

Snowbird Mountain Hosts



Program Guidelines 2014 / 2015

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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. And, the Mountain Host program 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 to 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.**

Our Passion for Steep Service, Deep Information

Mountain hosts share a passion for Snowbird, an enthusiasm for helping 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 actively 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
- Speed Control
- Information Gathering Through Surveys
- Visible Presence on the Mountain
- Chickadee support and safety
- Thank You and Good-Bye

Host Program Role and Values

We are not here to ski and ride. We are here to find the opportunities to positively impact the experience of Snowbird's guests. But you CAN use your skis and boards to look for the opportunities and smile while doing it!!!

- The word according to John II

Who Are We?

We are the walking, talking, skiing, boarding, information packed, cross selling concierges!

Our Goals:

Smiling, Approachable, Personable, Informative, Non-invasive, Caring, Problem Solving, Versatile, Flexible and FUN

Our Core Role:

The main components of the host role are Meet and Greet, Tour, Speed Control, Taking Surveys, On Mountain Presence, Chickadee, and Thank You and Good Bye. Everyone is expected to do all the jobs with equal enthusiasm and skill.

Our Mind-set:

- ✓ **Smile** and be friendly
- ✓ **Moods are infectious**, make people happy and have an enjoyable ski and ride day
- ✓ **Don't wait for guests to approach you.** Rather always be ready with "May I help you...."
- ✓ **Help people feel comfortable skiing Snowbird.** This resort can be intimidating, the more you know the mountain the more and easier you can give tips on skiing it.
- ✓ **Stop and help guests looking at trail maps**
- ✓ **Help fallen skiers.** See if they need help up or if they need ski patrol
- ✓ **Tours are a wonderful way to show off Snowbird.** Promote the tour and invite guests to join.
- ✓ **Appearance counts**, always be well groomed and have a clean uniform
- ✓ **Strive to meet and exceed customer expectations**
- ✓ **The best advertising is "word of mouth"**, the worst is someone who had a bad experience
- ✓ **Listen and mean it.** Try to understand why a guest is unhappy. Empathize. Show you care and make the guest feel special. Even though you may have heard the same complaint many times, to the guest it is new. Try to find a solution and change a bad situation into a good one for the guest.
- ✓ **Acknowledge people promptly.** If you are busy with another guest, try to acknowledge a new guest with a smile or nod of your head
- ✓ **Guests want a fun and memorable experience...**it's up to the employees to make sure guests have a good experience and want to return
- ✓ **Helping guests is good for you.** You succeed and enjoy your work in helping guests enjoy their experience.
- ✓ **Keep interdepartmental unity**; try to work for the good of whole resort, not just one department. We are responsible for providing great service to all customers, internal and external.

Quality customer service is giving your best with a positive attitude. Go beyond expectations to ensure a completely satisfied customer. For a guest who is unhappy, you represent the resort and should find a win/win solution.

What to Know

- ✓ Know the Code...Promote and educate the importance of slow and safe skiing and boarding.
- ✓ Know the mountain...especially the easiest way down from any location.
- ✓ Know the resort...especially the location of restrooms, food service, rentals, repairs, and key services.
- ✓ Help guests by promoting all aspects of Snowbird. Guests look to you for information on how to make their visit to Snowbird more pleasurable.
- ✓ Respond efficiently and courteously to customer needs, do not give wrong information...if you don't know...find out or direct them to the appropriate location.

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 covering the Employee Handbook topics here, however we will just 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

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 John Collins. And, if John Collins is unavailable, contact Public Safety.

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 through 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	Sat., Sun., Holiday	Friday	Where you should be located
Creekside	G1, G3	G1, G4	Creekside Lodge, upper level at bus unloading area
Hidden Peak	G2	G2	Top of the tram
Portico	G4, P1	P1	Snowbird Center outside in the first level entry portico
Plaza inside hall	G5		Snowbird Center 1 st floor between front doors and interior glass door

			near elevator. Also, benches near the 1 st floor lockers.
Plaza 2nd floor	G6		Snowbird Center, 2 nd floor near elevator and ATM
Peruvian Express	P2	P2	Top of Peruvian Express in the flat area toward the tunnel entrance
Chickadee	C1	G3	Outside on Chickadee, 100-150 feet beyond 2 nd 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. Be booted up and have your equipment at meet/greet to be ready to go when your AM riding with children duties start.
Cliff Back Door	C2		Cliff Lodge door on the Chickadee side between the pool and trail map. Be booted up and have your equipment at meet/greet to be ready to go when your AM riding with children duties start.
Plaza Deck	C3, C4	P3	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. A sample of what to expect at the different meet and greet locations:

