sequence’ on next pages. |
| Round 1 | Nov. 7 5 Picks Select 1 OGOMT if needed | Nov. 8 5 Picks Select 1 OGOMT if needed | Nov. 9 5 Picks Select 1 OGOMT if needed | Nov. 9 – Pick any 5 shifts. However: <ul style="list-style-type: none"> ➤ All picks must be for dates later than your last on-mountain training day ➤ ‘P’ shift picks must be for Feb. 1 or later (to allow sufficient Tour proficiency) |

| | | | | |
|------------|--------------------|-------------------------|--------------------|--|
| | (n/a for 2022/23) | (n/a for 2022/23) | (n/a for 2022/23) | See ‘Rookie Training’ section on next pages for more information. If you did not complete selecting your on-mountain training days at Rookie Indoor Training, select your on-mountain training days plus 5 additional Round 1 shifts. |
| Round 2 | Nov. 10 5 Picks | Nov. 11 5 Picks | Nov. 12 5 Picks | Nov. 12 - Pick 5 shifts. Same constraints as listed above for Round 1. |
| Round 3 | Nov. 13 5 Picks | Nov. 14 5 Picks | Nov. 15 5 Picks | Nov. 15 - Pick 2 shifts. Same constraints as listed above for Round 1. |
| Open Round | Nov. 16 | All groups at same time | 3 final picks | Rookies have already completed their picks. If the 4 th on-mountain training day is cancelled, rookies pick an alternate shift at a later date. |

Rookie indoor training, the preseason all-Host meeting, rookie on-mountain orientation, and the mid-season meeting are all pre-scheduled for you on the website. Just show up!

Holiday Expectations

Everyone is expected to work one holiday out of the following 6 holidays: Christmas Eve, Christmas, New Year's Eve, New Year's Day, Martin Luther King Day, Presidents Day.

Catch Up Selections

If you did not make all your allotted picks during a designated window, you may ‘catch-up’ at any time (up to the maximum number of shifts you are then eligible to select).

Tour Shifts - Maximum 7 / Minimum 2

Tour shifts have historically been coveted shifts because they are interesting work and are limited in number. Conversely, it is important that all Hosts be proficient in guiding tours.

Therefore, all Hosts are expected to schedule a **maximum of 7 and a minimum of 2 tour shifts**. The range of 2 to 7 applies to ‘P’ shifts picked during your initial 18 shift picks. If your total ‘P’ picks exceed 7, your initial schedule will be adjusted down by arbitrarily choosing shifts to drop. Hosts scheduling less than 2 ‘P’ shifts will be expected to revise their selections.

The **maximum limit only applies to the initial 4 round scheduling process**. It does not apply to schedule changes made during the season as openings become available and does not apply to special tours or other shifts that are added during the season. Our intent is to provide a reasonable opportunity for all during the initial scheduling process as well as having all Hosts proficient across the range of our duties.

Note to returning Hosts – There is no longer a scheduling limit to the number of overall weekday shifts.

May Not Be Able to Pick a Full Schedule

Several Hosts will not be able to pick a full season’s schedule during the multi-round process. Reasons include personal schedule conflicts with remaining availability, constraints arising from the Rookie training sequence, and not all shifts are initially available to schedule. If this happens, **please don’t be overly concerned**. Many shifts **will come open** as the season progresses. We typically have considerable change in shift availability resulting from personal schedule changes, illness, injury, and the addition of extra shifts for special events. If you cannot book a full season in the initial process, just be patient. Monitor the website for openings and read the weekly emails for updates and added event shifts. You will be able to meet your annual commitment!

Unable to Work a Scheduled Shift?

| How Far Out is Your Shift? | Process |
|----------------------------|--|
| More than 2 weeks | Just drop the shift on the Host website. You do not need to find your own replacement, nor let anyone know. If you need another shift, choose any opening. |
| 1 to 2 weeks | You are responsible for finding your own replacement. Contact Max or John to make the swap on the Host website. |
| Less than 1 week | You are responsible for finding your own replacement. Contact John to make the change on the Host website. Schedule changes inside 1 week should be limited to truly unforeseeable reasons . Short notice changes can be made, but present additional complexities for John and we want to minimize. Reasons include that the original schedule has already been communicated to Hidden Peak for Ski Patrol dispatch and into a permanent record that may be used for future legal liability issues. |

No Shows and Last-Minute Replacements

We each set our own schedule and are expected to plan our personal calendars accordingly. Yes, we all will have occasional unanticipated issues arise in our lives that require changes to our plans. We completely understand that.

We simply want to avoid situations where a few team members have recurring issues with forgetting to show up as scheduled or patterns of last-minute requests to find someone to cover. Fortunately, we have many wonderful Hosts often willing to jump in at a moment's notice to fill gaps. But that is an unfair burden on your peers. Please do your part with personal planning to limit issues to the truly uncontrollable events that inevitably happen in our lives.

Working More Than 20 Days

Snowbird may offer a **limited** number of opportunities to work beyond 20 shifts in return for a day pass as compensation. Most Hosts will work 20 days total in various combinations of regular Host shifts and special shifts. A limited number of additional shifts may arise where Snowbird **approves compensation with a free day pass**. If, or when, this happens, John will announce the additional opportunities via email.

Hosts who complete **more than 20 days** are compensated **at the start of the next season** with a 1-day lift ticket for each day worked in excess of 20. Example, a Host who works 22 shifts will receive two day passes the next season.

It is a balance to allow everyone a fair opportunity to schedule shifts while also ensuring that Snowbird's shift needs are fulfilled. This works best if we all help each other with a few common sense steps:

- Watch emails for guidance on whether any newly added shifts are intended to be utilized by Hosts who have not been able to schedule their 20 shifts, or whether they are fair game to any Host for going beyond 20.
- Personal schedules change causing needs to reschedule previous Host commitments. Inevitably, situations arise late in the season where someone needs to make a change and there just is not a viable open slot remaining that the Host is able to work. If this happens, please work together. Hosts needing a shift can let others know via email. Likewise, Hosts who have scheduled >20 shifts are encouraged to be flexible in offering up a few of their remaining shifts.

MOUNTAIN HOST TRAINING PROGRAMS

Rookie On-Mountain Orientation Day

Rookies participate in an **On-Mountain Orientation Day**. This is an initial orientation to the mountain with terrain dependent on early season snow cover. Content includes mountain overview, safety, avalanche control, tour walk-through, and Snowbird Center facility orientation. Snow Safety or Ski Patrol will provide an overview of how they get the mountain open on a big snow day including the progression of how terrain is sequenced to open.

Rookies participate in the ski test to certify ability to ski or snowboard at a black terrain level. Don't freak out, it's not a super difficult test. If you are not cleared at a black level, you can work but must stay on blue terrain or below. A few lessons and a re-test typically gets everyone to black certification. You must separately pass the ability test for each type of equipment you desire to use when working. The day often concludes with a memorable restaurant tasting tour!

Rookie On-Mountain Training

Your next on-mountain shifts are '**On-Mountain Training' classes** in small groups partnered with an experienced Host. The intent is to become knowledgeable and practice the key duties in a structured way. Rookies **initially schedule 4** on-mountain training days. All 4 dates are scheduled during Rookie Indoor Training. The training is structured to include 1-day in each drainage (Gad, Peruvian, Mineral Basin) followed by one day for summary and any late opening terrain. **If snow conditions permit full training in all 3 drainages during your first 3 classes, we may cancel the 4th day and rookies can schedule an alternate regular shift to meet the 20-day total.**

The on-mountain training days are designed to progressively provide training, exposure, and practice in each of our key roles. The plan includes visiting each meet/greet location, shadowing and practicing tours, in-depth orientation to key roles and areas in each mountain drainage, practicing radio usage, practicing both on- and off-mountain guest service delivery, and other elements of our role. On-mountain training days are intended to allow the opportunity to both learn and do 'real Host work' at the same time. Please wear your uniform for on-mountain training.

Each of the Rookie On-Mountain Training days has a primary focus. Normally, Day 1 is focused on Gad Valley, Day 2 Peruvian Gulch, Day 3 Mineral Basin, and Day 4 wrap-up and review. Be flexible as limited early season terrain may necessitate changes. Rookie On-Mountain Training Days are spread out from mid-December through early/mid-January. Expect that your training days will be spaced out across this time frame. Look for more info from John on exactly which dates we will have trainers available. And, please be prepared to schedule your on-mountain training days during the Rookie Indoor Training day.

Upon completion of the on-mountain training days, you will be ready to take on most 'regular' Host roles. Please let us know if you feel that additional practice or assistance is desired in any area and we will make it happen. Tours are an area where it is normal, and expected, to need a little more time and support. After the training days, we will work out whatever is necessary to provide sufficient experience and opportunities to build your tour confidence.

The training process is evolving and we welcome feedback. Our intent is to provide a structured approach through integrated training and real situation practice in all the key areas while not overwhelming anyone. Let us know how this works and how we can improve the process for next season.

Important points to consider...

- On-mountain training shifts are only available in a short window in order to get everyone done early in the season. Expect training shifts available starting about mid-December and normally completing by the first couple weekends in January.
- Arrive at Rookie Indoor Training with an understanding of your personal calendar and be ready to schedule dates. Many of the available dates will be during the Christmas/New Year holiday week. We will explain the process further at Rookie Indoor Training and get your training shifts scheduled during this meeting.

- Anticipate that it may be mid-January before you have completed the on-mountain training days. And, likely, later until you **have sufficient capability to lead a tour** fully on your own. We want you confident and capable, therefore, **Rookies cannot schedule a tour shift for earlier than February 1.** Tour shifts are identified with the designation of 'P' shifts. Returning former Hosts may lead tours sooner than February 1 at John's discretion.

Ongoing On-Mountain Training

We do not have an OGOMT training planned for returning Hosts for the 2022/2023 season. OGOMT has been extremely successful in recent seasons allowing us to skip this season. Returning Hosts will get credit toward 20 days as if OGOMT had happened this season. We anticipate OGOMT will return in 2023/2024 in a format similar to previous seasons.

We've added a new refresher training initiative for **returning Hosts**. We are excited to respond to Host requests for more on-mountain training, drawing upon successful elements of rookie training, and formalizing the effort we piloted in 2019/2020. Returning Hosts should schedule **1 training session** (expect about a half day duration, though could be a little more). This training counts as **½ day credit**. We will evaluate the program at the end of the season to determine topics and scope for the following season.

