

# Snowbird Mountain Hosts



## Program Guidelines 2018 / 2019

Updated October 16, 2018

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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 unpaid employee 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



**Making memories to match our mountain.**

## 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.**

## New Resort Guest Services Organization

Snowbird announced an organizational restructure in Spring 2017 by aligning guest services functions into the newly formed Resort Guest Services (RGS) led by Kate McGuinness. Mountain Hosts are included in the new guest services organization along with Mountain School, Retail, Rental, Tickets, Activity Center, and Business Systems. In June 2018, Kate and all the RGS department leaders met for 3 days to develop goals, direction and culture for the division.

The behaviors we believe in, and committed to, as the new Resort Guest Services Team are:

- We communicate well
- We love our Mountain Environment
- We assume positive intent
- We are impeccable with our word
- We expect timely and respectful resolution of conflict
- We have an authentic alignment with Snowbird's Mission, Vision and Values
- We are innovative, embrace change and strive for continual improvement
- We are breaking down the silos.

These values are the foundation of our division and refinements will be ongoing. More to come and your involvement will be vital to the success of the Resort Guest Services.

## 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 customer 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 co-workers.

The foundation of our program is knowledge and the cornerstones of how we deliver are:

- Meet and Greet
- Mountain Tour
- Customer service
- Information Gathering Through Surveys
- Visible Presence on the Mountain
- Chickadee support and safety
- Thank You and Good-Bye

*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 of 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 Customer***

# SNOWBIRD EMPLOYMENT & EMPLOYEE HANDBOOK



Mountain Hosts work within the employment policies, guidelines, and expectations described in the **Snowbird Employee Handbook** and any other Snowbird employment policies and procedures. The **Mountain Host Program Guidelines Manual** provides job specific information for working as a Mountain Host. In the event of differences, the Employee Handbook and other employment policies take precedence over the Mountain Host Program Guidelines Manual unless communicated otherwise.

Please be familiar with the topics in the Employee Handbook and topics covered at Snowbird employee orientation. Obviously, as an unpaid employee, the compensation and monetary benefits portions are not applicable to Mountain Hosts. Beyond that, the rest applies to us. We won't duplicate the Employee Handbook topics here, however we will list a few areas that are of particular relevance that you should be familiar with. These include:

- Snowbird mission, values, customer service and STAR service
- Attendance, tardiness, no call / no show
- Professional appearance standards
- Safety, including avalanche safety
- Skier's code and mountain manners
- Workers Compensation

## An Important Message on Workers Compensation

Worker's compensation insurance is a protection provided to employees 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 manager and always involves Public Safety. Inform John Cotter in the event you are injured. If John Cotter is unavailable, contact Kate McGuinness. And, if Kate McGuinness is unavailable, 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 customer service is central to Snowbird's success and the resort has a company-wide philosophy, focus, and commitment to achieve the best customer 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 way that we can greet and help guests in a way that starts their day with STAR 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 the guest 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, assist with bus unloading, 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, 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 customer service opportunities and you will find them.

### 8:30 to 10:00am



Meet and Greet starts **promptly at 8:30** and continues through **10:00am**. A timely start is important to maximize our impact with arriving guests. And, it is Bob Bonar's expectation that all Mountain Hosts are at their designated meet/greet locations no later than 8:30am.

### 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, the Friday schedule is a little less, and Monday through Thursday are staffed with four hosts. The full shift schedule is outlined on the host "Shift Card" later in the manual. Here is where you should be located:

Meet and Greet	
Location	Where you should be located
Creekside	Creekside Lodge upper level at bus unloading area
Hidden Peak	Top of Hidden Peak near tram exit or The Summit building

Portico	Snowbird Center outside in the first level entry portico
Plaza Inside Hall	Snowbird Center 1 <sup>st</sup> floor between front doors and interior glass door near elevator.
Plaza 2 <sup>nd</sup> floor	Snowbird Center, 2 <sup>nd</sup> floor near elevator and ATM
Peruvian Express	Top of Peruvian Express in the flat area toward the tunnel entrance
Chickadee	Outside on Chickadee, 100-150 feet beyond 2 <sup>nd</sup> floor exit door. Position yourself at the top of the baffle screen where guests pass when walking from the Cliff Lodge to the Snowbird Center.
Cliff Back Door	Cliff Lodge door on the Chickadee side between the pool and trail map.
Plaza Deck	Snowbird Center upper deck, particularly near the tickets, map or bridge areas

### Be Prepared with the Right Information



Each Meet and Greet location has its own unique duties and challenges. Be prepared with a good knowledge of the types of information that guests typically 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
<b>Portico</b>	<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 with bus unloading and keep traffic flowing. It is critical that we not allow vehicles to stop or unload in the bus loading zone. This is important to allow open bus access, keep traffic flowing, and to prevent a stacking up effect of additional vehicles.</p> <p>Please direct vehicles to the 5-minute parking areas, and expect that you will often have to be firm in insisting that vehicles move on. Don't allow vehicles waiting for valet parking to stop or unload in the portico 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>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 and Greet/Thank You and Good Bye, watch the safety of guests near the busses, help to keep cars out of the bus lane, and help with the shuttles and buses. We do not need to focus on the parking area, traffic flow, 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 co-workers in other departments. If you have an issue with another department employee, feel they could do better, or need better training please discuss the issue with John.</p>
<b>Creekside</b>	Creekside is similar to Portico. Expect a wide range of basic arrival questions as well as questions about trail recommendations. Assist with bus unloading. Keep traffic flowing, direct traffic to the 5-minute unloading area, prevent vehicle stopping in the bus lanes, etc.
<b>Plaza Inside Hall and Plaza 2nd Floor</b>	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.
<b>Plaza Deck</b>	Position yourself in the busier guest areas of the Plaza Deck such as at the map and near tickets. 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. Assist guests who may need help determining which ticket line to be in.

	Encourage guests to walk across the bridge using the outside lanes and carry their equipment. Strongly discourage attempting to ski outbound across the bridge or walking out using the middle lane. And, walk outbound in the outside lanes yourself!
<b>Chickadee</b>	Your job is not only to meet/greet, but also to ask guests to slow down as they go through the Mountain School children's crossing area and on up to the plaza deck. Expect to field questions about Mountain School check-in and meeting locations, as well as questions from guests coming from the Cliff Lodge to the Snowbird Center.
<b>Cliff Back Door</b>	Typical guest needs include trail recommendations, directions for accessing the Tram or Gad Valley, weather and mountain conditions, closures, etc.
<b>Hidden Peak</b>	<p>Your role is to greet guests as they arrive at the peak and answer any questions they may have. Expect questions about topics as expert terrain, snow conditions, trail recommendations, visibility, mountain closures, easiest way down, etc.</p> <p>Be on the look out 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>Get to Hidden Peak Meet/Greet by going through the tram back door and ask to take the 8:45am pre-public tram. Spend your time until 8:45 doing meet/greet on the plaza deck or in the tram area. Upon arrival at the peak, check with Ski Patrol for the latest information about closures and conditions. 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; as necessary go inside the building.</p>
<b>Peruvian Express</b>	<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. In particular, be assertive with guests whom you feel would be making a bad choice by going through the tunnel to Mineral Basin. Don't be afraid to let them know if current conditions are limiting Mineral to experts only.</p> <p>Get to Peruvian Express Meet/Greet by asking the lift operator if you can take a pre-public chair at 8:50am. Spend your time until 8:50 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>

### Additional Points

Please do not get 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.

It is not appropriate to use Meet/Greet time to do surveys. It is the start of our guest's day and our objective is to greet them and do all we can to help them get going on the mountain.



Finally, information is the backbone of our job. You will be asked about everything. Make the effort to learn what you don't know and know who to ask when you are stumped. Get familiar with everything. For example, locations of just about anything at Snowbird, how to get from here to anywhere, place names, run names, weather forecasts, snow conditions, groomed runs, closed lifts and runs, Mountain School meeting points, clinic, retail stores, food services, times, bus routes, rentals, hotels, ATM's, and much more!



# TOUR

## Overview

Mountain tours are frequently among our guest's most memorable experiences and one of the most interesting Mountain Host roles. The goal is to provide an orientation to the mountain through personalized small group, on-mountain tours covering the basic layout and important features 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.

Each host should be able to lead any tour of any ability level, while staying within the guidelines outlined below. 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 base level of information to convey. However, the key to delivering a really 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 guide 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 mountain **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 include some canyon history, mountain lore, points of interest, and inform guests of other recreation, dining, and lodging options available at Snowbird.

We have three rules of the road that tour hosts are expected to follow at all times:

- Tours are never to be taken on black runs. Not even a short black run, not even if your guests are experts
- Tours are a three lift maximum (not including Wilbere)
- Up to two hours in length



Mountain tours typically follow a route that goes up Wilbere, down to Creekside, up Gad Zoom, back to Peruvian, up to the tunnel, into Mineral Basin, up MBX, down Chips Run to Who Dunnit or Rothman Way, and back to Snowbird Center. However, routes can and should vary dependent on mountain closures and conditions, as well as guest's ability and interests. Use your creativity and judgment, always staying within the guidelines of no black runs, three lifts, and up to two hours.