Meet/Greet	What to Expect
Portico	<p>Expect a wide range of questions regarding the arrival experience. i.e., where is xyz?, how do I get to..., mountain school, 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 zones. This is important to allow open bus access, keep traffic flowing, and to prevent a stacking up effect as additional vehicles want to unload once they see others doing it.</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 move their own vehicle or ask the parking valet to move it.</p>
Creekside	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.
Plaza Inside Hall and Plaza 2nd Floor	Guests at these locations have unloaded their gear and are now thinking about what is next. Expect questions about mountain school (especially check-in), rentals, tickets, restrooms, food services, snow conditions, mountain closures, etc.
Plaza Deck	Spread out across the plaza deck, answer questions, and proactively approach guests who may need assistance. 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.
Chickadee	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.
Cliff Back Door	Typical guest needs include trail recommendations, directions for accessing the Tram or Gad Valley, weather and mountain conditions, closures, etc.
Hidden Peak	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,

	<p>mountain closures, easiest way down, etc.</p> <p>Be on the look out for guests that appear to be in over their ability level 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 public warming hut or ski patrol.</p>
Peruvian Express	<p>Meet and Greet at the top of Peruvian Express is similar to Hidden Peak and you should expect similar questions.</p> <p>Be mindful of guests who may struggle with terrain and conditions. 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 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 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 slightly below the level you think they can handle which then allows you to turn it up after assessing that everyone can safely do so.

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

Getting Started	<p>Tours meet at 9:30 and 10:30 on the Plaza Deck near the "Tour Meets Here" sign. Hosts conducting tours should arrive on the plaza deck about 20 minutes early to interact with guests, answer tour questions, and encourage guests to join. Ensure that each participant completes a tour waiver card. Tour cards must include a legible name and signature. One card per adult. Children's names must listed be on the card and have a parent's signature.</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. And, let the Activity Center staff know you are departing and how many guests with you.</p>
Expectations and Ability	<p>Engage tour participants in conversation while you waiting for the tour to start. Be sure to set the expectation that our tours are a "Mountain Orientation Tour" and assess the participant's ability level. Let them know that we provide a free on-mountain orientation tour which includes an overview to the features of the mountain, 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 can ski/board at an intermediate level or higher. Dig deeper than simply asking what the guest's ability level is. Try a conversational approach by asking such things as "How often do you ski?", "What resort do you usually ski at?", "What types of runs do you do there?", "When did you ski</p>



	last?”, etc. Identifying beginner ability on the Plaza Deck is often far easier, and better for the guest, than adjusting your tour once on the mountain.
Standard Tour Route	Our standard tour route starts with Wilbere lift, followed by Gad Zoom, Peruvian, and then Mineral Basin Express. The purpose of this route is to enable assessment of guest ability ; starting from an easy point and working up to more challenging blue runs. Wilbere is now the starting lift for all tours, even if we think guests are of advanced ability. Note: Wilbere does not count toward the three lift tour maximum.
Standard Tour Walk Through	<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 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>
Route Variations	<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"> Tunnel closure or poor conditions in Mineral Basin - Take Peruvian Express up, point out where the tunnel starts and describe Mineral Basin by discussing at the mouth of the tunnel. Then, proceed down Chips Run back to the Center. If you know the tunnel is closed, a good alternate choice to add is Gad 2 using Bananas or Bassackwards. Early Season or Ice Conditions 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="516 1409 609 1472" data-label="Image"> </div> Tour Options - 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. Severe Conditions – Be proactive on knowing mountain conditions, communicate with other hosts to get updates on questionable areas, be alert to rapidly changing conditions. Just because a run is open doesn't make it a good idea to take a tour there! For example, poor visibility may mean we should limit the tour to the front side. The new Gad 2 lift might 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.

	<ul style="list-style-type: none"> • Tram - 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. • Previous Tour Route – 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. • Lower level tour - 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 lower Big Emma, an alternative is Midway Mid-Gad, then over to Baby Thunder or showing the guests how to do figure 8's off of Wilbere. Be creative, just stay within the tour guidelines and balance to the interests of all your group.
Key stuff to include	<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"> • Physical orientation (Peruvian, Mineral, and Gad Valley drainages, Hidden Peak, etc.) • Locations of tram, all lifts, and the tunnel • Primary routes down (Chips Run, Lupine Loop, Big Emma, etc.) • 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. • Locations of restrooms • Food service options • Locations of facilities such as Creekside Lodge, hotel lodging, parking lot shuttle, etc.
What else?	<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 and 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 back pages of this manual for lots of tour educational resources. And, shadow with experienced hosts until you are comfortable.</p>
One host may be sufficient 	<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"> • Tours of four or more guests are generally be given by two hosts. • Groups of three or fewer guests with similar ability typically do not need two experienced hosts. • 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. • It is OK, and encouraged, to include an extra host when that host is shadowing or building up experience before leading tours.
Guiding Basics	<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.</p>