On-going On-Mountain Training sessions will be offered from mid-January through March on a pre-selected mix of dates and times. Sessions will not be available on expected busier days. Returning Hosts can schedule training sessions on the website at any time starting with Round 1. However, waiting to select beyond Round 1 will limit your choices to the remaining available slots. Training cannot be completed while working a regular shift on the same day. Please **do not** wear your uniform for training sessions.

Plan to have a fun day with more skiing/boarding than standing around. It is intended to be about a ½ day of enjoying the mountain with good friends while refreshing on a few areas. Training sessions will be in groups of about 3 Hosts with one Trainer. The focus will be advanced location names, on-mountain presence skill refresher, radio calls, and safety. The session will include selected open lifts and runs. Our first season focus is Gad/Peruvian; then Mineral Basin and a short refresh the next season. We've had great feedback from those that have completed the training and look forward to your inputs on further training improvements.

ON-MOUNTAIN EXPECTATIONS

Skier & Snowboarder Responsibility Code



Mountain safety is everyone's responsibility and the slopes are shared with guests of all ability and experience levels. The National Ski Areas Association, the National Ski Patrol, and Snowbird endorse the Responsibility Code and it is enforced as a condition of skiing and riding.

Everyone using the mountain is expected to show courtesy to others and be aware that there are elements of risk in skiing that common sense and personal awareness can help reduce. Observe the code and share with other guests the responsibility for skiing and riding safely so that the slopes are safer for everyone.

Know the Code. It's Your Responsibility.

- Always stay in control, and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail, or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to help prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

The Code & Mountain Hosts

Knowing the Responsibility Code is the starting point for our role on the mountain. Mountain Hosts have a unique broader obligation to the Responsibility Code:

- **Role Model:** Our use of the mountain should always visibly exhibit the highest standards of responsibility. Never put yourself in the position of not skiing within the code. As one of our experienced Hosts describes it, a great way to do this is to ski with an imaginary 30-foot bubble as a buffer between you and everyone else.
- **Ambassador of the Code:** Proactively take opportunities to educate and promote aspects of the code. There are lots of small things we can do with our actions and words that help reinforce the code.
- **Proactively Help with Issues:** We routinely observe issues with following the code. Use your judgment to address issues within the context of our role. Simple actions can help, such as a word of education, something said in a positive and constructive way, or a firm and loud verbal warning when something potentially risky is happening. However, remember that our role is neither enforcement nor confrontation. When you see something flagrant, dangerous, or repeat issues, get Ski Patrol involved.

Safety Always

Safety is our #1 priority and a baseline expectation ahead of everything else including guest service. We are expected to consistently follow and role model safety policies and expectations covered throughout this manual.

Remember, we have areas of the mountain that we as Hosts are expected to stay away from (gates, traverses, cliff warning areas, closed areas, etc.). Additional areas may be off limits to us from time to time dependent on conditions.



Never enter areas that have **not been cleared for public opening**. It is extremely dangerous to ski areas prior to public opening as they may be actively being worked for avalanche control. Even if you see a moving chair lift or someone else out on the run before clearance for public opening, you cannot be in any closed ski area without Hidden Peak's knowledge and explicit authorization.



Use good judgment and make smart choices. We all know that skiing and riding is inherently risky, but sometimes we let our abilities and experience contribute to poor choices. Some of these choices have led to preventable Host injuries and have even jeopardized the overall Host program.

Think about being safe when working. Make good choices in choosing runs. Stay on the beaten path and where the majority of our guests are skiing. Watch your speed and proximity to others. Follow the Host manual guidelines both in definition and, **more importantly**, in the **spirit** of their intent. In the words of one of our trusted trainers, *“Don’t be the Host that causes a policy to change on where we can / cannot ski. Just because you **can** doesn’t mean you **should**.”* Your good judgment is critical to both your own safety and continuation of the entire Host program.

DON'T
JUST DO IT.

If you feel unsafe, at risk, or uncomfortable with any assignment, **please say so** and we will modify or change your assignment. The reason might be adverse conditions, your ability, physical limitation, or any other reason that causes you to be uncomfortable with what you are being asked to do.

And, if you are in a situation with anyone at the resort that who is being excessively rude, abusive, harassing, threatening, or otherwise making you feel at risk, please **WALK AWAY**. We don't want you in such situations. Don't respond either verbally or physically. Call John, the team lead, Public Safety, or Ski Patrol as appropriate. Get safely out of the situation, get help from the right Snowbird resources, and trust that we will have your back.

Radios

Proper use of the radio is essential to our communication. Please study the protocols carefully and get lots of practice!

| | | |
|-----------------|----|---|
| Radio Channels | 1 | <p>Channel 1 is used by Mountain Operations for essential communication. Channel 1 is the communication channel for Hidden Peak and Ski Patrol. It is not to be used for general Mountain Host communications amongst our team or for conversations.</p> |
| | 15 | <p>Channel 15 is used by Mountain Hosts. This is the channel we use for communications between ourselves. Our radios should always be tuned to Channel 15 and we switch to Channel 1 or another channel only when needed for a specific purpose.</p> |
| Using the Radio | | <ul style="list-style-type: none">➤ Push and hold the talk button, pause briefly before starting your message➤ Protocol: First identify yourself followed by whom you are calling. Example: “This is Host John. Calling Hidden Peak.” Or, “Host Mary calling Host Bob”➤ Hosts with previous radio experience elsewhere will notice that Snowbird’s protocol differs from what is typically used in radio communications. Snowbird radio calls start with identifying yourself followed by whom you are calling; this is done to ensure the caller hears you through whatever conditions may exist. |

| | |
|---|--|
|  | <ul style="list-style-type: none"> ➤ Repeating whom you are calling can help ensure you are not cut-off and the other person hears you. ➤ Wait for a response before proceeding with your message. This is especially important when calling Hidden Peak as they may be dealing with other urgent issues simultaneously. Example reply: "This is Hidden Peak. Go ahead Host John." ➤ Proceed with your message. Examples are below. ➤ Ch. 1 – Listen before beginning to talk on Ch. 1 to ensure that there is not emergency communication in progress. If so, call Hidden Peak via the non-emergency phone line (phone number is on the shift card). |
| The 5 “C” s | <ul style="list-style-type: none"> ➤ Clear – speak in a clear, distinct voice ➤ Concise – say what is needed, using as few words as possible ➤ Correct – think before you talk to ensure you give the correct information about the situation and location ➤ Complete – provide the major details, skip the lesser stuff ➤ Calm – talk in a calm voice. Your message will transmit much better in a calm voice rather than when shouting in the upper ranges of excitement. Don't share your inner panic to those around you as they are already upset enough and need to hear your cool, calm, collected demeanor. |
| Plan Your Communication | <p>Think through what you are going to say before starting your radio conversation. You will be far more effective and come across in much better control of the situation by not rushing into the transmission. Plan the key points you need to convey, decide how to describe your location, and determine what assistance you are asking for. Use the 5 “Cs” (Clear, Concise, Correct, Complete, and Calm) to help decide what you need to communicate.</p> |
| Know Your Location | <p>Locations are best described using 2 or more reference points. Examples:</p> <ul style="list-style-type: none"> ➤ Upper Emma, just below road from restaurant, on skiers left ➤ Bassackwards on flats between Gad 2 and the elbow turn ➤ Chips near Peruvian Express tower #17 <p>Snowbird is a big resort and it can be difficult to describe your exact location. As you ski around the mountain, it is a good idea to periodically mentally practice how you would describe your location if a need arose wherever you are located. Get some practice before an urgent situation arises.</p> |
| Important Points | <p>Always remember to first identify who you are and whom you are calling. Repeating information is a great way to acknowledge what has been said and ensure that both parties have the same understanding.</p> <p>Radio communication can have only 1 person talking at a time. Be sure to wait for a pause in radio traffic before starting your communication. And, pause between portions of your conversation to allow the other party to respond. If you encounter an extremely time critical situation and there is a conversation in progress on Ch. 1, the protocol is to interject with 'Break Break Break' to request the other parties to yield to your communication need.</p> <p>Radios are not just for emergency communications. Hosts should utilize Ch. 15 for work related communications between Hosts, for advising your partner if you must be late for an assigned shift, to ask for help from each other, etc. Use Ch. 15 as necessary since it is almost dedicated just to our team.</p> <p>Chest packs are the time tested and approved way to carry radios. Chest packs and radios should be worn under your top uniform layer. Radios are extremely expensive and proper use of a chest pack is the most secure way to carry it.</p> <p>If you turn your volume down for an in-person conversation, remember to turn the volume up when done. We have had recurring issues with volume remaining turned down resulting in important communications not being heard.</p> |

| | |
|--|--|
| | <p>Inform John or the Team Lead if you encounter radio operation problems including a chirping tone that indicates a battery charge problem.</p> <p>Use of radios is not permitted when you are not working and not in uniform.</p> |
| Your Responsibility to Listen | <p>It is your responsibility to listen to radio communications all day and respond appropriately. Remember to turn your volume back up after decreasing it for a guest conversation. Be careful when you remove the ear piece or turn the volume down at lunch. Ask for communication to be repeated if the sound was garbled.</p> <p>Find a way to monitor communications and respond when called. If there is a safety issue and you cannot hear the call, it could endanger you and guests.</p> |
| Ear Pieces, External Microphones, and Batteries | <p>Personal ear pieces may be purchased at your expense. Also, a few extra external microphone adapters are available for use first come, first served. At the end of the day, remember to remove these devices from the radio.</p> <p>A decreasing twittering sound means the battery is about to run out of power. Either the battery was not fully charged or it is no longer holding a full charge. If you hear this sound, please let us know so we can determine if the battery needs replacement.</p> |

Example Radio Communication

You: This is Host Sue. Calling Hidden Peak. Hidden Peak.

Peak: This is Hidden Peak. Go ahead Host Sue.

You: Female skier down just above Phone 1, skier's right in the middle of the flats. Potential leg injury and in a lot of pain. Request customer or guest service.

Peak: I understand you have a female skier with a leg injury. Skier's right on phone 1 flats. We have someone on the way. Will you be standing by?

You: Yes, I will stay at the location. A pair of skis are crossed above us.

There may be more communication about the injured skier. Answer as best as you can. Ski Patrol will arrive and take control of the scene. Help in whatever way is needed; often it is best to stay at the scene to assist with traffic control.