## Guiding the Tour

<b>Getting Started</b> 	<p>Tours meet at 9:30 and 10:30 on the Plaza Deck near the "Tour Meets Here" sign. 9:30 Hosts bring the sign out from the Activity Center. Hosts conducting tours should arrive on the plaza deck about 20 minutes early interact with guests, answer tour questions, and encourage guests to join. <b>Tour registration / waiver cards have been eliminated.</b></p> <p>Plan to depart the plaza deck about 9:35 / 10:35 to allow for any late tour additions. When you leave for your tour, be sure to turn in the signed tour cards into the box in the Activity Center. Let the Activity Center staff know you are departing and how many guests with you. 10:30 Tour Hosts please bring the tour sign back inside the Activity Center before departing on the tour.</p>
<b>Expectations and Ability</b>	<p>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 "<b>Mountain Orientation Tour</b>" 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, lifts, main routes around the mountain and return, locations of points of interest and resort facilities, etc. 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 <b>intermediate</b> 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>

<b>Expectations and Ability continued</b>	<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, injuries to beginner guests, and beginners who just don't end up enjoying 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>
<b>Standard Tour Route</b>	<p>Our <b>standard tour route</b> starts with Wilbere lift, followed by Gad Zoom, Peruvian, and then Mineral Basin Express. The purpose of this route is to <b>enable assessment of guest ability</b>; starting from an easy point and working up to more challenging blue runs. <b>Wilbere is now the starting lift for all tours, even if we think guests are of advanced ability.</b> Note: Wilbere does not count toward the three lift tour maximum.</p>
<b>Standard Tour Walk Through</b>	<p>All tours begin on the plaza deck. Walk guests up the hill to Creek Road (Ski School Lane) and ski down to Wilbere. Ride up Wilbere, stop at the top for a quick intro to Gad Valley describing points of interest such as lifts and routes. Ski down to the base of Gad Zoom stopping along the way to keep the group intact, point out location of the Dick Bass return to Snowbird Center. Pause at the Gad Zoom base to describe the Creekside facilities, lifts in lower Gad Valley, etc.</p> <p>Ride Gad Zoom up. Ski down past Mid-Gad restaurant, down upper Big Emma, returning along Dick Bass highway to the base of Peruvian. Stop along the way to keep the group together, point out the restaurant facilities, point out route to Gad 2, describe the challenges of Upper Big Emma, point out relevant runs, location of the Dick Bass route back to Snowbird Center, etc.</p> <p>Along the way, assess guest ability and conditions. Make a decision on the remainder of your tour. If all is good with abilities and conditions, 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 along the way to keep the group intact and point out such things as the lifts, primary routes, and the Snowbird-Alta connection. Then, up Mineral Basin Express with a stop on Hidden Peak to look at the three main drainages, prominent terrain features, and other points of interest.</p> <p>Start the group down from the peak via Chips Run. Then, take either Who Dunnit or Rothman Way / Bass Highway to return to the Snowbird Center and conclude your tour.</p>
<b>Route Variations</b>	<p>Tours can take other routes beside the typical route; use your judgment, keep everyone safe, and be creative. You may need to alter the route due to mountain closures, mountain conditions that are beyond the ability of your group, or unique guest interests. Variations to consider include:</p> <ul style="list-style-type: none"> <li> <b>Tunnel closure or poor conditions in Mineral Basin</b> - 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 know the tunnel is closed, a good alternate choice to add is Gad 2 using Bananas or Bassackwards. </li> <li> <b>Early Season or Ice Conditions</b> sometimes require us to limit all tours to safer routes. For example, we may have to restrict all tours to start by going up Wilbere, then up Gad Zoom, and only if you are highly confident of guests ability finish by going up Peruvian 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 will cover any restrictions in morning meeting. <div data-bbox="518 1596 610 1661" data-label="Image"> </div> </li> <li> <b>Tour Options</b> - Depending on guest interests, there are lots of other combinations that you may want to weave in. Maybe they skied yesterday in one area of the resort and have asked about other options today. Maybe they want to take a pass through areas that they can return to later with their children. 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. </li> </ul>

<b>Route Variations continued</b>	<ul style="list-style-type: none"> <li>• <b>Severe Conditions</b> – Be proactive on knowing mountain conditions, communicate with other hosts to get updates on questionable areas, be alert to rapidly changing conditions. <b>Just because a run is open doesn't make it a good idea to take a tour there!</b> For example, poor visibility may mean we should limit the tour to the front side.</li> <li>• <b>Gad 2 lift</b> may be requested by guests. If you add Gad 2, ensure conditions are appropriate and think through what to eliminate to stay within 3 lifts total.</li> <li>• <b>Tram</b> - Tours can be taken up the tram, however it is often not a good option. Tour guests need to have a tram ticket, must wait in the line, and cannot use the back door.</li> <li>• <b>Previous Tour Route</b> – There are occasional times when it may not be best to start with Wilbere. For example, when Upper Emma is absolutely bullet proof slick early morning and waiting until later may be softer and safer. Consult with the Team Lead before making a choice to not start with Wilbere.</li> <li>• <b>Lower level tour</b> - The tour starts with Wilbere for the purpose of adequately assessing guest 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 for lower level tours include staying in Gad Valley, adding Gad 2 or Baby Thunder, riding the tram to get a look at Hidden Peak and even downloading if necessary. If guests are having difficulty with Big Emma, an alternative is Midway Mid-Gad and over to Baby Thunder. Show beginners how to do <b>Wilbere Figure 8's</b> (Up Wilbere, down Summer Road, onto Big Emma (skiers right in ski 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).</li> <li>• Be creative, just stay within the tour guidelines and balance the interests of your group.</li> </ul>
<b>Key stuff to include</b>	<p>Every tour should include certain basic resort and mountain orientation information and points of interest. Make sure that you visually point out and/or verbally describe such things as:</p> <ul style="list-style-type: none"> <li>• Physical orientation (Peruvian, Mineral, and Gad Valley drainages, Hidden Peak, etc.)</li> <li>• Locations of tram, all lifts, and the tunnel</li> <li>• Primary routes down (Chips Run, Lupine Loop, Big Emma, etc.)</li> <li>• Routes between drainages. Everything is accessible from Hidden Peak, using the tunnel, Rothman Way, Creek Road (Ski School Lane), Dick Bass Highway, etc. Accessing Dick Bass Highway is particularly important to point out.</li> <li>• Locations of restrooms</li> <li>• Food service options</li> <li>• Locations of facilities such as Creekside Lodge, hotel lodging, parking lot shuttle, etc.</li> </ul>
<b>What else?</b>	<p>Beyond the core mountain orientation basics, you decide how to best make the tour compelling and interesting to your group. Share stories of mountain lore, canyon history, silver mining, how runs were named, wildlife, geology, additional resort information, etc.</p> <p>Read your group. Everyone is different so adjust accordingly. Some guests absolutely love this type of information while others would rather just hear which great runs you recommend they try later in their day. Use chair lift 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> <p>Overwhelmed on getting started? Check out the <b>Tour Education and Information</b> document posted on the website for lots of tour educational resources. And, shadow with experienced hosts until you are comfortable.</p>
<b>One Host May Be Sufficient</b>  <div data-bbox="253 1780 337 1864" style="background-color: green; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 10px auto;">1</div>	<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 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"> <li>• Tours of <b>four or more guests</b> are generally be given by <b>two hosts</b>.</li> <li>• Groups of <b>three or fewer guests</b> with similar ability typically <b>do not need two experienced hosts</b>.</li> </ul>

<b>One Host May Be Sufficient</b> continued	<ul style="list-style-type: none"> <li>• 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 this judgment after observing the group's first run.</li> <li>• It is OK, and encouraged, to include an extra host when that host is shadowing or building up experience before leading tours.</li> </ul>
<b>Guiding Basics</b>	<p>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.</p>
<b>No Black Runs</b>	<p> <b>Tours are not to be taken on black runs under any circumstances.</b> Doing so can jeopardize your position and puts at risk our entire ability to continue offering tours. <b>This is 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'.</b> No Middle Men's DH, no Chips Face, etc.</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>
<b>Lifts and Duration</b>	<p><b>Tours should be 90 minutes to two hours maximum. And, not more than three lifts.</b> Wilbere <b>does not</b> count toward the three lift maximum. 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.</p> <p>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.</p>
<b>Ad Hoc Tours</b>	<p>Hosts often meet guests on the mountain who would like an informal tour or ask about being shown around the mountain. Although it seems like great customer service and is a lot of fun for us, <b>please refrain from picking up ad-hoc tours</b> (even if you are assigned a tour shift and are out on the mountain because no one showed up for the scheduled tour). <b>All tours are to start on the Plaza Deck at the designated times.</b></p> <p>There are several reasons why ad-hoc tours are not appropriate. We may not be starting in an easy area to assess ability; we may not be able to do the necessary pre-tour requirements such as adequately discussing the nature of the tour and getting a signed waiver card. Ad-hoc tours arguably encroach upon 'guiding', a service that Mountain School sells. When we don't have a tour, we have 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, finally, 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 always acceptable 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>
<b>Receiving Tips</b>	<p>Guests may offer to tip hosts 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. Start by encouraging the guest to provide feedback by providing a Market Metrix card. 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 looking for opportunities to positively impact the guest experience. During this time, Mountain Hosts should be visible and available to help in whatever way is needed by Snowbird or its 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 its 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 customer 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 of chair lifts, or bottom of lifts to answer questions, take guest pictures, keep guests moving after exiting lifts, etc.
- ✓ 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 we need to stay safe. 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 provide assistance. 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 customer 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

<b>Guests "in over their head"</b>	<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> <p>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.</p>
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<b>Equipment Problems</b>  <b>Ski's off, lost, broken, or out of adjustment</b>	<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, some repair parts, and you can download a guest on the chair lift with permission from Ski Patrol and the lift operator.</p> <p>We <b>cannot adjust guest bindings</b>. 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 back to the specific rental shop.</p> <p>For <b>lost equipment</b>, ensure that the guest gets to Public Safety and files a lost equipment report. Snowbird will get the equipment returned to the guest should the equipment be found (even in the summer),. Filing a lost equipment report is critical to enabling Snowbird to get found equipment back to the proper guest.</p>
<b>Calling Ski Patrol for Customer Service</b>	<p>If a guest is having a major struggle, we call Ski Patrol. <b>Ask Ski Patrol for “customer service”.</b> <b>Never offer, suggest, promise, or ask for a “courtesy ride”.</b> See more detailed information on using radios, reporting your location, and requesting “customer service” in the following sections of the Host Manual.</p>
<b>Accidents and Injuries</b>	<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"> <li>➤ Provide location with at least two reference points. ‘Bass Hwy under Wilbere Chair’</li> <li>➤ Provide factual description without speculating. ‘female skier, potential knee injury’</li> <li>➤ Be clear on urgent problems. i.e., unconscious, bleeding, unresponsive, etc.</li> <li>➤ Stay at the scene until Ski Patrol arrives and confirms that they do not need your help</li> <li>➤ Talk to the injured person, keep them calm, safe, and comfortable</li> <li>➤ Ensure the scene is safe and provide traffic control as needed. Cross your skis in an “X”, slow down on-coming traffic, etc.</li> </ul>
<b>Guests and Maps</b>	<p>Guests with an open trail map or standing by the big trail maps are a customer 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 guys will usually say no.</p>

### Guidelines for On Mountain Presence

<b>Designated Drainages</b>	<p>Hosts doing on-mountain presence have designated drainages so that we can spread out and ensure consistent mountain coverage. See shift card for designated drainage coverage areas.</p> <p><b>“P”</b> shifts stay in the <b>Peruvian and Mineral Basin</b>. <b>“G”</b> and <b>“C”</b> shifts stay in the <b>Gad Valley</b>. Use the tram or any Gad Valley lift. <b>“H”</b> focuses on <b>Mineral Basin</b>.</p>
<b>Restricted Areas</b> 	<p><b>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.</b> 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.</p>
<b>Spread Out</b>	<p>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.</p>
<b>Conditions</b>	<p>Early season, ice, or other conditions may occasionally cause us to change or limit areas where we do on-mountain presence.</p>

# HIDDEN PEAK CUSTOMER SERVICE


## Overview

‘H’ shifts provide customer service on Hidden Peak. Hosts assist guests with information about current conditions, route recommendations, mountain directions, services inside The Summit, and other topics.