No Black Runs	<div data-bbox="406 147 479 220" data-label="Image"></div> <p>Tours are not to be taken on black runs under any circumstances. Doing so can jeopardize your position and puts at risk our entire ability to continue offering tours. This is important, irrespective that the guest may be an expert skier, has requested a black run, or that it was ‘just a short black run’. No Middle Men’s DH, no Chips Face, etc.</p> <div data-bbox="418 283 479 346" data-label="Image"></div> <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>
Lifts and Duration	<p>Tours should be 90 minutes to two hours maximum. And, not more than three lifts. Wilbere does not 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>
Ad Hoc Tours	<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, please refrain from picking up ad-hoc tours (even if you are assigned a tour shift and are out on the mountain because no one showed up for the scheduled tour). All tours are to start on the Plaza Deck at the designated times.</p> <p>There are several reasons why ad-hoc tours are not appropriate. We may not be starting in an 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>
Receiving Tips	<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 meet/greet, speed control, Chickadee, thank you/good-bye, 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. And, 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 big map, or who appear lost
- ✓ Assist with 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 and 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 approach to situations that you encounter.

Providing Great Service

Guests "in over their head"	<p>We can turn a frustrating or scary moment into a positive memory by providing a little assistance. Look for guests who are walking downhill, who are having difficulty getting on their feet after a spill, or who are struggling with equipment. Often it just takes a little encouragement. Offer positive support, show the way by being just in front or on the downhill side, suggest a different route down, etc. Focus on one turn at a time, remind them of where they are going, congratulate them on successes, and offer suggestions for safer skiing.</p> <p>Parents with small children are sometimes overwhelmed. Offer to give them a hand. If necessary, have the child ski between your skis, but do not carry the child. Get them to a safe place, provide directions and encouragement. Call ski patrol if you need additional help.</p> <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 the situation they are in. Recommending the Mountain School is always a good option too.</p>
Equipment	Look for opportunities to assist guests in putting skis back on or retrieving lost equipment. Less

Problems Ski's off, lost, broken, or out of adjustment	<p>experienced skiers who have fell 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 patrol and the lift operator.</p> <p>We cannot adjust guest bindings. We can point out a tool bench or we can loan tools, but for liability reasons we cannot physically adjust bindings or help in any way. Likewise, rental equipment adjustment issues need to be referred back to the specific rental shop.</p> <p>For lost equipment, ensure that the guest gets to Public Safety and files a lost equipment report. Should the equipment later be found (even in the summer), Snowbird will get the equipment returned to the guest. Thus, filing a lost equipment report is critical to enabling Snowbird to get found equipment back to the proper guest.</p>
Calling Patrol for Customer Service	<p>If a guest is having a major struggle, we call ski patrol. Ask patrol for "customer service". Never offer, suggest, promise, or ask for a "courtesy ride". See more detailed information on using radios, reporting your location, and requesting "customer service" in the following sections of the Host Manual.</p>
Accidents and Injuries	<p>If you encounter an accident or injury, report it to Ski Patrol in a timely, complete, and professional manner. See more detailed information on accidents and injuries in the following sections of the Host Manual.</p> <p>Key points to remember, and which are covered in more detail later, include:</p> <ul style="list-style-type: none"> ➤ Provide location with at least two reference points. 'Bass Hwy under Wilbere Chair' ➤ Provide factual description without speculating. 'Female skier, potential knee injury' ➤ Be clear on urgent problems. i.e., unconscious, bleeding, unresponsive, etc. ➤ Stay at the scene until ski patrol arrives and confirms that they do not need your help ➤ Talk to the injured person, keep them calm, safe, and comfortable ➤ Ensure the scene is safe and provide traffic control as needed. Cross your skis in an "X", slow down on-coming traffic, etc.
Guests and Maps	<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

Designated Drainages	<p>Hosts doing on-mountain presence have designated drainages so that we can spread out and ensure consistent mountain coverage.</p> <ul style="list-style-type: none"> ➤ "P" and "C" shifts stay in the Peruvian and Mineral Basin drainages. Use the tram or any lift in these areas ➤ "G" Shifts stay in the Gad Valley drainage. Use the tram or any Gad Valley lift.
Restricted Areas 	<p>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. 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>
Spread Out	<p>Disperse ourselves around the area. 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>
Conditions	<p>Early season, ice, or other conditions may occasionally cause us to change or limit areas where we do on-mountain presence.</p>

SPEED CONTROL

Overview

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 rotations on Big Emma and also ahead of the Skier's Bridge at the Snowbird Center. 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 a green run, 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.