Remember:

- Communicate who you are
- Wait for acknowledgment
- Communicate location and quick facts

Mountain Injuries & Accidents

| Call for Help |  <p>Upon arriving at an accident, assess the scene and call for appropriate assistance. Hidden Peak is on Channel 1. Other options depending on your location are calling Hidden Peak on extension 4217, calling emergency assistance on extension 4218, or calling Hidden Peak on your cell phone at 801-933-2117.</p> | | | | | | | | |
|----------------------------------|---|----------------------------------|--------|--------------------|-------------------------------------|----------------------------------|---|------------|---|
| Factual Communications | <p>Describe the situation and assistance required factually, without adding speculation or inappropriate medical judgment. Some examples:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="padding: 5px;">Inappropriate / Less Appropriate</th> <th style="padding: 5px;">Better</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Separated shoulder</td> <td style="padding: 5px;">Guest has potential shoulder injury</td> </tr> <tr> <td style="padding: 5px;">Skier says he has blown out knee</td> <td style="padding: 5px;">Skier reports potential knee injury and severe pain</td> </tr> <tr> <td style="padding: 5px;">Concussion</td> <td style="padding: 5px;">Skier is unresponsive. Potential head injury.</td> </tr> </tbody> </table> | Inappropriate / Less Appropriate | Better | Separated shoulder | Guest has potential shoulder injury | Skier says he has blown out knee | Skier reports potential knee injury and severe pain | Concussion | Skier is unresponsive. Potential head injury. |
| Inappropriate / Less Appropriate | Better | | | | | | | | |
| Separated shoulder | Guest has potential shoulder injury | | | | | | | | |
| Skier says he has blown out knee | Skier reports potential knee injury and severe pain | | | | | | | | |
| Concussion | Skier is unresponsive. Potential head injury. | | | | | | | | |

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|---|---|-------------------|---|--------------|----------------------------|
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| Major head injury | Obvious head injury. Urgent. Witness on scene reports seeing victim hit head on tree at high speed. | | | | |
| Heart attack | Severe chest pain. Urgent. | | | | |
| <p>If the emergency is urgent, explicitly convey the urgency when you call for help. This is especially critical for potential head injuries, unresponsive, not breathing, bleeding, obvious broken bones, etc. Your accurate description will enable Hidden Peak to quickly dispatch the right response to the situation.</p> | | | | | |
| Performing First Aid & Medical Response  | <p>Respond medically only to the level that you are comfortable and properly trained.</p> <p>In most situations, it is appropriate and preferred to wait for Ski Patrol and let them perform first aid or provide other medical response. However, you may encounter other situations that require more immediate intervention. For these cases, it is important to respond to the level that you are comfortable and appropriately trained.</p> <p>Your judgment is important. Your action may make the difference in an urgent medical need. Conversely, in other situations, you could make the situation worse particularly if you don't have the proper training, you don't have the proper medical equipment or protections, you don't know Snowbird's incident protocol, etc.</p> <p>We realize that some Hosts have medical training, emergency response training, or prior Ski Patrol experience. If this is the case, talk to John well in advance to ensure that you and Snowbird have a mutual understanding of what you can and cannot do.</p> | | | | |
| Control the Scene | Control the scene including calming the victims and witnesses. Reassure the injured party that Ski Patrol is on the way and that they are well qualified to help. Perform traffic control to warn on-coming guests and keep everyone safe. Keep all involved parties and witnesses at the scene. | | | | |
| Incident Report  | Ski Patrol completes a written incident report for all accidents. Utah law requires all involved parties and witnesses to remain at the scene , just like an auto accident. You can help by explaining this to involved parties and witnesses, by beginning to record key information such as names and key facts ahead of Ski Patrol arrival, keeping everyone calm and present at the scene, etc. You may also be one of the witnesses and be asked to provide your statement for the incident report. If someone insists on leaving the scene, do your best to get their description. | | | | |
| Life Flight  | <p>Unfortunately, mountain injuries sometimes require helicopter evacuation. Ski Patrol will be extremely busy attending to the injured person and securing the helicopter landing area. Nearby chair lifts and ski runs are often abruptly closed. Hosts will often not be notified of an incoming helicopter due to Ski Patrol being too busy with their primary duties. Never interfere with Ski Patrol's control of the injury or helicopter landing area.</p> <p>Our team can assist in traffic control outside the landing zone and we can provide guest information at the top and bottom of closed chair lifts. If you see a circling or landing helicopter, get on Ch. 15 and inform the Host team. Likewise, if you see a lift closed due to Life Flight activity, get on the radio and let us know. Any available nearby Host should assist with traffic control around closed areas and informing guests of what to expect. Depending on our locations, we will attempt to position Hosts at the top and/or bottom of closed lifts and near the landing area perimeter.</p> | | | | |

Customer Service, Not Courtesy Ride



Mountain Hosts should **never** call Hidden Peak and **request a courtesy ride** for a guest. Please do not offer, promise, or set an expectation of a courtesy ride to a guest. Instead, the proper protocol is to call Hidden Peak and **request customer service or guest service**.

No matter what situation is encountered with a guest, **do not** offer, promise, commit, or request a courtesy ride down the mountain. Call Hidden Peak, concisely and factually describe the situation, and if appropriate ask for ‘customer service’ or ‘guest service’. The proper Ski Patrol response will then be dispatched to the scene. Let Ski Patrol do their job in assessing the problem and they will make the decision on what action to take next.

Why? Many situations can be successfully handled with 1 Ski Patrol resource and in a short period of time. Dispatching a sled for a courtesy ride call will tie up 2-3 Ski Patrollers and the equipment for a much longer amount of time. Many situations do not actually require the guest to be transported downhill. Inappropriately engaging this service is essentially a false alarm that has a large resource and time impact, plus puts at risk response to other more urgent mountain needs.

Stay at the scene until Ski Patrol arrives. Our uniform is far easier for Ski Patrol to spot than some non-descript person. And, staying with the guest is better for their confidence and safety. If you see someone above you that needs Ski Patrol assistance, stay where you are to direct Ski Patrol to the proper person.

Tram/Lift Usage & Skiing Together



Hosts are expected to use the normal guest lines for accessing the Tram and chair lifts. When possible, please ride chair lifts with guests rather than traveling single or with another Host. These are terrific opportunities for guest interaction, and we want to make the most of them.



Hosts should spread out and avoid skiing/riding together. Two people in different places see many more opportunities to assist guests than four eyes watching the same area. Likewise, please refrain from skiing/riding with off-duty Hosts, friends, and family. You are more than welcome to meet a guest in need on the mountain and ski with them if you are feeling lonely!

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| Tram & Lift Lines | <p>Mountain Hosts are expected to access the Tram and chair lifts through the normal guest lines. We do not want guests to perceive that they are waiting in line longer than ourselves. And, this provides additional opportunities to converse with guests while in line. We don't use the Tram Back Door, the Ski Patrol lift line, or the Mountain School / Seven Summits lines. Some of these are paid privileges and we do not use them even for complimentary tours.</p> <p>Please use the opportunities when waiting and riding Tram/lifts to talk to guests. It's a great time to interact. Be conscious and courteous of our guests and do all that you can to be gracious and helpful in moving the line ahead.</p> |
| Generally No Cutting Lines | <p>Tram and lift lines should almost never be cut by Hosts. Certain truly unusual situations may be considered for specific exceptions.</p> <ul style="list-style-type: none">➤ Morning Meet/Greet at Hidden Peak and Peruvian Express should utilize pre-public access. HP Hosts should ride the 8:30am pre-public Tram (8:45 if available). Peruvian Express Host rides a pre-public chair at about 8:55am and after getting permission from the lift operator.➤ Mid-day HP shifts should use the normal public Tram line➤ Late Tram opening may be a reason to use the Tram back-door to get assigned Hosts being to the peak for first public Tram car arrival. Seek permission first from the Tram gate monitor or other Tram staff. |

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| | <ul style="list-style-type: none"> ➤ Gad-Zoom line should not be cut for access to Big Emma shifts. Most days the singles line is reasonable enough to get Hosts to our shifts. |
| Ride Chair Lifts with Guests | Please always try to ride chair lifts with our guests rather than riding single. It is a great time to answer questions or ask a guest about their day. Also, Hosts should not ride chair lifts together. We can maximize the number of guests we interact with by spreading ourselves out on the lifts. Even if you arrive at the lift line at the same time as another Host, please take separate chairs so that you can each talk to more guests. |
| Safety Bar | Chair lift safety bars are a safety device that everyone should use. Please set an example by using the safety bar whenever riding a chair lift as a Host (with or without other riders on the chair). |

Helping One vs. Greater Number

You may encounter someone who needs help with something other than what you are assigned to do or needs more assistance than you can provide along with your assigned duty. An example is while doing Big Emma guest service you see a skier across the hill struggling with lost equipment or in conditions beyond their ability level. Another example is encountering a guest support need while you are traveling to relieve another Host who is depending upon your timely arrival.

It is a fine line between helping that one person vs. not doing what you need for all the others that you should be helping while doing your assigned duty. And, there are often other Hosts relying upon you to arrive where you are supposed to be and do the role that you are assigned.

If you can complete your own assignment and also support whatever guest need you encounter, that is great. However, when you cannot do both, first consider your other options for assisting that guest. You may be able to get assistance by radio from another Host in the area or Hidden Peak may be an appropriate option. Please at least ask for assistance from others before abandoning your assigned duty to assist a guest. Obviously, if the problem is truly urgent, use your judgment and do the right thing. Whenever you must leave your assigned duty, use the radio to communicate your intentions. This allows us to potentially get back-up support in place and avoids leaving your 'bump' wondering where you are.

If a guest assist down the mountain is going to take an excessive amount of time (we have experienced assists beyond 2 hours), call Ski Patrol and get their assistance with the guest.

Special Resort Events & Other Ad-Hoc Mountain Support



Mountain Hosts occasionally will be asked to help with special events or with unique issues that arise. Examples include providing race course traffic control, avalanche gun warning or protection, crowd control, keeping guests moving after exiting chair lifts, ski equipment control, keeping guests out of dangerous areas, providing guest information related to roads or other resort issues, etc.

Many of these needs are known at the start of the day and can be planned for during morning meeting. Other needs arise in an ad-hoc fashion as the day unfolds. Please listen for radio communications from John or the Team Lead requesting help with the specific needs of the day. Requests originating from other departments should be routed through John Cotter or the Team Lead.

Hosts that are available should offer to support whatever need is requested. Generally, if you are doing an assigned shift of meet/greet, speed control or Chickadee, please stay with your assignment and let another available Host assist with the request.

Our assistance on these issues at times can be amongst the most interesting and rewarding of our work. And, the other end of the spectrum can sometimes be mundane or even frustrating assignments, such as when we were asked to provide information on out-of-order rest rooms. Remember, this is all part of the job and it is all an important aspect of Snowbird's ability to deliver both a safe and memorable positive guest experience.