Weekend coverage is **two** Hosts during the morning followed by **two different** Hosts for the afternoon. Weekend ‘H’ shifts support Hidden Peak with two Hosts **full time** from first tram, through lunch, and continuing to late afternoon. **Friday coverage is two Hosts sharing HP duties throughout the day. Monday-Thursday is one Host in the AM.**

## Important points

<b>Weekend / Holiday</b>	<p>Hidden Peak coverage is <b>two</b> Hosts during the morning followed by <b>two different</b> Hosts for the afternoon. ‘H’ roles are intended to support Hidden Peak with two Hosts <b>full time</b> from first tram, through lunch, and continuing to late afternoon</p> <p>H1 and H2 are responsible for morning coverage of Hidden Peak. Please plan for full time customer service coverage by both Hosts throughout the morning.</p> <p>H3 and H4 are afternoon Hidden Peak. Please plan for full time customer service coverage by both Hosts throughout the afternoon ending about 3:40pm. Note that H3 and H4 also have morning Meet/Greet duties. The remainder of your morning is On-Mountain presence.</p>
<b>Friday</b>	<b>Two Hosts split up covering the peak with one Host at a time from first tram through late afternoon. Alternate time between yourselves in any way you prefer.</b>
<b>Monday-Thursday</b>	<b>One Host from first tram through 12:30. Mon-Thurs ‘H’ shift can start their day at 8:30 to offset the amount of time working the peak. Mountain Presence in the afternoon, leave at 4pm.</b>
<b>First tram coverage</b> <b>Tram Delay</b>	It’s important that Hidden Peak Hosts are in position to assist the first public tram. Ride the 8:45 pre-public tram by boarding through the tram back door. <b>9am tram OK for Mon-Thurs.</b> If the tram opening is delayed please supplement Plaza Deck Meet/Greet coverage. When the tram is delayed, one of the ‘H’ team should be positioned near the tram entry to advise guests of the tram status.
<b>Lunch Coverage</b> <b>Transition Between Hosts</b>	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. The four weekend <b>and two Friday</b> ‘H’ Hosts should work out between themselves how to handle lunch coverage and the transition time between AM and PM. Example, swap teams at 12:30.
<b>Weekend Option</b>	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.
<b>Location</b>	<p>Use your judgment on the appropriate Hidden Peak location to be positioned. The best areas are usually near the map 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>
<b>Your Equipment and Lunch</b>	Bring your ski or board equipment to Hidden Peak as weather can change quickly and you may not be able to ride the tram back down. <b>Tram operators may require employees to have their equipment when riding the tram up. This is usually when the tram is expected to run trip by trip or foot traffic is restricted. If you are asked to take your equipment, please do so. Boots and bags can be stored in a small employee locker area on the lower level. And, anytime you don’t take your equipment, be mentally prepared to spend more time at the peak should the tram go down for weather or any other reason (perhaps a lot more time!).</b>

	You are welcome to eat your lunch in Ski Patrol, use their refrigerator, or just stop in to say hi.
<b>Conditions, Closures, and Recommendations</b>  <b>Conditions, Closures, and Recommendations</b>  	<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 advance ability levels that fit the day'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><b>Important: There will be times when the appropriate recommendation is to ride the tram down.</b> 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 be beyond intermediate ability. If in doubt about a guest's ability or potential safety, ask questions and be prepared to <b>strongly encourage the safest route down.</b> 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.</p>
<b>Mostly Mineral Basin / Some Peruvian</b>	<p>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.</p> <p>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.</p>
<b>Knowledge of The Summit</b>	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. <b>Guests can consume outside food on outdoor deck.</b>
<b>Tram Foot Passengers</b>	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 sight-see or have lunch often have questions about the resort, are interested in scenic landmarks, or would like a photo taken.
<b>Equipment Creep</b>  <b>Proactive, Educate, Yet Keep it Safe</b>	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. 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 do 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.
<b>Mid-Day Tram Closures</b>	Use your judgment and check-in with the Team Lead when a mid-day tram closure occurs. Depending on the circumstances, alternatives may include waiting inside The Summit, remaining outside as there may be enough guests coming out of Mineral or the restaurant to help, on-mountain presence, or surveys. 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.
<b>Float Coverage</b>	Floater 'F' shifts are no longer routinely scheduled. However, there are days that necessitate reallocating resources to cover 'float' type roles. We anticipate pulling from the weekend 'H' slots to cover some of this need. This sometimes results in one Host on the peak during the weekend and/or changes in the your coverage times.
<b>Communication</b>	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 CUSTOMER SERVICE

## Overview

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

## Important points

<b>Rotations</b>	<p>'G' shifts consist of two 45-minute rotations doing Big Emma customer service.</p> <ul style="list-style-type: none"><li>• Please be on time or radio your partner if you are delayed.</li><li>• Stay at your location until relieved by your bump.</li><li>• Plan ahead for deciding when to take your lunch and how much time it will take to ski and ride the lift to your location so that your partner is not waiting for you.</li><li>• Get warm between rotations at Mid-Gad Restaurant or Creekside</li></ul>
<b>Location</b>	<p>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.</p>
<b>Assess conditions and ask for help</b>	<p>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 floater hosts, Mountain Safety Patrol, or Ski Patrol.</p>
<b>Speed Control</b>	<p>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.</p> <p>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 Mountain Safety Patrol or Hidden Peak/Ski Patrol.</p>
<b>Helping One vs. Many</b>	<p>Your role is to provide customer 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 area or Ski Patrol.</p>
<b>Keep Safe</b>	<p>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!</p>

## SURVEYS

**For the 2018/2019 season, we are continuing the process of dedicated survey shifts rather than all Hosts complete a quota of surveys.** We made this change last season and feel that we are on track to achieving the intended objectives. To recap, 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 customer 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 maybe lift locations based on creating a statistically valid sample. Survey takers do not have a daily survey goal number; some days you will get more 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.

Participating Hosts attend a short training session, commit to follow a more structured survey taking protocol, and be an active part of the feedback process to fine-tune the design. It's quality over quantity. Survey shifts will include a meet/greet assignment followed by survey taking from 11:00 to 2:00 with your day ending at 2:00. Survey shifts are selected ahead of the shift selection bingo process, not needing to be prioritized into your regular Round 1-3 picks.

Returning Hosts are not required to schedule survey shifts and there will not be an across the board survey completion requirement. Rookies are asked to complete 15 paper surveys over the season (half the old requirement). The rationale is to expose Rookies to the survey process and provide enough of a flavor for future seasons.

**Although the new process has been in place one season, it is still a work in progress.** Therefore,

- Expect change. The survey process may continue to evolve 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.

**Rookies, please use the information below for completing your 15 surveys.**

### Overview

Snowbird uses guest surveys to assess customer demographics, satisfaction, and trends. The information gathered from surveys is an important input to many of the decisions made on the resort's long-term direction, marketing plans, customer service, and improvement focus. Survey data is also critical to the ski resort industry for marketing campaigns and funding. The Mountain Hosts are Snowbird's primary information gathering resource and our efforts with survey data collection are critical to the resort. Our efforts provide Snowbird the data necessary to make choices and decisions to better compete in the market.

We are expected to gather survey information with enthusiasm, professionalism, and dedication...at the same level as we approach any other aspect of our Mountain Host role. Each host is required to complete at least 30 surveys per season. And, it is important that surveys are completed on a steady basis throughout the winter.

### Important points

#### Survey Types



Snowbird participates annually in the National Ski Areas Association (NSAA) survey. The NSAA survey is a short survey that gathers guest demographics and satisfaction information using questions that are standardized across participating resorts. Snowbird also participates in other surveys such as the Ski Utah survey. The Ski Utah survey is used in support of state of Utah tourism marketing funding. Ski Utah is a longer survey and usually done in alternating years. Mountain Hosts collect data for the NSAA, Ski Utah, and occasionally other surveys.

<b>Expectations</b>	<p>Each rookie host is required to complete <b>15 total surveys</b>.</p> <p>Surveys should be completed and turned in on a <b>steady basis throughout the season</b>. Please do not leave this task until the end of the season and then rush do them all at once. Snowbird needs an even distribution of guest inputs without the data being skewed by overweighting one point in the season.</p> <p>All surveys must be completed and turned in by the designated due date. Typically, the due date is <b>April 1</b>. Exact date will be communicated in the weekly update emails. Note that the survey due date may be several weeks earlier than your last scheduled spring-season shift.</p>
<b>Survey Methods</b>	<p>Survey data can be collected in a variety of ways and we encourage each host to do surveys in a way that works best for you. Surveys can be completed on the lifts, in the lift lines, in the restaurants, on the Plaza deck, in other resort common areas, or any place that guests congregate. You can ask the questions and record answers, or guests can fill out surveys themselves. Snowbird stickers can be a great thank you for completing a survey.</p> <p>If you are you are unsure about effective methods or uncomfortable getting started with surveys, please ask any experienced host for ideas and suggestions. There are lots of ways to do surveys and plenty of willing help to provide recommendations.</p>
<b>Submitting Surveys</b>	<p>Blank surveys are available in the Activity Center Mountain Host cabinet. Return your completed surveys to your survey folder in the same cabinet.</p>
<b>Getting Credit for Your Effort</b>	<div data-bbox="430 903 503 976" data-label="Image"> </div> <p><b>Important: You will only get credit for surveys that are properly completed. Don't waste your efforts by submitting incomplete surveys!!</b></p> <ul style="list-style-type: none"> <li>➤ <b>Your first and last name</b> must be legibly written at the <b>bottom of the backside of each survey</b>. For the NSAA survey, this is the bottom of the side with the serial number. For the Ski Utah survey, your name goes at the bottom of page 4.</li> <li>➤ <b>"No names"</b> won't get credit.</li> <li>➤ <b>Interviewer information</b> must be fully completed. Interviewer information is found at top of NSAA survey. For Ski Utah survey, there is a box that needs to be filled out by the host.</li> <li>➤ <b>Zip code, date, location and other</b> relevant information <b>must</b> be completed.</li> <li>➤ <b>Bubbles must be filled in</b>. If the guest just 'checks the box', you must <b>fill in the bubble</b> before submitting. Surveys submitted with just 'check marks' are discarded.</li> <li>➤ <b>Erase extra markings and scratch outs</b> that could be misinterpreted.</li> <li>➤ <b>Missing data</b>. Please fill in obvious missing data that the guest omits, such as approximate age, gender, ethnicity, etc.</li> <li>➤ <b>Pencil or black/blue ink only</b>. No magic markers...these bleed through!</li> </ul> <p><b>Improperly filled out surveys will be discarded and you will not get credit.</b> John is the sole judge and decision maker. All decisions are final!</p>
<b>Taking Surveys When Not Working</b>	<p>Completing the designated number of surveys is intended to be accomplished within your 20-day annual work commitment. While it is not our intent for hosts to work extra to complete surveys, each year some hosts choose to complete their surveys while at the resort on their own time. If you decide to do it this way, please look the part by wearing at least the uniform jacket.</p>