Key Points

Getting to Your Station	Arrive on time. Your fellow host cannot leave until you arrive and depends upon you to be timely. Radio ahead if you are at risk of being late. If necessary, you can cut the Gad Zoom line provided you are wearing an orange vest and going directly to speed control. Cutting lines is never permitted otherwise.
Be Safe	Always wear an orange vest. Stand where you are safe, yet visible. A good approach is to stand next to the orange slow skiing banner sign with your equipment placed behind the sign.
Big Emma Positioning	Based upon great guest and host feedback, we are changing our host position for Big Emma speed control. The new preferred/recommended location will be positioning one host on the road above upper Big Emma and one host at a slow banner sign on the slope. The purpose of locating one host on the road is to both educate and warn guests about speed and the challenge of upper Big Emma. The expectation is that this host be very proactive with guests. For example, pointing out the easier end of road route to bypass the steepest part of Upper Emma, warning about fast conditions, slowing down speeders before they launch into Upper Emma, etc. And, it is a great way to answer more questions and interact more with guests.

	<p>The second host should be positioned at one of the slow banner signs. This host's role is predominantly speed control. The second host needs to be very active also, though in a somewhat different way than the host on the road.</p> <p>The Friday schedule has just one speed control host at a time. Please use your judgment on the most effective positioning between the road and slope.</p> <p>We will continue to evaluate how this works and adjust as necessary. The preferred / recommended approach will be the split between road and slow banner locations. Speed Control hosts and the team lead may opt to position resources differently or mix it up based upon conditions, skier patterns, race team activity, etc.</p>
Signal Speeders to Slow Down	Scream, wave, motion, whistle, etc. Be firm yet polite. Remember, our role is to educate, encourage and ask. It is not to be the enforcer. Always thank guests for their cooperation.
Repeat Offenders and Blatantly Dangerous Acts	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.
Customer Service Issues	While doing speed control on Big Emma, it is common to see other guest problems on the hill such as lost equipment, guests in over their head, etc. Your primary role is speed control 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.
Work as a Snowbird Team	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 together on (see separate section on MSP). Use Ski Patrol and MSP appropriately.
Big Emma Rotations	<p>All "G" shifts include speed control on upper Big Emma. Special considerations for Emma:</p> <ul style="list-style-type: none"> ➤ 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 causing no one to go fast and we may want to consider using host resources in a different way. Or, Emma may be so fast, icy, or congested that we need additional assistance from other hosts or patrol. ➤ Stay at your station until relieved by your bump. ➤ 30-minute breaks go fast. Plan for how much time it will take for the return lift ride time. ➤ Get warm between rotations at Mid-Gad Restaurant or Creekside
Ski Team and Employee Speed Issues	<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 report any incident of speeding by the Snowbird Ski Team, coaches, or other racers. 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. Please report any employee who is speeding by contacting John or the team lead. 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>

<p>Doing Big Emma laps instead of speed control</p> 	<p>Snow or visibility conditions sometimes are such that no one is able to go fast on Big Emma and our resources are better utilized in other ways. Usually these are times when doing additional on-mountain presence in the same area is far more productive in finding opportunities to assist guests.</p> <p>John or the team lead makes the decision on suspending speed control and replacing with doing Gad Valley laps instead. We rely on radio input from hosts in the Gad Valley to communicate current Big Emma conditions and recommend whether speed control shifts are warranted.</p> <p>Important: When we suspend speed control, it is invariably a day when conditions are tough for everyone and there will be a concentration of less experienced guests in lower Gad Valley. Therefore, when we move to ‘doing laps’ instead of speed control, “G” shift hosts are expected to make continuous laps up Gad Zoom and down along Big Emma. “Doing laps” is not meant to be a time to ski the steep and deep elsewhere on the mountain; we need to stay in the areas where we have concentrations of guests who may need our assistance.</p>
<p>End of Skier’s Bridge</p> <p>3:00-4:00</p>	<p>P1 and P2 shifts include end of day speed control at the End of Skier’s Bridge. Special considerations:</p> <ul style="list-style-type: none"> ➤ End of Skiers Bridge speed control starts at 3:00 and continues until 4:00 ➤ 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. ➤ 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. ➤ 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. ➤ End of day can be congested, guests are often in a hurry to finish their final run, rushing 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.
<p>Be Flexible</p> <p>Adding More Speed Control</p>	<p>Conditions, events, or busy days may require hosts to provide speed control at other locations on the mountain. When necessary, we will reassign hosts from on-mountain presence to specific additional speed control needs.</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>And, 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>

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 38 surveys per season. And, it is important that surveys are completed on a steady basis throughout the winter.