Snow Test Assignment

Hosts without a Meet & Greet assignment may be assigned to be a ‘snow tester’. This role is to get out on the mountain as soon as the resort opens, check on Mid-Gad Restaurant ski racks, ski/ride a sample of the key intermediate guest areas, and provide a radio report on conditions to all Hosts. Typically, take one main run in each open drainage and focus on the standard tour route. Do a radio report after each drainage communicating relevant information such as weather, wind, condition of runs (excessively firm or fast?), closures, etc. Hosts use this information to answer guest questions and to guide the upcoming tour.

Check the Mid-Gad Restaurant ski racks for proper location positioning. Ski racks are the responsibility of the restaurant staff. If they are not in the correct location, check with the restaurant staff and offer to help reposition the racks. Alternatively, if it is an easy adjustment and you are physically capable of safely repositioning ski racks, consider doing it yourself. Check for sufficient spacing to allow guests to access between the racks and the patio deck.

Supporting Snowbird’s Business

Keep in mind that all team members collectively support Snowbird’s business. There are times when our actions, however well intentioned, can be perceived as contrary to Snowbird’s business model. It is a fine line between what services should be sold vs. provided complimentary. Our choice of words can adversely impact Snowbird’s business. Your judgment is important and often perception is as critical as reality. Some recent Host examples to illustrate the point:

- Ticket sales are central to Snowbird’s business. **Offering, giving away, or selling** your comp passes, 50% discounts, or Tram walk-on passes to guests with whom you have **no previous relationship or personal connection to**, is competing with Snowbird. Your comp tickets are intended for you, your family, or friends.
- Mountain School is also a critical revenue source. We **cannot be perceived as instructing** or providing ‘lessons’. Offering a few skills pointers when asked and necessary coaching for guests you are assisting down the mountain is fine. Respect Mountain School’s role and know when to talk-up the value of a lesson.
- Offering ‘free stuff’ in immediate **proximity** to its sale is not helpful to Snowbird. For example, passing out Snowbird stickers near a retail location that sells the same product. Or, approaching a guest on Hidden Peak in proximity to a professional Snowbird photographer saying “Would you like me to take your photo?”. Please wait to be asked by the guest, and even better say something like “Yes I can, but our professional photographer can take much better photos, with no obligation to buy”.
- Finally, no matter how much you personally don’t care for a Snowbird product or service, it is **never appropriate** to share that with a guest. For example, “the food at XYZ is not very good”.

Bottom line, look for opportunities to encourage, recommend, and promote Snowbird’s entire business.

Special Event Shifts

As the season progresses, there will be opportunities announced to schedule shifts to work special activities and events. Examples include guest appreciation events, races, competition events, special group tours, and support of other large group visits. Look for these opportunities to be announced in the weekly update emails.

Shifts added for special activities or events are **full day shifts** normally beginning at **8:00am** and ending at **4:00pm**. Occasionally, a different time frame is needed and will be communicated upfront. Hosts working these special duty shifts have the activity or event as their primary role for the day. Should the activity or event wrap up early, Hosts working these shifts spend the remainder of the day working on-mountain presence or filling in as needed elsewhere.

Unless announced as ‘approved for extra day compensation’, special event shifts need to fit within your 20-day season total. If you are scheduled for 20 days, adding a special event shift requires dropping another shift. You may fulfill your 20-day annual commitment through any combination of regular shifts or these special shifts.

Rookies are encouraged to minimize scheduling special shifts in order to learn the core Host roles during their first season and, at minimum, need to first complete their 3 on-mountain training days.

OFF-MOUNTAIN INFORMATION

Getting Ready for the Season

The Mountain Host program includes an integrated series of hiring and training activities designed to deliver a consistent guest experience. Rookies have a more extensive training series than do returning Hosts. The following are the key components and how they differ between rookies and returning Hosts.

| Activity | Rookie | Returning Hosts | Description |
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| Documents | ✓ | ✓ | All Hosts must annually complete Snowbird volunteer relationship documents. This is a mandatory step before ski pass activation. |
| Rookie Indoor Training | ✓ | | Rookies attend a 1-day pre-season classroom style training session. Rookie training day is a comprehensive crash-course style overview. |
| All-Host Training | ✓ | ✓ | All Hosts attend a 1-day pre-season training session in November. If you miss or are excused from the All-Host meeting, you are expected to work another day to meet your 20-day commitment. |
| On-Mountain Orientation, Ski Test, & Food Fest | ✓ | | Rookie On-Mountain Orientation Day includes mountain overview, resort information, safety, avalanche control, tour walk-through, exposure to the key Host job tasks, Snowbird Center facility tour, etc. Rookies get certified in ability to ski or snowboard at blue vs black terrain level. The day often concludes with a memorable restaurant tasting tour! |
| Rookie On-Mountain Training | ✓ | | Rookies complete 4 (possibly 3) structured On-Mountain Training Days prior to working regular Host assignments. |
| Mid-Season Meeting | ✓ | ✓ | All Hosts are expected to attend our mid-season meeting. The mid-season meeting is usually on a Saturday in late January or early February, starts early-evening, and lasts about 4 hours. If you miss or are excused from the mid-season meeting, you are expected to work another day to meet your 20-day commitment. |
| Ongoing On-Mountain Training | | ✓ | Returning Hosts attend one on-mountain refresh training session. More information in the 'On-Mountain Training' section. Note: We are not doing OGOMT in 2022/2023. We anticipate OGOMT returning for the following season. |
| Host Parties | ✓ | ✓ | Mountain Host parties are legendary social events you won't want to miss! |

All Hosts are **expected to attend** the relevant training meetings. Important information is presented that you will need for your role. Please make every effort to attend so we do not have to play catch-up in communicating information!

Arriving at Snowbird

Commuting to work at Snowbird can be more challenging than you may think. Snowbird strongly encourages team members to use shared transportation. Team member parking restrictions are in place during most of the season. Snow conditions and road closures require planning, communication, and flexibility on your part. Please note the following, especially the expectation for prompt arrival after the road re-opens.

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| Traveling to Snowbird | Snowbird has limited parking and it is important to maximize guest access to available parking. Finding parking should not be a negative guest memory! |
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| Traveling to Snowbird continued  | <p>All team members are strongly encouraged to take the Ride Share vans, UTA buses, Canyon Transportation, or carpool.</p> <p>Riding the UTA canyon bus is free with your Snowbird pass. And, the UTA bus is often a great opportunity to socialize with other Hosts!</p> <p>Hosts should role model using shared transportation so that we do our part to enable a better guest experience, spare the canyon further vehicle pollution, and promote safer road travel.</p> <p>Always swipe/tap your Snowbird pass when you get on and off the UTA bus. This tracking system is important for UTA to determine the most effective bus routes and schedules. Team members are expected to not park in the UTA park/ride lot at the mouth of the canyon.</p> <p>If you do drive, be aware of canyon snow tire and chain requirements established by UDOT and the Unified Police Department (UPD). These are posted at the canyon entrance and also communicated at the start of the season.</p> |
| 'Host Hauler' Shuttle Van  | <p>Enjoy the camaraderie of riding with your fellow Hosts! We have a UTA RideShare van for the Host department driven by John or other Hosts. The van always begins at the 9400 South 2000 East UTA Park and Ride lot. By request we can also pick up at the LDS church at 9400 S 3100 E. The Host Hauler does not pick-up at the LCC mouth Park and Ride lot. Convenient Snowbird drop-off at the Portico!</p> <p>Normal departure times unless otherwise communicated are:</p> <ul style="list-style-type: none"> • 7:10am Friday, Saturday, Sunday, and holidays. • 7:30am Monday-Thursday non-holidays. • 7:00am snow mornings and/or planned road closure mornings. Significant anticipated road issues may require a 6:45 departure. See important information below and in the 'Road Closure and Snow Morning' section. Monitor your email from the night prior to your shift and up until leaving home for specific departure times and updates. <p>Our goal is to operate the Host Hauler van on most days. The Host Hauler consistently operates on the busier days which include Friday-Sunday and holidays. Most weekdays are also included. However, there are occasional days (usually weekdays) that we may not have a driver available. The schedule and reservations are available on the Host website. It's your responsibility to ensure there is a van scheduled, make a reservation, and monitor email for departure time changes. Reservations are available even if you are not working, though there may be days when non-working Hosts are bumped in favor of those working. Variations in end of workday times for John or yourself may necessitate riding a UTA bus down canyon.</p> <p>IMPORTANT: Snow mornings and/or planned road closures necessitate early departures. And, we may ask ALL working Hosts to ride the Host Hauler. This is important to ensure we can stage near the front of the canyon queue and to get our full team to the Bird ready to assist arriving guests. See more info in the 'Road Closures on Snow Mornings' section. Monitor your email for departure time updates, especially when significant snow fall is forecast.</p> |
| Team Member Parking | <p>Snowbird has a team member parking policy, which designates areas where team members can and cannot park. Parking restrictions are necessary to ensure that our guests have priority access to and sufficient ease of parking.</p> <p>All team members, including Hosts, are expected to comply with Snowbird parking policies. Parking policy specifics and effective dates are communicated at the start of each season.</p> |

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| Team Member Parking (continued)  | <p>The parking policy applies to both work and non-work reasons for driving to Snowbird. Hosts who must drive to Snowbird are expected to register their vehicles with Public Safety.</p> <p>Observe posted parking safety restrictions including the color-coded parking lot signage. Green=No Restrictions. Yellow=Parking Restrictions such as a posted closing time. Red=Lot Closed. Occasionally, the Superior Lot is coded 'red' and closed due to avalanche danger.</p> <p>When approaching Snowbird Center, please use the pond pathway for safety rather than cutting across the parking strip valet parking area.</p> |
| Canyon Road Alerts | <p></p> <p>Hosts should subscribe to both the Snowbird and Unified Police Department canyon road alerts. Road closures and openings are often announced in advance; therefore, using these alert services is a good way to plan your commute approach. Road condition information is always subject to change and may not be communicated in advance.</p> <p>Snowbird offers a text message service that is often the fastest way to get road change information. Additionally, Snowbird's public Twitter feed includes road and resort information - @SnowbirdAlerts</p> <p>The Unified Police Department offers Twitter and Facebook canyon road alerts. Follow @CanyonAlerts. More info at www.canyonalerts.org</p> <p>See social media section below for additional road and canyon information options.</p> <p>Additional options for road and mountain conditions include Mountain Ops update line 801-565-5944, Snowbird's Snow/Road conditions line 801-933-2100, and Snowbird.com.</p> |

Road Closures on Snow Mornings

 One of the most critical times for guest service is time immediately following a snow morning road re-opening. Nothing is normal on a snow morning, everything is in chaos, and guests may need a substantial level of assistance. Snowbird's resources are usually stretched thin, guests are frustrated about spending several hours of their ski day waiting in traffic, and nothing looks or seems normal to guests. Guests are often in search of the most current information concerning the status of the mountain and there is a big need for our service. Therefore, it is extremely important that we be amongst the first to arrive after the road opens and be at our assigned locations as quickly as possible.