# CHICKADEE

## Overview


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 protocols below.

- Ride with one child only
- Host is responsible for ensuring that the child boards, stays on, and gets off safely
- Physically assist child as needed
- Use the chair's safety 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

Mountain School children's programs have relocated to Creekside Lodge and the Baby Thunder moving sidewalk is operational. These changes allow more beginner instruction in the Baby Thunder area. Thus, expect 'C' shift roles to now be more focused in lower Gad Valley than on Chickadee. We've also made a few adjustments to 'C' protocols and 'C' assignments on the shift card (including EOB speed control for AM C shifts).

## Important Points:

<b>Ski Equipment Only for 'C' Shifts</b>	<p>Hosts working 'C' shifts <b>must use ski equipment</b> and not snow board. We understand this is a change and many 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 ski equipment (provided you've passed the ski equipment test) or choose not to schedule 'C' shifts.</p>
<b>Outline of your Day</b>  	<p><b>Getting Organized:</b> One AM 'C' host checks in with the Mountain School children's supervisor at about <b>8:30am</b> 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 Gad Zoom) 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.</p> <p><b>Morning:</b> 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 <b>9:15 and 9:45am</b>. 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 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><b>Mid-day Break:</b> Children's groups go in for lunch approximately <b>11:30am</b>. 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><b>Afternoon:</b> Children resume their lesson approximately <b>12:45-1:15pm</b>. Be at the base of your designated lift on time. PM 'C' hosts duties mirror the morning description above.</p> <p><b>Ending:</b> Instructors normally end the lesson about <b>2:45-3:00pm</b>. 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>
<b>Riding with Children</b>	<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 ride with and introduce the child to you. Ensure you</p>

	<p>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 <b>Mid-Gad mid-way exit</b> (almost always) and ask if the group is moving to the <b>Baby Thunder</b> 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>
<p><b>Imperative Safety Expectations</b></p> 	<p>Ride with <b>one child at a time. Never ride with two children. An instructor may ask you to ride with two children, please say no and explain that we cannot do so.</b></p> <p><b>The host is responsible for ensuring that the child gets on the lift, stays on the lift, and gets off at the right time.</b> The host is responsible for doing what it takes to safely board, ride, and unload. <b>Many Chickadee children will require your physical help to do this.</b> They are learning and will often require your physical assistance in boarding 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 <b>not</b> 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><b>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.</b></p> <p><b>Our protocol is to <u>always</u> secure the child by also holding your ski pole or one of the available bamboo poles across the child's lap.</b> 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> <p><b>Do not raise the safety bar or release your pole until you are over the safety netting.</b> 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.</p>
<b>Customer Service Opportunities</b>	<p>We often have plenty of time between rides and these are great opportunities for other customer service. 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, and 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.</p>
<b>Coordination with Your Partner and Instructors</b>	<p>'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.</p>
<b>Transition to Next Role</b>	<p>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 compliment 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.</p>
<b>Plan Ahead for Booting Up - C1/C2</b>	<p>C1 and C2 have tight transitions from Meet/Greet to morning riding with children. C1 does M/G at Creekside. <b>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.</b></p>

# FLOATER SHIFTS

## Overview

**Float shifts are no longer a routinely scheduled shift.** However, we anticipate that there will be occasional days that require resources to be shifted to Float roles. Planned Float roles will either be filled by adding scheduled 'F' float shifts to the schedule. Or, unplanned Float needs will be filled by reassigning from other shifts. Accordingly, all Hosts should be knowledgeable of the Float Shift protocols below.

'F' shifts are 'floater shifts' with duties assigned dependent on the needs of the day. 'F' shifts are intended to provide a way to support varying needs that arise due to unique events, conditions, and guest situations. Host working 'F' shifts should expect that their roles may be determined as the day progresses and may include a wide range of activities. Float shifts are not 'all day mountain presence'. Expect that the amount of float duties will vary from day to day, as may the level of 'interesting host work'.

Flexible roles may include such duties as:

- Special prearranged tours or helping with large guest groups for standard tours.
- Race or competition event support, typically safety/speed control and customer service roles.
- Additional speed control where needed.
- Customer service needs such as 'donut duty' for customer appreciation days, extra meet/greet needs, guest information for situations such as tram/lift down, MBX lift line support, etc.
- Safety needs such as keeping equipment clear of traffic areas at Mid-Gad and Creekside, enforcing closed areas, etc.
- Filling gaps in our schedule.
- Lunch or break coverage for situations that we need all day host support such as Hidden Peak, races, and events.

## Important points

<b>Duties</b>	Some assignments will be known at the start of the day and communicated in the morning meeting. Other duties will be determined as the day progresses. Thus, it is important to monitor the radio throughout the day. Communication is two-way, let others know what you are doing and what additional resort support needs you observe.
<b>Be Proactive</b>	If you see something that needs to be done and no other Hosts are assigned to that need, please just do it. For example, ski equipment congestion at Mid-Gad restaurant, Hidden Peak support, or MBX lift line support. Be proactive in supporting other Hosts who communicate assistance needs. Communicate with the Team Lead if you see other significant needs that require host resources or more of your time.
<b>Start and End of Day</b>	'F' shifts may have an assigned Meet/Greet role or end of day bridge speed control. Depending on the circumstances, these assigned duties may be superseded by more critical flex roles.
<b>Default Role</b>	The default activity when you do not have an assigned task is on-mountain presence or surveys. Coordinate with the Team Lead to determine what area of the mountain would be most helpful for on-mountain presence.



# SPEED CONTROL

## Overview

**Big Emma speed control is no longer a routine assigned duty.** We will continue End of Bridge speed control. We will also have speed control for congested areas such as race/competition events and periodic high risk areas. Accordingly, all Hosts should be knowledgeable on the following speed control protocols and use when needed.

Our objective for speed control is to help everyone share the mountain in a safe and enjoyable manner. We do this by locating ourselves in key areas that are prone to congestion, speed, and a mixture of guest ability levels. Our role is to educate, encourage, and ask guests to slow down. 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.

Mountain Hosts have formal speed control assignments ahead of the Skier's Bridge approaching the plaza deck. There are times when we may also have speed control assignments at other congested locations including at mountain events. And, we should do informal speed control wherever we see a need on the mountain.

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, the level of congestion on the hill, proximity of the guest in question 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 and Mountain Safety Patrol**. Mountain Hosts should never directly confront speeders in an enforcement or confrontational way.

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's their right to ski as fast as they want, or who think they have the ability level to avoid interfering with others. This will happen and it is easy to feel like we are not making an impact. However, please 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 from those around them, and over time even those who may ignore us get the message about slow skiing and riding. When you are feeling unappreciated, think of the unspoken gratitude of the terrified mother with her young child or the beginner skier struggling to make turns. Our impact is valued much more than it will seem.

## Important Points

<b>Be Safe</b>	Always wear an <b>orange vest</b> . <b>Stand where you are safe, yet visible</b> . A good approach is to stand next to the orange slow skiing banner sign with your equipment placed behind the sign.
<b>Signal Speeders to Slow Down</b>	Scream, wave, motion, whistle, etc. Be firm yet polite. Remember, our role is to educate, encourage and ask. It is <b>not</b> to be the enforcer. Always thank guests for their cooperation.
<b>Repeat Offenders and Blatantly Dangerous Acts</b>	Notify Ski Patrol and request their assistance (or Mountain Safety Patrol for less serious issues). 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.