Important points

Survey Types 	<p>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 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 typically done in alternating years. Mountain Hosts collect data for the NSAA survey and other surveys such as Ski Utah.</p>
Expectations 	<p>Each host is required to complete a minimum of 38 total surveys per season. The number of surveys per host is subject to change based upon the needs of the resort, however it has been 38 for the past few seasons. For seasons where we support more than one survey, we will typically allocate the total survey number between each survey type.</p> <p>Surveys should be completed and turned in on a steady basis throughout the season. 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 April 1. Note that the survey due date may be several weeks earlier than your last scheduled spring-season shift.</p>
Survey Methods	<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>
Submitting Surveys	<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>
Getting Credit for Your Effort	<p> Important: You will only get credit for surveys that are properly completed. Don't waste your efforts by submitting incomplete surveys!!</p> <ul style="list-style-type: none"> ➤ Your first and last name must be legibly written at the bottom of the backside of each survey. 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. ➤ "No names" won't get credit.

	<ul style="list-style-type: none"> ➤ Interviewer information 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. ➤ Zip code, date, location and other relevant information must be completed. ➤ Bubbles must be filled in. If the guest just ‘checks the box’, you must fill in the bubble before submitting. Surveys submitted with just ‘check marks’ are discarded. ➤ Erase extra markings and scratch outs that could be misinterpreted. ➤ Missing data. Please fill in obvious missing data that the guest omits, such as approximate age, gender, ethnicity, etc. ➤ Pencil or black/blue ink only. No magic markers...these bleed through! <p>Improperly filled out surveys will be discarded and you will not get credit. John is the sole judge and decision maker. All decisions are final!</p>
<p>Taking Surveys When Not Working</p>	<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 for Mountain Hosts is riding chair lifts with children in Mountain School to ensure their safety while on the lifts. We primarily work with the ages 4-6 Kinderbird 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 a few simple rules, described below in more detail:

- 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

C Shifts Return to Half-Day	 C shifts return to the format we used two seasons ago. We will have two AM ‘C’ hosts that ride with children in the AM only. Then, we will have two different PM ‘C’ hosts that ride with children in the PM only.
Outline of your Day  ‘C’ Hosts Ride with Children Half Day	<p>Getting Organized: One AM ‘C’ host checks in with the Mountain School children’s supervisor at about 8:30am to ask what location they will need our help. Go to the Mountain School children’s reception desk (2nd floor Cottonwood Room) and ask for one of the children’s supervisors. They can also be contacted on the Mountain School radio channel. Determine what time the children will be starting and which lifts we should work. Coordinate with your partner to decide which AM ‘C’ host will work at which location.</p> <p>Morning: Be at the base of the designated lift when the first group arrives. The initial lifts are Chickadee and/or Mid-Gad. Instructors normally get their groups on the slope in the 9:15-9:45am range. It is important for us 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 that the instructors will have their groups at (Chickadee, Baby Thunder, or Mid-Gad) and help as needed.</p> <p>Mid-day Break: Children’s groups go in for lunch approximately 11:30am. The AM ‘C’ hosts are done working with children at this time. Please communicate anything relevant about the day to the PM ‘C’ hosts. During the lunch break, one of the PM ‘C’ hosts contacts a children’s supervisor to verify afternoon plans and coordinates assignments amongst the two PM ‘C’ hosts.</p> <p>Afternoon: Children resume their lesson approximately 12:45-1:15pm. Be at the base of your designated lift on time. PM ‘C’ hosts duties mirror the morning description above.</p> <p>Ending: Instructors normally end the lesson about 2:45-3:00pm. When the last group has departed the area you are helping, your PM ‘C’ role is completed. The remainder of your day is then on-mountain presence.</p>
Riding with Children	<p>As groups arrive at the lift, ask the instructor if they need your assistance. The instructor will let you know which child they want you ride with and introduce the child to you. Ensure you coordinate where to meet at the top (left or right side). And, for the Mid-Gad lift, it is critical to find out if the instructor is getting off at the mid-way stop of Mid-Gad (almost always) and ask if the group is then moving to the Baby Thunder area (usually). Some instructors will not need assistance as they may have a small class, may be certified to ride with two children, or they may have an additional junior instructor with the group. In that case, wait for the next group to arrive.</p>