Policy: We expect that you arrive at Snowbird in a **reasonable time** following opening of the canyon road. A reasonable time is defined as **within 45 minutes following the road opening**. We follow a **2-strike rule**. The first time you arrive later than 45 minutes after road opening will result in a **warning**. The second time this occurs, you will **not get credit for the day**.

Riding the Host Hauler is our very strong recommendation for the best (and sometimes only) transportation to arrive within 45 minutes of snow day road opening. We will do our best to provide Host Hauler transportation on days the road is closed or scheduled to close and to communicate to all scheduled Hosts. If there is not a Host Hauler, the next best option is to ride the UTA bus as described below.

The Host Hauler departs on snow / road closure mornings at 6:45am from the 9400 South 2000 East Park and Ride. **Watch your email** for communications on snow day Host Hauler plans. All working Hosts are strongly encouraged to ride the Host Hauler, regardless of whether coming from a direction that the Park

and Ride is inconvenient and/or working a late shift. We will find a way to accommodate all working Hosts either in the Host Hauler or a volunteer additional vehicle. Any additional vehicles must be equipped with 4-wheel drive and snow tires. Both vehicles will caravan together and utilize a critical employee pass to stage in the canyon early.

UTA bus is the next best transportation alternative to arrive within the **45-minute window**. Note that UTA bus is becoming increasingly unreliable on powder frenzy mornings as you are competing for a ride with increasing numbers of guests also trying to get up canyon first. If using UTA when the road is closed, it is imperative to still board whatever bus departure that would normally get you to Snowbird in time for the 8am meeting. The reason is that these early morning UTA buses are typically allowed to move to the front of the traffic line and be staged in a waiting area until the road opens. This allows you to be amongst the first vehicles to arrive at Snowbird, typically within 15 minutes of the road opening.

If you choose to drive your own car you should plan on staging yourself in the traffic waiting line to arrive at the break room within the 45-minute window. This can be very difficult and unreliable since UPD does not always allow lines to form in the canyon you could find yourself far back in a long traffic snarl. If you must drive, plan on getting your car in line **no later than 7am** no matter what time the road is scheduled to open.

Upon your arrival at Snowbird, please promptly meet in the break room for an abbreviated morning meeting. We will communicate the most current mountain information, assign resources to the areas of greatest immediate need, and quickly get on with helping guests.

The Bottom Line... Mountain Host guest service is critical to the resort on snow mornings. We need you on time and ready to help guests. Thanks to those Hosts that have repeatedly proven that utilizing the Host Hauler or 7am bus works best on snow days. You are accountable for arriving within 45-minutes of road opening. The Host Hauler is our strongly recommended option. It doesn't matter the reason why you are late, whether it be the bus was full or the road was snarled up. We have implemented a 2-strike rule as a result of multiple past snow day arrival issues. First time warning, second time no credit for the day. We need your help to make this work!

More Morning Road Closure Scenarios

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| Pre-Announced Closures | Road closures are often announced in advance. "Road will be closed 6:00am to 8:00am" is a common alert that is sent the evening prior. If you are riding the Host Hauler, watch your email for announcement of 6:45am departure time. Alternatively, you always have the option of driving yourself prior to the road closure start time if you prefer. Remember, the basic guideline remains to arrive within 45 minutes of road opening. |
| Host Hauler 6:45 / Emails | Host Hauler departure time on snow / road closure morning is 6:45am . Watch for email updates communicating snow morning status both the night before your shift and also early morning the day of your shift. |
| Extremely Long Closures | If it unlikely that the road will open in time to allow a reasonable day of work, John has the option of cancelling the day and providing credit for having worked the day. |
| Call John  | You are always welcome to phone John Cotter if you have a unique situation or want to communicate your status. John may have additional information about road conditions and plans, though often not more than what has been communicated by UPD and Snowbird road closure services. |
| Mid-day Closure/Not Re-opening | Occasionally, there is a mid-day road closure with the possibility of the road not re-opening. When this happens, we will do our best to get you out of the canyon before the closure or at the earliest possible time. |

Thank you in advance for your understanding, support, and time spent waiting on buses or in the traffic line. While we would all rather not spend our morning this way, it is a necessary aspect of operating a resort with powder like Snowbird enjoys.

Starting Your Day

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| Start Time | All Host shifts start at 8:00am . Please be on time! We meet in the team member break room. Please be ready to start your day when you arrive at the meeting. |
| Morning Meeting | <p>There is no longer a later start time for ‘Late’ shifts, nor an alternate start time for Monday-Thursday. Critical information is discussed in the morning meeting and it is important that everyone participate in hearing the full communication and to avoid repeating information. Also, 8:00 start allows time for Hosts to reach further away Meet/Greet locations by 8:30 such as Creekside.</p> <p>Morning meeting covers topics such as shift assignments, information dissemination, weather and snow conditions, terrain openings/closures, information on the day’s events, recurring issues and focus areas, changes to our assignments, and more. Morning meeting is from 8:00 to approximately 8:15. Use the time from end of meeting to arrive at your assigned Meet/Greet location by 8:30. The expectation is that all Hosts are at their assigned meet/greet location not later than 8:30.</p> |
| Equipment | Radios, loaner chest packs, and other supplies are picked up at morning meeting. Radios are numbered ; please take the one corresponding to your shift number. |
| Ski Patrol Mountain Report | Ski Patrol usually provides a morning mountain report for the Host radio channel. Time is approximately 9am, depending on how busy Ski Patrol is with getting the mountain ready for opening. Listen for useful information such as lift openings/closures, ski area openings/closures, event locations, and notable mountain conditions. |
| Early Trams |  <p>We occasionally have the privilege of taking an early Tram to enjoy skiing ahead of public opening. Generally, this happens 2-3 designated weekends per season. Look for announcements in the weekly email updates. When we have an early Tram privilege, our schedule typically involves meeting at 6:45am, riding the 7:00am pre-public Tram, and holding our morning meeting at the top of Hidden Peak. We take a run down the mountain together, usually have time for a second Tram run, and get back to Snowbird Center for 8:30am Meet/Greet. Wear your uniform for early Tram whether working that day or not. Early Trams are weather dependent. Check your email before coming up early to ensure we have not had to cancel. While taking the early Tram is optional, these are a terrific opportunity to have a unique ski experience and everyone, working or not, is strongly encouraged to join us.</p> |

Ending Your Day

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| On-Mountain Until 4pm | Please stay out, on-mountain and assisting guests until 4:00pm. Not 3:30pm, not 3:45pm, not 3:55pm. The end of the day is an important opportunity to assist guests. Stopping at Mid-Gad, on Big Emma, at the top of Wilbere or many other locations are a great point to field questions on “how do I get back from here?” If you find yourself with extra time, take another lap on Wilbere or do something else useful until 4pm. The key point is stay out on the mountain with guests until 4pm. |
| Radios and Other Equipment | <p>Return radios, chest packs, and other equipment to the Host office. It is extremely important to return your equipment before leaving, as someone else must use it the next morning.</p> <p>Power off your radio and return it to the designated charger (G1 radio goes in the G1 charger, etc.) and ensure that the charger light has turned on indicating that the battery is re-charging. If you forgot to return your radio or cannot access the Host office, please phone John.</p> |

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| Late Shift Ending Time and Radio or Phone | <p>Hosts working Portico and Creekside Late shifts are expected to stay at their assigned thank you/good bye locations until guest levels dissipate and we are no longer needed. We should be available for the majority of departing guests. Typically, this is 4:50 or, sometimes, a little later.</p> <p>Late shift Hosts may either keep their radio or use house/cell phone for contacting other Snowbird staff during late shift. Quick emergency communication can be critical so please be prepared with a radio, familiarity house phone locations, critical phone numbers such as Public Safety programmed in your cell phone, and/or shift card phone reference handy. If you use a radio, return it to the Host office before ending your day.</p> |
| Potential Need to Work Beyond End of Shift | <p>Canyon weather and road conditions may necessitate asking Hosts to work beyond their scheduled end-of-day. The typical scenario is a road closure due to snow or ice, road avalanche shoot, or an accident. While these are infrequent problems, they sometimes happen near the end of the day. Road closures can last several hours, guest confusion and tension can rise dramatically, vehicle and bus traffic can be snarled well beyond the road reopening.</p> <p>We may simply need your help managing guest services beyond the scheduled end of your shift. These scenarios are chaotic and our assistance is invaluable to guests and Snowbird. While staying later is strongly preferred, it is a request. We understand that personal commitments may require you to leave on-time (though if the road is closed, you won't be going anywhere anyway).</p> <p>Since these scenarios vary considerably and conditions can change quickly, please listen closely to the radio. John or the Team Lead will communicate the information we have. We often reassign Hosts to locations where we can best assist with whatever is happening. Normally, we will move Hosts to locations such as Portico, Snowbird Center, Creekside, or parking areas. Keep your radio until you leave so that we can stay in communication.</p> |

Your Feedback & Ideas

Your input, feedback, and great ideas are critical to continuous improvement of the Mountain Host program and Snowbird itself. We sincerely want to hear your thoughts, concerns, and ideas. Every year, our Mountain Hosts provide great suggestions that are implemented for both the Host Program as well as for other areas of Snowbird. Often, we are in the best position to see what can be improved from a guest perspective.

Please don't assume that your idea or issue is too small, that someone has tried unsuccessfully before, or that no one will listen. Be specific with your concerns, suggestions and solutions. While there are often appropriate reasons why your suggestion cannot be implemented, let's at least have the discussion and maybe we can together come up with an even better idea.

Finally, we operate on the principle of being up-front and honest with each other and that works in both directions. If you have an issue with the program or its management, we expect you to raise it to John and get it discussed. We cannot fix problems that we don't know about. Snowbird conducts an annual team member opinion survey and we want your participation and honest feedback in the survey. However, it is inappropriate to wait until the survey to raise first time negative feedback.

If you have something on your mind, talk to us and engage a discussion. We want to hear your thoughts and continuously improve Snowbird's Mountain Host program and its management.