<b>Customer Service Issues</b>	While doing assigned speed control, it is common to see other guest problems on the hill such as lost equipment, guests in over their head, etc. <b>Your primary role is speed control</b> and we need to help the greater number vs. one. Try to resolve issues without leaving your speed control station. For example, give verbal suggestions to the guest, call for another host to come help, or if appropriate contact Ski Patrol. Leave your assigned post only for major or urgent issues where no other action is feasible.
<b>Work as a Snowbird Team</b>	Communicate with your partner and the hosts who are before and after you in the rotation. Be sure to find out who has which shift during our morning meeting. Share information on repeat speeders. Coordinate with Mountain Safety Patrol for issues we can work on together (see separate section on MSP). Use Ski Patrol and MSP appropriately.
<b>Ski Team and Employee Speed Issues</b>	<p>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 on-going issues, we are asked to <b>report any incident of speeding by the Snowbird Ski Team, coaches, or other racers</b>. In particular, watch for coaches who are not role modeling appropriate behavior. Contact John, the team lead, or report issues on channel 1. The appropriate person will then address the issue with the coaches.</p> <p>Occasionally, we also have speeding issues with Snowbird employees. Employees going too fast can influence how guests use the mountain and, therefore, we want to promptly deal with issues. <b>Please report any employee who is speeding by contacting John or the team lead</b>. If it is Mountain School, the Host or the team lead should contact Maggie Loring (Mountain School Director) on Ch. 4.</p> <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>
<b>End of Skier's Bridge</b>  <b>3:00-4:00</b>	<p>C1 and C2 shifts include end of day speed control at the End of Skier's Bridge. Special considerations:</p> <ul style="list-style-type: none"> <li>➤ End of Skiers Bridge speed control <b>starts at 3:00 and continues until 4:00</b></li> <li>➤ Position yourself near intersection of Bass Highway and the Peruvian return routes. Usually there will be slow banner signs and orange netting baffles to assist with slowing speeders. If there are two hosts with this assignment, have one located at the end of Bass Highway and the other in the intersection of the Peruvian return routes.</li> <li>➤ For your own safety, always wear an orange vest and stand next to the slow signs or orange netting rather than exposed in the middle of the trail.</li> <li>➤ Your role is to slow down guests before they merge with guests returning from the adjacent drainage and before they access the skier's bridge.</li> <li>➤ End of day can be congested, guests are often in a hurry to finish their final run, rushing to catch the last tram, etc. As a result, they may not be thinking about the risk of merging traffic or slowing for the final turns onto the bridge.</li> </ul>
<b>Be Flexible</b>  <b>Adding More Speed Control</b>	<p>Conditions, events, or busy days may require hosts to provide speed control at other locations on the mountain. When necessary, we may reassign hosts from on-mountain presence to specific additional high priority speed control locations.</p> <p>For example, when conditions are unusually icy and fast, we may add end of day speed control on Dick Bass Highway. We will have several hosts space themselves out along Dick Bass for the last hour of the day to encourage guests to slow down. Dick Bass is narrow, congested, and has guests of varied abilities. When it is fast and slick, we will assist with an extra level of speed control.</p> <p>Please use your judgment in finding other areas where conditions or congestion merit doing some additional informal speed control. Using some of your on-mountain presence time to do a little more speed control can be a very effective use of our time.</p>



# THANK YOU AND GOOD-BYE

## 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.

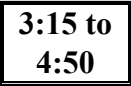



The purpose of 'Thank You and Good-bye' shifts includes:

- 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.

Thank you and good-bye can be the cherry on top of the customer service sundae. It's a great way to make one final positive impression for Snowbird's guests.

## Important points

<b>Thank You / Good-bye</b> 	Be at your designated Portico or Creekside location to start thank-you and good-bye <b>not later than 3:15</b> . The Thank You/Goodbye shift ends at <b>4:50</b> , 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 4:30, guest levels often swell closer to the next scheduled bus arrival. Therefore, stay until 4:50. If you ride the 4:50 bus yourself, please first assist with loading and then board the bus at the end. Remember that hosts working late shifts also start later in the morning (8:30).
<b>Food and beverage</b> 	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.
<b>Radios and Equipment</b>	The Activity Center closes about 4:20pm. Therefore, please turn in your radio, speed control vest, surveys, etc. <b>before</b> going to your late shift thank-you and good-bye assignment. If you have a need to communicate during your late shift, use the Snowbird wall phones or a cell phone.
<b>UTA and Snowbird Buses</b> 	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.
<b>Managing the UTA Experience</b> 	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 <b>actively assist with managing the process</b> . For example: <ul style="list-style-type: none"><li>• Organize guests into the designated lines for the 990 and 992 bus routes.</li><li>• Announce incoming bus numbers.</li><li>• 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 reached this area. You may have to go to the second bus and speak to the driver through the driver side window.</li><li>• Watch for situations of employees cutting lines and holding spaces for other employees.</li><li>• Enlist assistance from other parking staff when necessary.</li></ul>

<b>Traffic control</b>	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, try to focus on the concrete area rather than blacktop. It's not our role to manage the traffic flow coming up toward the Portico.
<b>Snowbird Shuttle</b>	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), request a pick-up, and ask for an estimated arrival time to communicate to the guest.
<b>Alta Transportation</b>	<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>
<b>Clock Out</b>	Hosts no longer clock in or clock out.

# MOUNTAIN HOST SHIFT CARD

## Saturday / Sunday / Holiday

	Morning Meet & Greet	Mid-Day	Mountain Presence	Thank You & Goodbye
G1		Big Emma 11:30 and 1:45	Gad	Creekside 3:15-4:50
G2	Portico	Big Emma 12:15 and 2:30	Gad	
G3	Plaza Deck	Big Emma 1:00 and 3:15	Gad	
H1	Hidden Peak	Hidden Peak AM	1 <sup>st</sup> Mineral	
H2	Hidden Peak	Hidden Peak AM	2 <sup>nd</sup> Peruvian	
H3	SB Ctr 1 <sup>st</sup> Floor	Hidden Peak PM	1 <sup>st</sup> Mineral	
H4	SB Ctr 2 <sup>nd</sup> Floor	Hidden Peak PM	2 <sup>nd</sup> Peruvian	
P1	Portico	10:30 Tour	PM - P/MB	
P2	Chickadee	10:30 Tour	PM - P/MB	
P3		9:30 Tour	PM - P/MB	Portico 3:15-4:50
P4		9:30 Tour	PM - P/MB	Portico 3:15-4:50
C1	Creekside	Chickadee AM (~9:15)	PM - Gad	EOB 3-4pm
C2	Plaza Deck	Chickadee AM (~9:15)	PM - Gad	EOB 3-4pm
C3	Peruvian Expr	Chickadee PM (~1:00)	AM - Gad	
C4	Creekside	Chickadee PM (~1:00)	AM - Gad	
S	Cliff Back Door	Surveys 11:00 to 2:00		Leave 2:00
TL	Team Lead	Roam	Roam	

2018 / 2019 Season

## Friday

	Morning Meet & Greet	Mid-Day	Mountain Presence	Thank You & Goodbye
G1	Creekside	Big Emma 1:30, 2:30, 3:30	AM	
G2	Plaza Deck	Big Emma 1:00, 2:00, 3:00	AM	
G3	Chickadee	Big Emma 10:30 11:30 12:30	PM	
G4		Big Emma 10:00 11:00 12:00	PM	Creekside 3:15-4:50
H	Hidden Peak	Two share all day HP coverage	As available	
P1	Portico	10:30 Tour	PM	Speed Control EOB 3-4pm
P2	Peruvian Expr	10:30 Tour	PM	
P3	Plaza Deck	9:30 Tour	PM	
P4		9:30 Tour	PM	Portico 3:15-4:50
S	Cliff Back Door	Surveys 11:00 to 2:00		Leave 2:00
TL	Team Lead	Roam	Roam	

## Monday - Thursday

	Meet & Greet	Tour	Mtn Pres
P1	Portico	10:30	PM
P2	Creekside	10:30	PM
P3	Portico Late	9:30	PM
P4	Creekside Late	9:30	PM
H1	Hidden Peak	HP: 9-12:30	PM
S	Cliff Back Door	Survey	11-2:00
TL	Plaza Deck	Roam	Roam

John Cotter 801-694-8618
Hidden Peak 801-933-2117
x4219 Non Emerg x4218 Emerg
Ch. 1 Ski Patrol / Hidden Peak
Ch. 2 Building Services
Ch. 3 Public Safety
801-933-2120 Alt. 801-933-2137
Ch. 4 Mountain School
Ch. 5 Tram and Lifts
Ch. 15 Mountain Host

## 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 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. Filtering 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

Filtering 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 two weeks from the current date. If you need to drop a shift inside two 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. Future plans include adding completed survey status. 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.

<b>Website</b>	<a href="http://www.snowbirdhosts.com">http://www.snowbirdhosts.com</a>
<b>User ID and Password</b>	User ID: <b>Your email address</b> Default password: <b>5teep&amp;Deep</b>  All initial passwords are set to <b>5teep&amp;Deep</b> , 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.
<b>First Time Use</b>	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.
<b>Website Support</b>	Contact Allen 'Max' Maxwell using the "aaMaxWorks Engineering, LLC" link on the bottom of the front web page. Or, if it is more 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 three on mountain training days **prior** to working ‘regular host’ days.

### 20 Days per Season:

**20**

	2018 / 2019 Date	Rookies	Returning Hosts
Rookie Indoor Training	Oct. 27	1	-
All Host Training	Nov. 3	1	1
On Mountain Orientation	Dec. 9	1	-
Mid-Year Meeting	Feb. 2 (Evening)	1	1
On Mountain Shifts	Limited start Nov. 21 Full start Dec. 14 Limited schedule after April ??	3 Training 13 Regular (see next pg.)	18
Total		20	20

In the spirit of full communication and as previously announced, the **2019/2020** season requirement **may change to 20.5 days**. If this happens, it would be comprised of 1 pre-season meeting, 19 on mountain, and .5 midyear meeting.

### Scheduling for the 2018/2019 Season

Choose your desired days by making your picks during **four** rounds of scheduling. You may make **up to five picks** in each of the first **three rounds**. This is followed by a fourth ‘**open**’ round where everyone may choose their remaining shifts at the same time. Each round begins at 12:00 midnight.

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 two 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 One - Rookies Only				<b>Oct. 27</b> – During Rookie Indoor Training <ul style="list-style-type: none"> <li>Schedule <b>4</b> on-mountain training classes</li> <li>Normally, on-mountain training is <b>3 days</b>. The 4<sup>th</sup> day is scheduled in case it is needed due to limited snow</li> <li>See more about ‘<b>Rookie Training Sequence</b>’ on next page.</li> </ul>
Round One	<b>Nov. 5</b> 5 Picks	<b>Nov. 6</b> 5 Picks	<b>Nov. 7</b> 5 Picks	<b>Nov. 7</b> – Pick <b>any five</b> shifts. However: <ul style="list-style-type: none"> <li>All picks must be for dates later than your last on-mountain training day</li> <li>‘P’ shift picks must be for February 1 or later (to allow sufficient Tour proficiency)</li> </ul> <b>See ‘Rookie Training Sequence section on next page for more information.</b> If you did not complete selecting your on-mountain training shifts at Rookie Indoor Training, you may select your on-mountain training days plus 5 additional Round One shifts.
Round Two	<b>Nov. 8</b> 5 Picks	<b>Nov. 9</b> 5 Picks	<b>Nov. 10</b> 5 Picks	<b>Nov. 10</b> - Pick <b>five</b> shifts. Same constraints as listed above for Round One.
Round Three	<b>Nov. 11</b> 5 Picks	<b>Nov. 12</b> 5 Picks	<b>Nov. 13</b> 5 Picks	<b>Nov. 13</b> - Pick <b>two</b> shifts. Same constraints as listed above for Round One.
Open Round	<b>Nov. 14</b>	All groups at same time	3 final picks	Rookies have already completed their picks. <b>If the 4<sup>th</sup> on-mountain training day is cancelled, rookies pick an alternate shift at a later date.</b>

## 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 plan for this season is:

- **Early Season:** Opening day (about November 30) through December 14
- **Regular Season:** December 15 – April 21
- **Spring Season:** April 22 – late May. Hosts on Friday, Saturday, Sunday, and Memorial Day only.