<p>Imperative Safety Expectations</p> 	<p>Only ride with one child at a time. Never ride with two children, even if asked to do so by an instructor. Approach the chair with the child positioned between yourself and the lift operator.</p> <p>The host is responsible for ensuring that the child gets on the lift, stays on the lift, and gets off at the right time. The host is responsible for doing what it takes to safely board, ride, and unload. Many Chickadee children will require your physical help to do this. They are learning and will often require your physical assistance particularly in boarding the chair. It is your role to request assistance of the lift operator when necessary by asking them to stop or slow the lift.</p> <p>The lift operator's responsibility is the operation of the chair. It is not the lift operator's responsibility to physically assist the child in boarding the lift. The operator can slow or stop the chair and the Host can ask the lift operator when this help is needed.</p> <p>Immediately after you are on the chair, drop the safety bar, put a pole across the child's lap, and take any other steps necessary to ensure that the child is safely riding the lift.</p> <p>Our protocol is to always secure the child by also holding your ski pole or one of the available bamboo poles across the child's lap. Generally, the best approach for securing the pole is to hook it into the side frame of the chair lift. Hold one end of the pole with your left hand, place the pole across the child's lap, and hook the other end into the chair keeping your right hand free for any other safety need. The reason that we hold a pole across the child's lap is that children of this age can easily slip out of the chair beneath the safety bar. Kinderbird age children are small, their legs are not long enough to sit back in the chair, they are prone to squirm and move unpredictably, and they may have a short attention span! It is your role to make sure they are safe at all times.</p> <p>Do not raise the safety bar or release your pole until you are over the safety netting. Try to let the child dismount on their own, provide help when needed or at the request of the lift operator. Ensure the child moves safely out of the way of others and wait for the instructor in the agreed area (left of right side of the lift). Stay with the child until the instructor arrives.</p>
<p>Customer Service Opportunities</p>	<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 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>
<p>Coordination with Your Partner and Instructors</p>	<p>'C' hosts work in pairs and may need to split up to cover groups across the Chickadee, Baby Thunder, and Mid-Gad areas. And, sometimes a need arises to move between these areas during the shift. Be flexible; communicate with your partner and the instructors.</p> <p>Occasionally, an instructor may ask you to provide other types of support or request that you call for additional hosts to help with the volume of children. 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>
<p>Transition to Next Role</p>	<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 an on-mountain presence role. 'C' hosts should do on-mountain presence in Peruvian or Mineral Basin, as we have sufficient hosts assigned to the Gad Valley area.</p>
<p>No Goofy Stance</p> 	<p>Snowbird policy is that employees not ride with Chickadee children using a 'goofy' stance. A 'goofy' snowboard stance is riding with your right foot forward and left foot used as the back foot. The rationale is to be able to face the child when boarding the chair lift with the child positioned between you and the lift operator. Hosts who normally ride using a Goofy stance need to either ride 'regular' when working Chickadee, switch equipment to skis, or not schedule Chickadee shifts. Note: This only applies to working Chickadee, riding Goofy is fine for other host duties.</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.

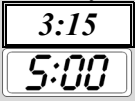



The purpose of ‘Thank You and Good-bye’ shifts includes:

- 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

Thank You / Good-bye 	Be at your designated Portico or Creekside location to start thank-you and good-bye not later than 3:15 . Plan to remain until about 5:00 , ensuring that you are there until most guests have departed. Guest traffic ebbs and flows during this time. While it may not seem busy at 4:30, guest levels will often swell closer to the next scheduled bus arrival. Therefore, stay until about 5:00. 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 until 5:00 also arrive later in the morning (8:45) as an offset.
Food and beverage 	Be knowledgeable about resort food and drink options. Guests are often looking for a place to relax, have some appetizers, have drinks, etc. Make recommendations, inform guests about après ski specials, give directions, etc.
Radios and Equipment	The Activity Center closes about 4:20pm. Therefore, please turn in your radio, speed control vest, surveys, etc. before 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.
UTA and Snowbird Buses 	On busy days, it is not unusual that canyon traffic is snarled and UTA buses are running late. Also, parking lot traffic can delay the Snowbird shuttles. Guests can naturally get frustrated. Please help explain that buses can only move as fast as canyon traffic allows, that the UTA buses have to go to Alta first, point out the slow or stopped traffic on the canyon road, and reassure guests that they will not be stranded. Your approach in calmly explaining how this works can diffuse the situation.
Managing the UTA Experience 	Guests waiting for UTA buses can have a cold, lengthy, and chaotic experience. And, having other passengers jump the line can be extremely frustrating. Hosts working the Portico are expected to actively assist with managing the process . For example: <ul style="list-style-type: none">• Organize guests into the designated lines for the 990 and 992 bus routes.• Announce incoming bus numbers.• Ask drivers to wait to open doors until the bus is the first bus under the portico. You may have to go to the second bus and speak to the driver through the side window.• Watch for situations of employees cutting lines and holding spaces for other employees.