Other Important Topics

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| COVID Policy and Host Protocols | <p>Snowbird has eliminated the employee COVID vaccination requirement. And, Mountain Hosts do not currently have any COVID shift duties or other work modifications in support of COVID safety. Obviously, Snowbird reserves the right to make changes should public health needs change.</p> <p>Important: Please stay home if you have COVID symptoms, have tested positive, or even think you may have COVID. Contact John and we will work out what should be done with your schedule.</p> |
| Email  | <p>Important news and information is regularly communicated via email. During the season, John sends a weekly 'Host update' email plus other emails as needed. Email is a critical communication channel for us. Please read these messages on a timely basis.</p> <p>You are expected to read and be knowledgeable about information communicated in our emails.</p> <p>Remember, we only get together as a full group once after the season starts and only a portion of the team is present at any given day's morning meeting. Therefore, delivering a consistent guest experience is highly dependent upon the success of our email communications.</p> |
| Electronic Devices   | <p>The Mountain Host electronic device policy has been updated for clarity. The substance and spirit have not changed.</p> <p>Use of personal electronic devices while working can risk safety and impede guest service. Therefore, our expectations are:</p> <ul style="list-style-type: none"> • No use of personal electronic devices that are visible to guests • No use of personal audio while working <p>Our rationale is two-fold. First, safety of Hosts and guests can be compromised with sensory distractions. Second, guest service can be impacted by distractions, both actual or perceived.</p> <p>Personal electronic devices include phones, computers, music devices, ear speakers, AirPods, helmet speakers, and similar. The expectations apply whenever working, whether it be in a stationary role, while skiing/riding, or riding lifts.</p> <p>That said, there are some obvious exceptions to recognize the real-world need to be connected:</p> <ul style="list-style-type: none"> • Job related use. i.e., getting info from Snowbird app, canyon-related Twitter feeds, use of Snowbird radio ear-piece/mic, etc. • Personal use that is brief or intermittent. We understand that it is important to stay in contact on personal matters. <p>Personal use should be discrete and not while engaging with guests. Longer or more involved personal use should be done by moving out-of-sight from guests or in non-public locations. And, thumbs up still on the portable music speaker for Big Emma duty!</p> <p>Our intent is to strike a common-sense balance that enables keeping everyone safe, providing exceptional guest service, and respecting everyone's need to be touch with matters beyond Snowbird.</p> |

| Snowbird App and Social Media Resources | <p>The Snowbird mobile app is a primary information source for both guests and employees. Hosts should have the app and routinely use it. Also, the Snowbird.com Mountain Report page contains all the key information on snowfall, lift status, trail status, weather, and road info.</p> <p>Twitter - The feeds that we consider most useful to Mountain Hosts for relevant guest information are listed below. Monitoring these feeds can provide timely information especially when conditions are abnormal and improve our communication to guests.</p> <table border="1" data-bbox="442 424 1465 692"> <thead> <tr> <th data-bbox="442 424 845 466">Follow</th><th data-bbox="845 424 1465 466">Purpose</th></tr> </thead> <tbody> <tr> <td data-bbox="442 466 845 530">@SnowbirdAlerts</td><td data-bbox="845 466 1465 530">Lift status, open/closed terrain, road info, interlodge</td></tr> <tr> <td data-bbox="442 530 845 593">@AltaCentral</td><td data-bbox="845 530 1465 593">Road and interlodge information for the Town of Alta</td></tr> <tr> <td data-bbox="442 593 845 635">@CanyonAlerts</td><td data-bbox="845 593 1465 635">Unified Police Dept updates, road info</td></tr> <tr> <td data-bbox="442 635 845 677">@UDOTavy</td><td data-bbox="845 635 1465 677">Avalanche conditions</td></tr> <tr> <td data-bbox="442 677 845 713">@Snowbird</td><td data-bbox="845 677 1465 713">Snowbird marketing messaging and photos</td></tr> </tbody> </table> <p>Additional Twitter supplemental feeds you may want to follow include @UtahAvalancheCenter, @AltaSkiArea, @NWSSaltLakeCity (weather). If you have other useful social media suggestions, please let us know!</p> | Follow | Purpose | @SnowbirdAlerts | Lift status, open/closed terrain, road info, interlodge | @AltaCentral | Road and interlodge information for the Town of Alta | @CanyonAlerts | Unified Police Dept updates, road info | @UDOTavy | Avalanche conditions | @Snowbird | Snowbird marketing messaging and photos |
|---|--|--------|---------|-----------------|---|--------------|--|---------------|--|----------|----------------------|-----------|---|
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| @UDOTavy | Avalanche conditions | | | | | | | | | | | | |
| @Snowbird | Snowbird marketing messaging and photos | | | | | | | | | | | | |
| Uniforms | <p>Snowbird uniforms are not to be worn in public except while working at Snowbird. This policy is part of the resort's guest service standards and contributes to protecting Snowbird's image. Specifically, Snowbird provided logo uniform pieces such as coats are not to be worn in public before arriving or after leaving Snowbird property. This includes riding on UTA buses or at any off-property public areas. You may wear the uniform in your car, on the Host Hauler, and on Canyon Transportation shuttle vans.</p> <p>It is against Snowbird policy to be in uniform while drinking alcohol at Snowbird.</p> <p>It is important that guests can easily identify Hosts. Unfortunately, our blue Mammut puffy underlayer does not have any Mountain Host identification on it and cannot be worn as a uniform outer layer. If the weather is warm, wear just the green Mountain Host shell without the blue puffy layer.</p> <p>Snowbird provides uniforms including coat, pants, and name tag. Keep them clean and in good condition. Follow laundry instructions on the clothing, particularly products that require machine washing rather than dry cleaning. Let John know if you have clothing repair needs. Chest packs can be borrowed each day or you may purchase your own.</p> | | | | | | | | | | | | |
| Helmets – REQUIRED | <p>Snowbird requires all team members to wear protective helmets when on-mountain. The helmet policy applies to all team members whose job involves working on the snow. No exceptions. Helmet discounts from several manufacturers may be available. See Snowbird's helmet policy for more information.</p> | | | | | | | | | | | | |
| Bindings | <p>Properly working bindings are critical to staying safe on the mountain. Bindings should be checked at least annually and we can arrange a binding check at any time. See also the information on equipment tune-up in Discounts and Deals section below.</p> | | | | | | | | | | | | |
| Lockers  | <p>Each Host is assigned their own locker. Most Host lockers are in the locker room adjacent to the break room; others are dispersed through the lower level of the Snowbird Center. All lockers must have a lock on them at all times. Talk to John if your locker needs repair or doesn't work.</p> | | | | | | | | | | | | |

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| Break Room | The break room is for all Snowbird team members and intended for eating and breaks. Please do not use it to boot up, change clothes, or store your belongings! |
| Sending Email to All Hosts  | <p>Sending email to the entire Host email list is intended for Host-related business purposes. For example, if you cannot work a scheduled shift and are inside the 2-week drop window, send an email to other Hosts seeking a volunteer to take the shift.</p> <p>Please use discretion in using the Host email list for personal purposes and also choosing 'reply to all' for messages that have no real need to be sent to everyone. We've agreed on the following common-sense guidelines:</p> <ul style="list-style-type: none"> • We all need to be thoughtful and considerate in our communications. • 'Reply to all' only when you have something of substance to say to all. • The Host email list should primarily be used for Host-related business, information, or news. • Using the Host email list occasionally for reasonable personal agendas and solicitations is acceptable. However, please limit to topics related to you or your family's needs, businesses, personal causes, etc. and not passing on advertising for non-Hosts. <p>Providing the email list or other personal information to anyone else is unacceptable.</p> |

Discounts and Deals



Snowbird is pleased to offer Mountain Hosts a wide range of discounted and, in some cases, complimentary products and services. We hope that you take advantage of these opportunities, as they are terrific deals. Remember, these deals are a privilege and not an entitlement. All offers are subject to change, and Hosts are expected to comply with guidelines. Here is an overview:

Snowbird's core team member benefits include:

- 50% discount on food and beverage. Discount does not apply to alcohol or non-food/beverage items. Discount is 'employee only' and does not apply to others in your group.
- Complimentary lift tickets based on length of service
 - 1st – 4th seasons/years: 3 complimentary lift tickets
 - 5th – 9th seasons/years: 6 complementary lift tickets
 - 10 or more seasons/years: 10 complimentary lift tickets.
- Complimentary season pass for spouse and dependent children (up to max age). Co-habiting partners are eligible for a dependent season pass.
- Benefits apply to 'active' status employees and volunteers. Hosts are not on 'active' status in the summer and do not get summer employee discounts, summer all-day activity passes, etc.

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| Summary on Host Website | We've got an amazingly comprehensive summary of Host benefits, perks, deals, and privileges posted on the Host website. Take a look to see the breadth of what is available. It's pretty incredible! Find the summary under the Host Info tab. Of course, all benefits or deals are subject to change, some are not Snowbird sponsored, and limits or guidelines apply in many cases. Thanks, Mary Murphy. |
| Spouse/Dependent Passes | Spouse and dependent season passes are subject to Snowbird's policies for acquiring and using these passes. |
| Equipment 'Pro Deals' | Snowbird provides various opportunities to purchase a broad range of equipment at discounted prices from various manufacturers and retailers. Some manufacturer equipment offers are passed on directly by Snowbird, some by Host update emails, |