## Rookie On Mountain Training Sequence

Your first 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. Normally, rookies will have **three** on-mountain training days with **one day in each drainage** (Gad, Peruvian, Mineral). However, some seasons have limited early snowfall causing Peruvian and/or Mineral to open late. To ensure an opportunity to train in each drainage, rookies initially schedule **four** on mountain training days. All four dates are scheduled during Rookie Indoor Training. **If snow conditions permit training in all 3 drainages during your first 3 classes, we will cancel the 4<sup>th</sup> 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 customer 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.

Each of the Rookie On-Mountain Training days has a primary focus. Normally, Day 1 is focused on the Gad Valley, Day 2 Peruvian Gulch, and Day 3 Mineral Basin along with a review. Be flexible as limited early season terrain may necessitate changes and can require the 4<sup>th</sup> training day to be utilized.

For the 2018/2019 season, our goal is to complete Day 1 classes between Dec. 14-21, complete Day 2 Dec. 22-28, Day 3 Dec. 29-Jan. 4, and the 4<sup>th</sup> day Jan. 4-6 or Jan. 11-12. 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 controlled 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 **three (or four)** 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 or weekday shift for earlier than February 1.** Tour shifts are identified with the designation of ‘P’ shifts (these include all Mon-Thurs shifts).

**Training Days:** Rookie indoor training, all host training, rookie on mountain orientation, and the mid-season meeting are pre-scheduled for you on the website. Just show up!

**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).

## Ensuring Availability of Tour/Weekday Shifts

Tour shifts and weekday shifts have historically been coveted shifts. The reasons include that tours are interesting work and weekday shifts are simply limited in number. Feedback from newer Hosts has been that these shifts can be difficult to find available. And, we prefer to have all hosts to contribute across the full scope of our duties.

Therefore, the **total of all ‘P’ shifts is limited to 9 of your initial 18 shift picks**. That is, not more than 9 Tour (P) picks regardless of whether they are weekends, holidays, or weekdays. Your choice of which rounds you use ‘P’ picks. Once your total ‘P’ picks exceed 9, your schedule will be adjusted down by arbitrarily choosing shifts to drop.

The **limit only applies to the initial four round scheduling process**. It **does not apply** to schedule changes made during the season as openings become available, and it does not apply to special tours or other shifts that are added during the season. Our intent is to provide a reasonable opportunity to all in the initial scheduling process. Once the schedule opens up to go beyond the initial picks, **you may add/change your schedule in any way desired**.

## Holiday Expectations

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

**May not be able to pick 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 two weeks	Just <b>drop</b> 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.
One to two weeks	You are responsible for finding your own replacement. Contact <b>Max or John</b> to make the swap on the host website.
Less than one week	<p>You are responsible for finding your own replacement. <b>Contact John</b> to make the change on the host website.</p> <p>Schedule changes inside one week <b>should be limited to truly unforeseeable reasons</b>. Such changes can be made, but they present additional complexities and we want to keep them to a minimum. The reason is that the original schedule has already been communicated to Hidden Peak for Ski Patrol dispatch purposes, to the Activity Center for time clock records, and into a permanent record that may be used for future legal liability issues. As a result, John has several additional steps to complete to accommodate late changes.</p>

## 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 moments 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.



## ON MOUNTAIN EXPECTATIONS

### Skier and 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 and 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 or Mountain Safety Patrol involved.

### Safety Always

Safety is our number one priority and a baseline expectation ahead of everything else including customer 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. Your good judgment is critical to both your own safety and continuation of the entire host program.



## Radios

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

<b>Radio Channels</b>	<div data-bbox="430 254 532 359"> <b>1</b> </div> <p><b>Channel 1 is used by Mountain Operations for essential communication.</b> Channel 1 is the communication channel for <b>Hidden Peak and Ski Patrol</b>. It is <b>not</b> to be used for general Mountain Host communications amongst our team or for conversations.</p> <div data-bbox="430 411 558 516"> <b>15</b> </div> <p><b>Channel 15 is used by Mountain Hosts.</b> 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> <p>Other channels are dedicated to specific departments such as Public Safety, Mountain School, Lifts/Tram, etc. Utilize these channels when a need arises to communicate with these groups.</p> <p>Occasionally, we are temporarily moved to a different channel. If so, we will let you know in the morning meeting. Also, Ch. 15 is used by other groups including Mountain Safety Patrol, Snow Making and is the “call channel” for other mountain communication needs.</p>
<b>Using the Radio</b> <div data-bbox="224 867 375 1094">  </div>	<ul style="list-style-type: none"> <li>➤ Push and hold the talk button, pause briefly before starting your message</li> <li>➤ <b>Protocol: First identify yourself followed by whom you are calling.</b> Example: “This is Host John. Calling Hidden Peak.” Or, “Host Mary calling Host Bob”</li> <li>➤ 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.</li> <li>➤ Repeating whom you are calling can help ensure you are not cut-off and the other person hears you.</li> <li>➤ 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.”</li> <li>➤ Proceed with your message. Examples are below.</li> <li>➤ 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).</li> </ul>
<b>The 5 “C”s</b>	<ul style="list-style-type: none"> <li>➤ <b>Clear</b> – speak in a clear, distinct voice</li> <li>➤ <b>Concise</b> – say what is needed, using as few words as possible</li> <li>➤ <b>Correct</b> – think before you talk to ensure you give the correct information about the situation and location</li> <li>➤ <b>Complete</b> – provide the major details, skip the lesser stuff</li> <li>➤ <b>Calm</b> – 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.</li> </ul>
<b>Plan your communication</b>	<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 in 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 “C”s (<b>Clear, Concise, Correct, Complete, and Calm</b>) to help decide what you need to communicate.</p>
<b>Know your location</b>	<p>Locations are best described <b>using two or more reference points</b>. Examples:</p> <ul style="list-style-type: none"> <li>➤ Upper Emma, just below road from restaurant, on skiers left</li> <li>➤ Bassackwards on flats between Gad 2 and the elbow turn</li> <li>➤ Chips near Peruvian Express tower #17</li> </ul> <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</p>

	describe your location if a need arose wherever you are located. Get some practice before an urgent situation arises.
<b>Important points</b>	<p>Always remember to first <b>identify who you are and whom you are calling</b>. 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 one person talking at a time. So, 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 <b>extremely time critical situation</b> and there is a conversation in progress on Ch. 1, the protocol is to interject with <b>'Break Break Break'</b> to request the other parties to yield to your communication need.</p> <p>Radios are not just for emergency communications. Hosts should utilize <b>Ch. 15</b> 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><b>Chest packs</b> are the time tested, proven and approved way to carry radios. Radios are extremely expensive, carrying it in the chest packs may offer some defense should you lose the radio.</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>Use of radio's is not permitted when you are not working and not in uniform.</p>
<b>Your Responsibility to Listen</b>	<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 turning the volume down at lunch. Ask for communication to be repeated if the sound was garbled. <b>Find a way to monitor communications and respond when called.</b> If there is a safety issue and you cannot hear the call, it could endanger you and guests.</p>
<b>Ear Pieces, External Microphones, and Batteries</b>	<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:** 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 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 pairs 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 and Accidents

<b>Call for Help</b>	 <p><b>Upon arriving at an accident, assess the scene and call for appropriate assistance.</b> 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>												
<b>Factual Communications</b>	<p>Describe the situation and assistance required factually, without adding speculation or inappropriate medical judgment. Some examples:</p> <table border="1" data-bbox="435 426 1466 657"> <thead> <tr> <th>Inappropriate / Less Appropriate</th><th>Better</th></tr> </thead> <tbody> <tr> <td>Separated shoulder</td><td>Guest has potential shoulder injury</td></tr> <tr> <td>Skier says he has blown out knee</td><td>Skier reports potential knee injury and severe pain</td></tr> <tr> <td>Concussion</td><td>Skier is unresponsive. Potential head injury.</td></tr> <tr> <td>Major head injury</td><td>Obvious head injury. Urgent. Witness on scene reports seeing victim hit head on tree at high speed.</td></tr> <tr> <td>Heart attack</td><td>Severe chest pain</td></tr> </tbody> </table> <p>If the emergency is urgent, <b>explicitly convey the urgency</b> 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>	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.	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
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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												
<b>Performing First Aid &amp; Medical Response</b>	<p><b>Respond medically only to the level that you are comfortable and properly trained.</b></p> <p><b>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.</b></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 protocols, 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>												
<b>Control the Scene</b>	<p>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.</p>												
<b>Incident Report</b>	<p> Ski Patrol completes a <b>written incident report</b> for all accidents. Utah law requires all involved parties and witnesses to <b>remain at the scene</b>, 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.</p>												
<b>Life Flight</b>	<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>												

## Orange Vests When On-Mountain



Orange Host vests have been eliminated!

## 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**.

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'. The proper Ski Patrol response will then be dispatched to the scene. Let Ski Patrol to 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 one 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 orange vest 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 and Skiing Together



Hosts are expected to use the normal customer 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!

<b>Tram &amp; Lift Lines</b>	<p>Mountain Hosts are expected to access the tram and chair lifts through the normal customer 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>
<b>Exceptions to cutting lines</b>	<p>Cutting tram and lift lines are only permitted for specific exceptions:</p> <ul style="list-style-type: none"><li>➤ Meet/Greet at top of Peruvian Express or Hidden Peak. Catch the last pre-public tram at 8:45am or a pre-public chair about 8:50am.</li><li>➤ Tram back-door may be used for 'H' shift Hosts <b>only if the tram line is long</b>. If it is a normal one or two tram wait, use the regular line and <b>not</b> the tram back door.</li><li>➤ Gad-Zoom line may be cut when you are going <b>directly to a Big Emma Customer Service</b> rotation (<b>only when truly necessary, please minimize using this method</b>).</li></ul>
<b>Ride chair lifts with guests</b>	<p>Please always try to ride chair lifts with our guests rather than riding single. It is a great time to answer questions, ask a guest about their day, and maybe even get a survey done. Also, hosts should never 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.</p>

## 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 customer 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. Remember that a call on radio may be able to get assistance from another host in the area or Hidden Peak could be in a position to help. 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 an assist down the mountain is going to take an excessive amount of time (we have experienced assists beyond two hours), call Ski Patrol and get their assistance with the guest.