	<ul style="list-style-type: none"> • Enlist assistance from other parking staff when necessary.
Traffic control	Assist with traffic control as needed. Usually this involves keeping vehicles moving through the bus and no stopping areas. Direct vehicles looking to load equipment to the 5-minute parking.
Snowbird SUV Shuttle	Snowbird operates a white Suburban SUV shuttle for transporting hotel guests between Snowbird Center, Creekside, resort hotels, and restaurants. While working Thank You/Good-bye, you may have guests who request this service. Call Public Safety Dispatch (x5137 on the house phone), request a pick-up, and get an estimated arrival time to communicate to your guests.
Punching Out	Remember to swipe out. You can clock out at the Snowbird Center, at the Creekside locker room, or any other Snowbird time clock.

MOUNTAIN HOST SHIFT CARD

Saturday / Sunday / Holiday

	Greeting Location	Tour	Speed Control	Chickadee	Mountain Presence
G1	Creekside		1:30, 2:30, 3:30		AM
G2	Hidden Peak		1:30, 2:30, 3:30		AM
G3	Creekside		1:00, 2:00, 3:00		AM
G4	Portico		1:00, 2:00, 3:00		AM
G5	Plaza Inside Hall		10:30, 11:30, 12:30		PM
G6	Plaza 2 nd Floor		10:30, 11:30, 12:30		PM
G7	Creekside Late		10:00, 11:00, 12:00		PM
G8	Creekside Late		10:00, 11:00, 12:00		PM
P1	Portico	10:30	End Bridge 3-4:00		PM
P2	Peruvian Express	10:30	End Bridge 3-4:00		PM
P3	Portico Late	9:30			PM
P4	Portico Late	9:30			PM
C1	Chickadee			AM	PM
C2	Cliff Back Door			AM	PM
C3	Plaza Deck			PM	AM
C4	Plaza Deck			PM	AM
TL	Team Lead	Roam	Roam	Roam	As available

Chickadee starts 9:15-9:30 and 1:00-1:15 Thank You/Goodbye 3:15 to about 5:00

Friday

	Greeting Location	Tour	Speed Control	Mountain Presence
G1	Creekside		1:30, 2:30, 3:30	AM
G2	Hidden Peak		1:00, 2:00, 3:00	AM
G3	Chickadee		10:30, 11:30, 12:30	PM
G4	Creekside Late		10:00, 11:00, 12:00	PM
P1	Portico	10:30	End Bridge 3-4:00	PM
P2	Peruvian Express	10:30	End Bridge 3-4:00	PM
P3	Plaza Deck	9:30		PM
P4	Portico Late	9:30		PM
TL	Team Lead	Roam	Roam	As available

Monday - Thursday

	Greeting	Tour	Mtn Pres
P1	Portico	10:30	PM
P2	Plaza Deck	10:30	PM
TL			
P3	Portico Late	9:30	PM
P4	Creekside Late	9:30	PM

John Cotter 801-694-8618
Hidden Peak 801-933-2117
Ch. 1 Ski Patrol / Hidden Peak
Ch. 2 Building Services
Ch. 3 Public Safety
Ch. 4 Mountain School
Ch. 5 Tram and Lifts
Ch. 15 Mountain Hosts

2014 / 2015 Season

MOUNTAIN HOST WEBSITE



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

Scheduling Shifts

Scheduling is a breeze 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

The website shift menu option allows you to see all the shifts in the system. You can use the filtering options to view available shifts, specific days, shift types, etc. You can add an open shift to your schedule. You may drop scheduled shifts if those shifts 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. See more on this in the following section under the topic "Unable to Work a Scheduled Shift?".

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 will go by the data in the system for determining meeting the annual commitment and what extra tickets you have earned for next season.

Find Key Messages and Program Documentation

Easily find the primary Mountain Host 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, Snowbird 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. And, importantly, 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 early in the season. This information is the primary source for the program to contact you.

Contact Other Hosts and Share Photos

Use the website to email one, some, or all hosts. You can contact hosts working a particular day with you, send out a request for a shift swap, or find phone numbers of your fellow hosts. Another feature is a photo gallery to upload and share your host photos.

Website	http://www.snowbirdhosts.com
Sign In	User ID: Your email address Default password: password All initial passwords are set to password , even if you changed your password last season. If your email address has changed, use your old email to initially log-in and then update your profile.
First Time Use	The system directs you to your profile page where you are prompted to re-set your password and confirm that your demographic information is correct. If you forget your password, click on link for 'forgot password' which is on the drop down box at the top right where you click to sign in.
Website Support	Contact Allen 'Max' Maxwell using the "aaMaxWorks Engineering, LLC" link on the bottom of the public 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 EXPECTATIONS AND SCHEDULING

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 sequence for initial on-mountain days** intended to facilitate learning the tour through two shadow days followed by a specific sequence for their next five days.