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| | <p>and, in other cases, we can provide the name of the local sales representative for you to contact. Check the Host website under the Host Info tab 'Gear Representatives'. Hosts also have access to selected brands by community membership on ExpertVoice.com</p> <p>Purchases through these programs are transactions between you and the manufacturer/retailer. Snowbird is not responsible in any way and does not make any warranties or guarantees as to what you are buying.</p> |
| Comp & ½ Price Tickets Process | Snowbird provides all team members with complimentary lift tickets based on the length of service schedule above. Additionally, all team members receive 10 half-price lift tickets and 5 walk-on Tram passes. These are separate from extra tickets you may earn for working more days. |
| Comp Tickets Process continued | <p>Comp and ½ price tickets can be obtained in two ways:</p> <ol style="list-style-type: none"> 1. Host goes to ticket window with your season pass to request tickets. 2. Send an email to tickets@snowbird.com by 7:30am on the day the ticket will be used. Include your name, your pass number, your date of birth, name of guest using ticket(s), quantity, specify 1/2 price or comp ticket, and date the tickets will be picked up. Tickets will be available as a will-call order and you do not need to be present for pick up. |
| Proper Use | <p>Important: Comp tickets are intended for you, your family, or friends. Offering, giving away, or selling your comp passes, 50% discounts, or Tram walk-on passes to guests with whom you have no previous relationship or personal connection to, is competing with Snowbird. Policy violations may result in termination from the Host program.</p> |
| Snowbird Food, Beverage, Products & Services | <p>Team member discounts are available on many Snowbird food, beverage, retail products and services. 'Extra employee deals' are periodically announced such as one-day retail sales. While a wide range of discounts are available, some purchases may not be eligible such as those at concession operated shops or purchases at special sale prices or incentives. If in doubt, inquire when purchasing.</p> <p>These are discounts for your personal use only. Team member discounts are not for your friends, family, etc. Don't ask for, nor accept discounts for others.</p> |
| Equipment Tune-Up | Snowbird generally offers team members a complimentary annual equipment tune-up including a binding safety check. Ask John for a 'tune-up card', take equipment including a boot to the Cliff Lodge ski shop, and don't forget to tip! |
| Mountain School | Snowbird offers team members up to 2 free group lessons per month (Jan-March) and discounts for other team member/spouse/dependent lessons. Complimentary lessons are generally dependent on space availability in an existing group class. Mountain School has offered to do what they can to work Hosts in unless they are over-the-top busy. Always start with checking group lesson availability at the Mountain School reception desk. If that does not work, discuss questions or issues with John and we may be able to find an alternative. And, also, please don't forget to tip your instructor! |
| Alta, ISAA, Mountain Collective, and POWDR Resorts | <p>Mountain Ops employees typically are eligible for a limited number of Alta vouchers, ISAA discounts, and Mountain Collective discounts. Participating resorts may vary and there may be other restrictions on dates, discount amount, frequency, etc. Snowbird and Alta employees typically also have a couple designated reciprocal free ski days each winter. More information will be communicated through the season.</p> <p>Important: These opportunities are for team members only, not your spouse, friends, family, etc. Limits and rules are subject to change annually.</p> <p>Alta passes are available to Hosts (usually at Mountain Ops on the day you wish to ski). Hosts are usually eligible for 4 one-day passes per season with a limit of 1 per week. For your personal use only.</p>  |

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|     | <p>IMPORTANT: ISAA and Mountain Collective discounts require a discount request card from Snowbird Employee Services showing your eligibility. You must get this card at Employee Services before going to the participating resort. Eligibility discount request cards are in your name only and are issued for a specific date(s). Request at Employee Services a few days before traveling.</p> <p>Intermountain Ski Area Association discount cards can be used at participating ISAA resorts which include most, but not all, resorts in UT, WY, MT, ID. Generally, the ISAA discount is 50% off on a 1-day pass. Some resorts offer discounts substantially less than 50% or have other limitations, and Snowbird may not have current specifics. Therefore, please call the desired resort to confirm that they are participating, what discount they offer, and any blackout dates. ISAA cards must be used within 1 week of issuance, each Host can get up to 4 total per season, and there is a maximum of 2 visits to any one resort.</p> <p>The Mountain Collective discount is generally 50% off at any participating Mountain Collective resort. You must have a Mountain Collective discount eligibility card from Snowbird Employee Services before arriving at the resort you wish to ski.</p> <p>The IKON pass program does not offer a discount benefit for volunteers.</p> <p>The POWDR Perk offers Hosts a limited number of complimentary days at POWDR mountain resorts and also family discounts. Inquire with Employee Services for more info and to get a letter of introduction before visiting the POWDR resort.</p> |
| Opportunities to Improve Skills, Safety & Knowledge | <p>Snowbird offers several complimentary or discounted services that can help you stay safe, improve your mountain skills and increase your canyon knowledge. We hope that you take advantage of opportunities that are relevant to your specific needs.</p> <p>Some examples that might be of benefit to you include:</p> <ul style="list-style-type: none"> ➤ One annual complimentary binding check and equipment tune-up may be offered. John will communicate when this is available and how to use it. ➤ Complimentary group Mountain School lessons. These are generally offered on a space-available basis outside holiday periods. Inquire at adult Mountain School. ➤ Avalanche locator introductory skills clinic (available free to anyone). ➤ Backcountry Skills Seminars – team member discount available. ➤ Several free opportunities exist to improve knowledge of the mountain, canyon history, etc. Check out activities such as history lectures or ‘ski with a forest ranger’ tours. |
| Limitations & Guidelines | <p>Important: All discounts, deals, and complimentary services are a privilege and not an entitlement.</p> <p>All offers are subject to change at any time and what is offered one year may not be offered the next year. Many of the offers have very specific limitations, have limited product availability or time frames, and/or other requirements. Everyone is expected to follow the guidelines related to using a particular deal. Remember, abusing the limitations and guidelines puts these offers at risk for everyone.</p> |
| Giving Tips | <p>Please tip those that provide personal services in the same manner and amount that is customary when paying full price. For example, please tip your restaurant servers, instructors, guides, etc. Remember, these are fellow resort team members making their living providing services to us.</p> |

Returning Next Season

Snowbird utilizes winter team members including Hosts on a seasonal basis. Your service commitment is for the winter season only and ends at the close of the ski season. There is a process for returning the following season if eligible.

We take pride in continuity within the Host program and are pleased that most Hosts return year after year. We want all of our Hosts to be successful and to love being part of our program, so that returning next year is a win/win for you and Snowbird.

However, please understand that returning is not a guarantee and is entirely at Snowbird's discretion. Factors considered in having Hosts return include your performance as well as Snowbird's business direction and needs. Returning as a Host requires no performance issues relative to the policies and procedures covered in the Host Manual and other communicated Snowbird and Host expectations.

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| What to Expect | <p>Generally, we operate on a 'no news' is good news basis for returning. This means that unless you have discussed otherwise with John, you should expect that we want you to return next season. If there is an issue with your performance, you should expect that John will discuss it with you during the season or as soon as he becomes aware of it.</p> <p>Toward the end of the season, John will solicit a preliminary indication of who is interested in returning next winter (yes/no/maybe). While this preliminary count is not intended as a commitment by you or Snowbird, it is important to know what changes are likely with the Host team. If your personal situation or interest in returning changes over the summer, please let John know. If your situation is 'maybe', please discuss your thoughts and timeline with John.</p> |
| Uniforms & Lockers | Returning Hosts keep their uniforms and lockers over the summer. It is your responsibility to properly care for and launder your uniforms. Please keep uniforms clean, professional looking and ready to go for next season. If you have a uniform repair issue, please talk to John. Equipment may be stored in your locker over the summer. Lockers must have a lock year-round. |
| Referrals | Your referrals are an excellent source of well-qualified future Mountain Hosts. If you have someone that you believe will make a terrific Host, please refer them to John and ask the candidate to apply at snowbird.com/jobs . Preliminary interviews are conducted throughout the winter, so don't wait if you have someone to refer. We always have some turnover in the program and it is important to have a pool of outstanding candidates to consider for future positions. |
| Preseason Communication | Expect to start receiving periodic 'Host Updates' via email starting August or September. These updates will communicate information about the returning process, time line, changes and focuses for the upcoming season, important dates, and training meetings, discounts, etc. |

Appendix – Snowbird Team Member Expectations

All Snowbird Team Members are expected to follow the standards and expectations defined in the Snowbird Employee Handbook. The following excerpts from the Employee Handbook are relevant to Mountain Hosts.

Snowbird's Mission & Values

Mission

Making Memories to Match our Mountain.

Ambition (our long-term vision)

Provide unique big mountain experiences that grow the committed Snowbird family.

Our Values

Team Members – Team members are the lifeblood of Snowbird.

Guests – We always make guests our number one priority.

Environment – We are proactive stewards of our environment.

Professional Appearance Standards

Your appearance creates a first impression with each guest that sees or interacts with you. A positive first impression has a significant impact on the success of the company. Team members' dress, personal appearance and personal hygiene should project a professional and welcoming image. Appropriate grooming and job appropriate or professional attire inspire guest confidence and create a comfortable and productive environment for everyone. You should arrive to the resort in a conservative and professional style, well-groomed, and job appropriate in appearance. Remember that you are representing Snowbird at all times.

You are expected to wear your name tag at all times while on duty. Name tags are expected to be worn on your chest and not on lanyards, hats or any other areas of body or clothing. If you lose your name tag, let your manager know and a new one will be ordered.

You are also expected to be well-groomed daily, including personal hygiene, clean and combed or brushed hair, and clean uniform. Hosts should be clean shaven or have well-groomed facial hair.

Grooming:

- a) **Hair:** Hair should be clean, neatly maintained, kept out of the face and eyes and should not be distracting or posing any health or safety issues. Hair styles deemed to be extreme are not permitted. Ethnically and religiously appropriate styles are acceptable, provided they meet the standards of clean, neatly maintained, out of the face and eyes, are not extreme or distracting and do not pose a health or safety concern.
- b) **Fingernails:** Fingernails should be clean, trimmed and well-groomed. Nail polish should be well-maintained and conservative.
- c) **Body Odor / Deodorant:** Please bathe regularly and wear deodorant. Feel free to wear perfume or cologne, but please keep fragrances to a minimum.
- d) **Cosmetics:** Use of cosmetics should appear natural and not extreme (i.e. glitter, unnatural colors).
 - **Facial Hair:** All team members should be clean shaven daily, but may have a neatly groomed beard, goatee, or mustache provided whisker growth and distribution are even. **Beards and goatees may not exceed a length of one inch.** The expectation is that the team member's facial hair is fully grown in upon start of service.

- Having stubble or unshaven facial hair (Facial hair that has not been shaven that day) while working is not acceptable.
- Facial hair must be neatly trimmed and may not present an unkempt appearance. No “extreme styles”.
- All facial hair (sideburns, beards, goatees and mustaches) must create an overall neat, polished and professional look.
- Sideburns should not extend below the bottom of the ear and should not extend onto the cheek or jaw line unless part of a beard.
- Mustaches should extend below the corners of the mouth to meet with facial beard or goatee.
- Shaping the mustache or beard to a particular or extreme style is not permitted. Mustaches must be the full, natural width (Mustaches without lower facial hair should not extend onto or over the upper lip and must extend to the corners of the mouth, but not beyond or below the corners of the mouth).
- A goatee should be fully grown in under the bottom lip and symmetrical on both sides, and must connect to an appropriately grown mustache.
- If a beard is grown, it must connect to an appropriately grown mustache. A well-groomed beard must have a defined cheek line and neckline, which is trimmed neatly. The beard should be consistent with the contours of the jawline. The neck must be shaven above the Adam’s apple.
- For clarification on whether a mustache, beard, or goatee is acceptable, please consult your manager.