## Guest Feedback and Input



Snowbird collects guest feedback utilizing an online survey system triggered by survey cards provided around the resort and distributed by employees. Hosts are asked to distribute survey cards to guests when situationally appropriate. For example, after a good customer service experience or, conversely, a situation where a guest wants to or should provide less positive feedback. Snowbird absolutely wants customer feedback and input, whether it is about great service, a problem, or a suggestion. Please direct all guest feedback and input to the online website by giving the guest a survey card.

The survey supplier and exact form of this survey have not been finalized for the 2018/2019 season. Expect this winter for it to be similar to the previous season. Longer term, Snowbird is looking at a shorter survey plus options that provide more real time feedback.

Carry a supply of these cards and pass them out liberally. Use this process for any type of feedback whether it is about the host program, another department, or the resort in general. Also, we use the data for host recognition programs and a monthly host program customer service score.

Use your judgment before directing an especially angry or upset guest to a **online** survey. A survey may not be the best solution in the mind of the guest and can further escalate their frustration. Try to solve the problem or get the appropriate Snowbird representative involved.

## Special Resort Events and 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 customer experience.

## Mountain Safety Patrol

Snowbird has a Mountain Safety Patrol (MSP) team whose function is to monitor and enforce safe use of the mountain. This team's primary focus is speeding, unsafe actions, and closed area violations. MSP is empowered to issue warnings, suspend and revoke passes, and track repeat offenders. MSP works primarily on weekends/holidays. They normally work in pairs to spot and safely stop potential offenders. MSP covers the entire mountain and is just a small team. Thus, they can get spread thin and are not able to work every issue. However, over the course of the season their presence and impact sends a clear message and reduces unsafe use of the mountain.

Mountain Host, MSP, and Ski Patrol safety roles compliment each other. The Mountain Host role relative to speed is to slow people down as well as to educate and inform. We do not chase, apprehend, confront, or pull passes. MSP's full time role is to identify issues and take action. They will stop offenders, communicate the issue, discuss the importance of safety and potential consequences of the guest's actions, and determine what action is appropriate.

Mountain Hosts and MSP often work together and can help each other. Mountain Safety Patrol uses Ch. 1. We can call MSP to request assistance with speeders that we are unable to stop or who are repeat offenders. Get to know the MSP team (yellow coats), be aware of their location on the mountain, and contact them with a clear description of people you are requesting help with. Inform MSP about hot spots around the mountain where we are seeing patterns of excessive speed, unsafe jumping, closed area violations, etc. Get to know this team and ask them how we can best work together and make the best use of our resources.

## Supporting Snowbird's Business

Keep in mind that all employees 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 appropriate 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 customer 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 **8:00** and ending at **4:00**. Occasionally, a different time frame is needed and will be communicated up front. 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 three on mountain training days.

### 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 one-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 John’s emails for guidance on whether any newly added shifts are preferred 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.

# 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	Rookies	Returning Hosts	Description
<b>Hiring Process</b>	✓	✓	All hosts must annually complete required Snowbird employee hiring documents and verification of eligibility for employment. This is a mandatory step and must be completed before getting your ski pass issued.
<b>Rookie Indoor Training</b>	✓		All rookies attend a <b>one-day pre-season classroom style training</b> session. Rookie training day is a comprehensive crash-course style overview.
<b>All Host Training</b>	✓	✓	All hosts attend a one-day preseason training session in November.
<b>On Mountain Orientation</b>	✓		Rookies participate in <b>On-mountain Orientation Day</b> in mid December (date is dependent on snow conditions). Content includes mountain overview, resort information, safety, avalanche control, guest tour walk-through, exposure to the key host job tasks, Snowbird Center facility tour, etc. Rookies also get certified in their ability to ski or snowboard at a black terrain level. 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!
<b>Ski Test</b>			
<b>Food Fest</b>			
<b>Rookie On Mountain Training</b>	✓		Rookies complete <b>three (possibly four)</b> structured <b>On-mountain Training Days</b> prior to working regular host assignments.
<b>Mid-season Meeting</b>	✓	✓	All hosts are expected to attend our mid-season meeting. The mid-season meeting is usually on a <b>Saturday in late January or early February, starts early evening, and lasts about 4 hours.</b> If you miss or are excused from the mid-season meeting, you are <b>expected to work another day</b> to meet your 20 day commitment.
<b>Host Parties</b>	✓	✓	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 employees to use shared transportation. Employee 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.

<b>Traveling to Snowbird</b>	Snowbird has limited parking and it is important to maximize guest access to available parking. Finding parking should not be a negative customer service memory for our guests.
	<b>All employees are strongly encouraged to take the UTA buses, Canyon Transportation Employee vans, or carpool with other employees.</b> Riding the UTA canyon bus is free with your employee pass. And, the UTA bus is often a great opportunity to socialize with other hosts!



<p><b>Traveling to Snowbird continued</b></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><b>Always swipe/tap</b> your employee pass when you get on <b>and</b> off the UTA bus. This tracking system is important for UTA to determine the most effective bus routes and schedules. Employees are expected to <b>not park</b> 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>
<p><b>‘Host Hauler’ Shuttle Van</b></p> 	<p>Enjoy the camaraderie of riding with your fellow Hosts! John drives a UTA RideShare van for the Mountain Host department. Departure is 7:10am at the 9400 S 2000 E Park and Ride lot (unless otherwise communicated). Additional pick up at church on 9400 S. Convenient Portico drop-off!</p> <p>Our RideShare van <b>does not operate every day, nor on a fixed time schedule.</b> The Host Hauler is used on the busier days, often Friday-Sunday, holidays, and some weekdays. Reservations can be made on the Host website. 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><b>Employee Parking</b></p> 	<p>Snowbird has an employee parking policy, which designates areas where employees can and cannot park. Employee parking restrictions are necessary to ensure that our guests have priority access to and sufficient ease of parking.</p> <p><b>All employees, including hosts, are expected to comply with Snowbird’s parking policies.</b> Employee parking policy specifics and effective dates are <b>communicated at the start</b> of each season, are discussed in orientation, and are covered in the Snowbird Employee Handbook.</p> <p>The employee parking policy applies to both <b>work and non-work</b> reasons for driving to Snowbird. Employees who must drive to Snowbird are expected to <b>register</b> 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, employees are asked to please use the pond pathway for safety rather than cutting across the parking strip valet parking area.</p>
<p><b>Canyon Road Alerts</b></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 an employee text message service that is often the fastest way to get road change information. Subscribe by emailing your name and cell phone to <a href="mailto:aprainey@snowbird.com">aprainey@snowbird.com</a> 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 <a href="http://www.canyonalerts.org">www.canyonalerts.org</a></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, Utah Avalanche Forecast Center at 888-999-4019, Snowbird.com, and/or radio 530AM.</p>

## Road Closures on Snow Mornings



One of the most critical times for customer 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 should 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**. Starting March 5, 2018, we will follow a two-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 from the 9400 South 2000 East Park and Ride. Departure time on snow days **may be earlier** than normal. **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 second vehicle. The second vehicle should 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 7:00am** 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 customer 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 two-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!


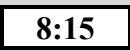
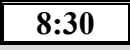

## More Morning Road Closure Scenarios


<b>8:30 Late Shifts</b>	Hosts scheduled to work a late shift should follow the procedures above to arrive <b>as if they were working an 8am shift</b> . This means that the easiest way to ensure arrival within 45 minutes of the road opening is to <b>travel on a UTA bus that would normally get you to Snowbird in time for the 8am meeting</b> . We realize that this is inconvenient for those who scheduled a late work shift. Unfortunately, the reality on a snow morning is that waiting until after 8am to start driving up the canyon can easily put you a couple hours back in the traffic line resulting in arriving very late.
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<b>Pre-Announced Closures</b>	Road closures are often announced in advance. “Road will be closed 6am to 8:30am” is a common alert that is sent the evening prior. You always have the option of driving yourself prior to the road closure start time if you prefer that instead of taking UTA.
<b>Extremely Long Closures</b>	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 giving a days credit for having spent considerable time waiting in line.
<b>Call John C.</b> 	You are always welcome to phone John Cotter if you have a unique situation or want to communicate your status. He 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.
<b>Mid-day Closure / Not Re-opening</b>	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

<b>Time Clock</b>	<b>Time clock swipe for Hosts has been eliminated.</b>
<b>Start Time</b>  <b>Morning Meeting</b>  	Host shifts start at <b>8:00am</b> (except as described below). <b>Don't be late!</b> We meet in the employee break room and the day starts with our morning meeting. Critical information for the day is discussed in the morning meeting and it is important that everyone is on time to avoid repeating information. Please be ready to start your day when you arrive at the meeting.  Morning meeting covers topics such as shift assignments, information dissemination, weather and snow conditions, openings/closures, information on the day's events, recurring issues and focus areas, changes to our methods, etc. Morning meeting is from 8:00 to about 8:15am. About 8:15 to 8:30am is available to finish getting ready for the day and arrive at meet/greet locations. The expectation set by Bob Bonar is that every host will be <b>at their assigned meet/greet location not later than 8:30am.</b>
<b>Mon.-Thurs. Start Time</b> 	<b>Start time for Monday-Thursday non-holidays is 8:15.</b> Morning meeting at 8:15 may enable you to ride a later UTA bus. Meet/greet begins at <b>8:30</b> . 8:15 start time applies <b>only</b> to regular Monday-Thursday shifts where we normally have a four-person crew working. Start time is <b>8:00</b> throughout the Christmas / New Years holiday window, MLK Day, and President's Day.
<b>Late Shift</b> 	Late shifts start at 8:30am. We have a late shift morning meeting starting at 8:30 in the employee break room. Be ready to start helping with Meet and Greet directly at the conclusion of the meeting. Late shift hosts will typically assist with Plaza Deck meet/greet and should be in position by 8:45-8:55.
<b>Christmas Holiday Window</b> 	<b>NEW: All shifts during the Christmas through New Years holiday window, including late shifts, start at 8:00.</b> The rationale is that the Christmas holiday time frame is extremely busy and we simply have a lot of critical information to communicate in the morning meeting. Expect high guest levels, the resort is ramping into full swing, terrain openings can change day to day, and usually plenty of non-standard situations often impacting our assignments. Specific dates will be communicated, but basically it is Christmas through New Years Day plus adjacent weekend days.
<b>Equipment</b>	Radios, loaner chest packs, and other supplies are picked up at morning meeting. <b>Radios are numbered;</b> please take the one corresponding to your shift number.
<b>Ski Patrol Mountain</b>	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