Tattoos: Visible tattoos should be covered while in uniform or on duty. Exceptions for small, inoffensive tattoos may be permitted with Management approval. Offensive, distracting or excessive tattoos are prohibited.

Team Member Responsibilities

Attendance & Tardiness

Punctual (on time) and regular attendance (as scheduled or requested by your manager) is a basic responsibility of each team member and an essential function of every position at Snowbird.

Any tardiness or absence causes problems for your fellow Hosts and manager. When you are absent, others must perform the work, which diminishes the smooth functioning of your department and can have negative consequences to our guests and Snowbird.

You are expected to report for your shift as scheduled, on time and prepared to start. You are also expected to remain at Snowbird for your entire shift. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided or communicated and approved in advance.

The purpose of this policy is to promote the efficient operation of the program and minimize unscheduled absences.

Absence

“Absence” is defined as your failure to report for your shift when you are scheduled or leave before the end of your shift or completion of duties.

No Call / No Show

If you fail to report for your shifts without notification to your manager for a period of two days, you will be considered a resignation (voluntarily terminated your relationship) with Snowbird.

You should notify your manager, by whatever methods and means approved or acceptable to them. It is always recommended that you talk to your manager personally. Talking to a colleague or leaving a message may not be acceptable.

Tardiness

You are expected to report to work on time. If you cannot report to work as scheduled, you should make every reasonable effort to notify your manager before the start of your shift, but in all circumstances no later

than 30 minutes after your scheduled starting time. This notification does not excuse the tardiness, but simply notifies the manager that a schedule change may be necessary.

Repeated or excessive absences from work, a recognizable or established pattern of absence, excessive tardiness, and/or one or more ‘no-call/no-shows’, may be subject to corrective action up to and including removal from the Host Program or automatic resignation. **See also specific Host on-time arrival expectations covered elsewhere in the Host Manual (both regular days and snow morning days).**

Team Member Behavior and Conduct

Appropriate Conduct

As a team member, you are expected to treat all guests and colleagues with the same courtesy and respect you would personally expect to receive.

At all times, team members will respect the rights and feelings of others. While on Snowbird property whether on- or off-duty, you should refrain from any behavior, including conversations which may be offensive or harmful to guests, your colleagues, Snowbird and/or yourself. We have chosen you to be an ambassador for Snowbird, so please present yourself positively and refrain from any behavior, attitude or comments that may be viewed unfavorably by current or potential guests or by the public at large. Whether you are on- or off-duty, your conduct reflects on Snowbird. This means that you should take responsibility for acceptable conduct and behavior, observe acceptable business principles and exhibit a high degree of personal integrity at all times.

Workplace Civility

Treat team members the same way you would treat a guest, and as you yourself would want to be treated. All team members are expected to treat each other with respect, consideration and civility. Intimidating, derogatory, demeaning, threatening, vulgar or violent behaviors depart from the standard for civility and respect. Additionally, any form of horse play, practical jokes or pranks will not be tolerated. These behaviors have no place at Snowbird. Hosts who violate this policy are subject to removal from the Host Program.

Illegal Workplace Harassment, Hostility and Discrimination

Snowbird will not tolerate sexual harassment or any type of harassment at the resort by any person, in any form. Such conduct is against the law and company policy. This includes (but is not limited to):

- Sexual advances, flirtations, innuendoes or propositions
- Any physical or verbal abuse of a sexual nature, such as suggestive comments, patting, pinching, or brushing against another body
- Sexually oriented teasing or joking
- Any graphic and/or verbal comments about an individual's body
- Sexually degrading words used to describe an individual
- Foul or obscene language, i.e. profanity
- The display in any work area of sexually suggestive pictures, photographs, jokes, cartoons, calendars, e-mails or objects.

Quid Pro Quo “something for something” sexual harassment is illegal, and as such, you may not threaten or insinuate, either explicitly or implicitly, that a colleague’s refusal to submit to any sexual advance will adversely affect the team member’s employment, evaluation, advancement, assigned duties, shift assignments or any other condition of employment or opportunities for career advancement.

Snowbird will not tolerate any person being subjected to harassment on the basis of race, color, religion, gender, national origin, age or disability, sexual preference, gender identity, or any other protected class, which may include, but is not limited to the following:

- Slurs, stereotyping, threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, disability, sexual preference, or gender identity, even if in jest, as a form of teasing or horseplay.
- Written or graphic material displayed in the work environment that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age or disability.

Please be respectful in your communication with others and appreciate that we all come from diverse backgrounds, cultures and belief systems.

If you believe that you have been the subject of harassment or discrimination or if you witness harassment or discrimination, you should report the matter to Employee Services and/or the General Manager. All complaints will be addressed immediately. Complaints and the terms of their resolution will be handled in as confidential a manner as possible. We will take all reasonable steps to ensure that the conduct stops and that your concerns are addressed.

If you are found, after appropriate investigation, to have engaged in harassment or discrimination, you will be subjected to appropriate disciplinary action, up to and including removal from the Host Program. Vendors and guests of the company who harass Snowbird team members will be handled on an individual basis to ensure that the resort and you, as a Host, are safe from such conduct. **PLEASE help us ensure that we have a respectful workplace for all and don't let harassment or discrimination occur at Snowbird. Any type of harassment or discrimination is inappropriate and will be investigated.**

Retaliation

As a team member, you will not suffer retaliation or any adverse action for reporting harassment, discrimination or other related concerns. All team members, including management, are subject to this policy. Any team member found retaliating against another team member or guest will be subject to disciplinary action up to and including removal from the Host Program.

Violence in the Workplace

You should immediately report unsafe or threatening workplace conditions to your manager, Employee Services or Public Safety.

If you are the victim of or observe threats or other intimidation, you should promptly notify your manager. If you become aware of any violent or potentially violent situation, you should notify Public Safety or Employee Services **immediately**.

Dishonesty

Snowbird recognizes the importance of credibility, integrity and trustworthiness to our success as a business. Therefore, we are committed to the principles of honesty and truthfulness. Snowbird will not intentionally communicate any information that is false or deliberately misleading; Snowbird expects its team members to be truthful in all of their work-related communications.

Depending on the nature, seriousness and severity of the dishonest act, you may be subject to disciplinary action up to and including immediate removal from the Host Program and may be referred to local law enforcement for criminal prosecution.

Tobacco Use in the Workplace

In compliance with the Utah Indoor Clean Air Act, Snowbird has adopted a tobacco-free workplace. Therefore, smoking and the use of tobacco products —**including chewing tobacco and e-cigarettes/vapor cigarettes**—are **NOT** allowed inside any building (except in designated smoking areas), work area, or public area or within 25 feet from any building. Additionally, the Snowbird Center Plaza deck is considered smoke-free for both team members and guests. If you have any questions regarding this policy or locating appropriate places to smoke or use chewing tobacco, speak to your manager.

The use of chewing tobacco should be in accordance with the tobacco use policy and only used in appropriate places and not used while interacting with guests.

The only places you **are permitted to** use tobacco products:

1. The Cliff Lodge – East wing, first floor team member break room smoking area enclosure.
2. Snowbird Center – Outside on the west side of the building behind the handicapped access ramp off of the portico/main entry.
3. Lodge at Snowbird – Deck outside of housekeeping office at the east end of the building first floor.
4. The Inn – Outside on the 2nd level at the east end of the building.

5. Iron Blosam – Outside the employee entrance on the west end of the building.
6. Vehicle Maintenance Shops – Outdoors, 25 feet from fuel pumps, fuel storage, building entrances.
7. Creekside – Outdoors in loading dock area, 25 feet away from the garbage dumpsters.
8. Employee Housing – Outdoors, 25 feet from doors and windows.
9. On-Mountain - Away from any lift structures and out of sight of guests, provided it does not pose a safety risk or fire hazard.

No team member is permitted to smoke, vape, or chew tobacco in any public area, including footpaths, loading/unloading zones, parking lots, UTA/shuttle stops, the Plaza Deck, in the Tram line or at lifts, Tram cars, lawns or other open area, while in uniform or on-duty. In addition, team members are prohibited from smoking in any company vehicle. Off-duty team members are permitted to smoke in any publicly designated smoking area provided they are **not** in Snowbird uniform.

Safety

Safety Commitment

There is no higher priority at Snowbird than the safety of our team members and guests. Safety is a never-ending process requiring full engagement at every level of the company. Team members will be held accountable for their actions.

It is your responsibility to ensure that you, your fellow team members and our guests are as safe as possible while at the resort, on the mountain, in the hotels, restaurants, general areas or team member areas. In an outdoor environment, weather conditions can change in a matter of a few moments, making safety a continuous effort.

Snowbird encourages open communication to promote input and support in achieving an injury-free workplace. You may report any damage or safety hazards to the Village Operations Department by calling the FIXX line at extension 3299/FIXX.

Avalanche Safety

Avalanches can affect most portions of the Alta and Snowbird ski resorts, as well as the Little Cottonwood Canyon road connecting us with the Salt Lake Valley. For this reason, the two resorts and the Utah Department of Transportation regularly use explosives early in the morning before opening and during the day when heavy snowfall has occurred. This is to test snow pack stability on slopes above the road, the lodges and the ski runs. At times, we impose travel restrictions when carrying out control work or during periods of high avalanche danger. It is important that all resort guests and team members adhere to these restrictions for their own benefit, as well as to expedite the avalanche control work in progress.

During periods of avalanche risk, you may be required to remain indoors. In order to ensure the safety of team members and guests, a system has been developed to protect each of us when avalanche danger is high. Defined below are the restrictions you are to adhere to in the event of avalanche risk, etc.:

INTERLODGE RESTRICTION: No one is permitted to exit the building they are in without direct authorization from Snow Safety, Public Safety or UPD. If you are caught leaving a building without permission from the proper authorities while “interlodge” restrictions are in effect, you are subject to arrest under Utah State law. This designation is reserved for severe avalanche conditions and when explosives are being used near the buildings.

STRAIGHT LINE TRAVEL: You may only travel by foot directly from building to building. During periods of “straight line travel,” no one is allowed on the road, in parking areas of the resort, or on the mountain. This restriction is reserved for when the Snowbird Village has been secured but there are still avalanche hazards existing.

It is important that you are familiar with and follow all “straight line travel” and “interlodge” restrictions. Please assist Public Safety and the resort management in enforcing these rules with co-workers and guests. Any violation of this policy will be subject to disciplinary action up to and including suspension pending termination.