<b>Report</b>	opening. Listen for useful information such as lift openings/closures, ski area openings/closures, event locations, and notable mountain conditions.
<b>Early Trams</b> 	<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 6:45, riding the 7:00 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 <b>8:30am</b> 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

<b>On Mountain Until 4pm</b> 	<p><b>Please stay out, on-mountain and assisting guests until 4:00pm.</b> Not 3:30, not 3:45, not 3:55. 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.</p>
<b>Radios and other equipment</b>	<p>Return radios, chest packs, and completed surveys to the Activity Center. It is extremely important to return your equipment before leaving, as someone else must use it the next morning.</p> <p>Radios must be <b>powered off and returned the designated charger</b> (G1 radio goes in the G1 charger, etc.) and ensure that the <b>charger light has turned on</b> indicating that the battery is re-charging. If you forget to return your radio and the Activity Center has closed, phone John.</p>
<b>Late Shift</b> 	<p>The Portico and Creekside Late shifts have a slightly different end of day process. Hosts working these shifts are expected to stay at their assigned thank you/good-bye locations <b>until 4:50pm</b>. If you are riding the 4:50 UTA bus home, board your bus after assisting other guests in boarding and remember to have already clocked out. And, since the Activity Center closes at about 4:15pm, please turn in your radio and other equipment <b>before</b> starting your thank you/good-bye assignment.</p>
<b>Potential Need to Work Beyond End of Shift</b>	<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 other personal commitments may require you to leave on-time (assuming the road is even open).</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 and 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 employee 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

<b>Email Communication</b> 	<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><b>You are expected to read and be knowledgeable about information communicated in our emails.</b></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 customer experience is highly dependent upon the success of our email communications.</p>
<b>Sending Email to All Hosts</b> 	<p>Sending email to the <b>entire host email list</b> is intended for <b>host-related business purposes</b>. For example, if you cannot work a scheduled shift and are inside the two 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 <b>personal purposes</b> and also choosing <b>'reply to all'</b> for messages that have no real need to be sent to everyone. We've agreed on the following <b>common sense guidelines</b>:</p> <ul style="list-style-type: none"><li>• We all need to be thoughtful and considerate in our communications.</li><li>• 'Reply to all' only when you have something of substance to say to all.</li><li>• The host email list should primarily be used for host related business, information, or news.</li><li>• 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.</li><li>• Providing the email list or other personal information to anyone else is unacceptable.</li></ul>
<b>Uniforms Not Off-Property in Public</b>	<p>Snowbird uniforms are not to be worn in public except while working at Snowbird. It is a part of the resort's customer service standards and contributes to protecting Snowbird's image. Specifically, Snowbird provided logo uniform pieces such as coats are <b>not to be worn in public before arriving or after leaving</b> Snowbird property. This includes riding on UTA buses or at any off-property public areas. You may wear the uniform in your car or on the employee shuttle vans.</p> <p>Also, it is especially inappropriate to be in uniform if drinking alcohol at Snowbird food and beverage locations after your shift!</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.
<b>Helmets &amp; Bindings</b>	All mountain employees are encouraged to wear a helmet. Snowbird may require an annual binding safety check for all mountain employees. Information will be provided in early season.
<b>Lockers</b> 	Each host is assigned their own locker. Many host lockers are in the locker room adjacent to the employee 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 Pamela (Activity Center) or John if your locker needs repair or doesn't work.
<b>Cell Phones and Electronic Devices</b> 	To ensure exceptional guest service and safety, it is Snowbird policy for all employees to refrain from personal use of your cell phone, computer, music device, or other electronic device in public guest areas while working. This includes public areas of lodges, restaurants, tram, lifts, and visible ski areas. When you have a personal need to use your device, please do so in private and find a spot where guests will not see you. If you receive a call or text while riding a lift with guests and, especially, while with Chickadee children, please wait until you get somewhere away from guests to check your phone. Please use your phones in a discretely in private place and on your own time.
<b>Break Room</b>	The break room is for all Snowbird employees and intended for eating and breaks. Please do not use it to boot up, change clothes, or store your belongings!




## 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:

<b>Summary on Host Website</b>	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 and Heidi Nieboer.
<b>Family Passes</b>	Spouse and dependent passes are subject to Snowbird's policies for acquiring and using these passes. See Snowbird's Employee Handbook.
<b>Equipment 'Pro Deals'</b>	<p>Snowbird provides various opportunities to purchase equipment at discounted prices. Typically, these include skis, boards, bindings, helmets, goggles, gloves, apparel, and back country gear from various manufacturers and retailers. Some manufacturer equipment offers are passed on directly by Snowbird and, in other cases, we can provide the name of the local sales rep. for you to contact. We also have access to selected brands by community membership on <a href="http://ExpertVoice.com">ExpertVoice.com</a> (formerly Promotive and Experticity).</p> <p>John forwards information on deals throughout the season as it becomes available. If John has not forwarded information on a particular deal, he probably doesn't have it yet.</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>
<b>Comp and ½</b>	Snowbird provides all employees with five half-price tickets, five walk-on tram passes, and



<p><b>Price Tickets</b></p> <p><b>Process</b></p> <p><b>Proper Use</b></p>	<p>usually a few more half-price tickets in early March. Starting with your third season, employees also receive three complimentary day tickets. Details are in the Snowbird Employee Handbook. These are separate from extra tickets you may earn for working more days.</p> <p>Comp and ½ price tickets can be obtained in two ways:</p> <ol style="list-style-type: none"> <li>1. Employee goes to ticket window with their pass to request tickets.</li> <li>2. Send an <b>email</b> to <a href="mailto:tickets@snowbird.com">tickets@snowbird.com</a> by <b>7:30am</b> on the day the ticket will be used. Include your name, your pass number, your date of birth, name of ticket user(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.</li> </ol> <p><b>Important:</b> Comp tickets are intended for you, your family, or friends. <b>Offering, giving away, or selling</b> your comp passes, 50% discounts, or tram walk-on passes to guests with whom you <b>have no previous relationship or personal connection to</b>, is competing with Snowbird.</p>
<p><b>Snowbird food, beverage, products, and services</b></p>	<p>Employee discount are available on many Snowbird food, beverage, retail products and services. 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. More information is available in the Snowbird Employee Handbook. If in doubt, inquire when purchasing.</p> <p><b>These are discounts for employee purchases for your personal use only. Employee discounts are not for your friends, family, etc. Don't ask for, nor accept discounts for others.</b></p>
<p><b>Alta, ISAA, &amp; Mountain Collective Resorts</b></p>   	<p><b>NOTE: We have no information on 2018/2019 Mountain Collective or, potentially, IKON employee ski benefits at the time of this writing. The following is subject to change.</b></p> <p>Mountain Ops employees typically are eligible for a <b>limited</b> 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. <b>Important:</b> These opportunities are for employees only, not your spouse, friends, family, etc. Limits and rules are subject to change annually.</p> <p>Alta passes are available to hosts at the Activity Center (preferred) or Mountain Ops on the day you wish to ski. Hosts are usually eligible for <b>four</b> one-day passes per season with a limit of one per week. For employee's personal use only.</p> <p><b>IMPORTANT:</b> ISAA and Mountain Collective discounts <b>require a discount request card from Snowbird Employee Services showing your eligibility.</b> You must get this card at Employee Services <b>before</b> 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 one-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 black out dates. ISAA cards must be used within one week of issuance, each host can get up to four total per season, and there is a maximum of two visits to any one resort.</p> <p>The Mountain Collective discount is generally 50% off at any participating Mountain Collective resort. You <b>must</b> have a Mountain Collective discount eligibility card from Snowbird Employee Services before arriving at the resort you wish to ski.</p>
<p><b>Opportunities to improve skills, safety, and knowledge</b></p>	<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"> <li>➤ One annual <b>complimentary binding check and equipment tune-up</b> may be offered. John will communicate when this is available and how to use it.</li> <li>➤ Complimentary group Mountain School lessons. These are generally offered on a space-available basis outside holiday periods. Inquire at adult Mountain School.</li> <li>➤ Avalanche locator introductory skills clinic (available free to anyone)</li> <li>➤ Backcountry skills seminars – employee discount available.</li> <li>➤ 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.</li> </ul>
<b>Limitations and Guidelines</b>	<p><b>Important:</b> All employee discounts, deals, and complimentary services are a <b>privilege and not an entitlement</b>.</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>
<b>Giving Tips</b>	<p>Please tip those that provide personal services in the <b>same manner and amount that is customary when paying full price</b>. For example, please tip your restaurant servers, instructors, guides, etc. Remember, these are fellow resort employees making their living providing services to us.</p>

## Returning Next Season

Snowbird hires winter employees including hosts on a seasonal basis. This means you are hired for the winter season. Employment stops at the close of the ski season and there is a re-hire process for the next season. We take pride in the continuity in 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 re-hire is not a guarantee and is entirely at Snowbird’s discretion. Factors considered in re-hiring include your performance as well as Snowbird’s business direction and needs. Re-hire as a returning host requires no performance issues relative to the policies and procedures covered in the Snowbird Employee Handbook, the Host Manual, and other communicated expectations.

<b>What to expect</b>	<p>Generally, we operate on a ‘no news’ is good news basis for re-hiring. 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>
<b>Uniforms and Lockers</b>	<p>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.</p>
<b>Referrals</b>	<p>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. 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.</p>
<b>Preseason Communication</b>	<p>Expect to start receiving periodic ‘Host Updates’ via email starting August or September. These updates will communicate information about the rehire process, time line, changes and focuses for the upcoming season, important dates, and training meetings, discounts, etc.</p>