20 Days per Season:

20

	2014 / 2015 Date	Rookies	Returning Hosts
Rookie Training	Nov. 1	1	-
All Host Training	Nov. 15	1	1
On Mountain Training	Dec. 14 or 21	1	-
Mid-Year Meeting	Jan. 24 Time TBD	1	1
On Mountain Shifts	Limited start Nov. 19 Full start Dec. 12 Season ends May 25	16	18
Total		20	20

Shift Scheduling for the 2014/2015 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, however subject to what shifts remain available. Also, you may make changes during the season subject to availability. If you want to make a **change within two weeks** of your scheduled shift, **you are responsible for finding your replacement**.

2014 / 2015:	Group 1 Senior Returning	Group 2 Middle Returning	Group 3 Newer Returning	Rookies Group 3
Rookie Round One During Rookie Training Day				Rookie Round One begins at Rookie Training on November 1: <ul style="list-style-type: none"> ➤ Pick two shadow days. ➤ Pick five G1-G4 shifts for dates after your shadow days. ➤ See 'Important Points' on next page
Round One	Nov. 3 5 Picks	Nov. 4 5 Picks	Nov. 5 5 Picks	No additional picks this round. If you did not complete selecting your first 7 shifts at Rookie Training, you may continue selecting your 2 shadow and 5 G1-G4 days.
Round Two	Nov. 6 5 Picks	Nov. 7 5 Picks	Nov. 8 5 Picks	Nov. 8 Pick any five shifts for dates later than your 2 shadow & 5 G1-G4 selections.
Round Three	Nov. 9 5 Picks	Nov. 10 5 Picks	Nov. 11 5 Picks	Nov. 11 Pick any four shifts for dates later than your 2 shadow & 5 G1-G4 selections. This completes your scheduling process with 16 on-mountain shifts.
Open Round	Starts Nov. 12	3 picks	All groups at same time	Rookies should already be done.

Early Season and Spring Season

Mountain Hosts support a limited schedule in early season and spring season. 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 Nov. 19) through December 11. Hosts used 7 days per week.
- **Regular Season:** December 12 – April 19.
- **Spring Season:** April 20 – May 25. Hosts on Friday, Saturday, Sunday, and Memorial Day only.

Rookie Shift Schedule Sequence

Initial shifts for rookies are **scheduled in a specific sequence**. The intent of this sequence is to become qualified to lead tours while also learning the other host jobs.

First two rookie on-mountain days will be ‘shadow days’ where you partner with experienced hosts to learn various roles. Following the shadow days, **the next five** rookie shifts are chosen from amongst the specific **G1-G4 shifts**. Scheduling your initial shifts is done as follows:

1. Come to Rookie Training Day with an understanding of your personal calendar for December and January. During rookie training, you will schedule your two shadow dates and can also select your next five shifts.
2. The two shadow days will be your first on-mountain shifts. Then, your next five shifts are chosen from amongst the G1-G4 shifts. These are considered your ‘Round One’ picks.
3. Complete your schedule on-line during your designated Round Two and Round Three windows. See dates in the table above. These final nine shift picks can be from any available shift, provided that you select a date later than the last of your five G1-G4 dates. Please schedule a variety of shifts to learn them all.

Next five rookie days are G1-G4 shifts. Why? These shifts all normally have morning on-mountain presence responsibilities followed by afternoon speed control. During these next five days, you will participate in a tour rather than doing morning on-mountain presence. For the first few of these days, you will ‘shadow’ along with the tour leader. Then, later in the five day sequence, when your knowledge and confidence are ready, you can lead part or all of a tour with an experienced host backing you up. The essence of this five day sequence is that we are swapping morning on-mountain presence time for opportunities to learn the tour.

Important points on the timing to make all this happen...

- Shadow days will be available **through about January 1**. We would like to get everyone through the shadow process as early as possible. If you need a later date, talk to John and we will accommodate.
- We prefer you complete your next five shifts (G1-G4) **by mid to late January**. Earlier is better. This timing gets you qualified to lead a tour by mid-season. When planning your schedule, note that **G1-G4** shifts are only available Fri., Sat., Sun., holidays, and weekdays around Christmas/New Years.
- **Friday G3 and G4 are not available to rookies prior to Christmas holiday week staffing level starting.**
- Rookies should anticipate that it will typically be mid to late January before they have **completed** the ‘two shadow plus five G1-4 sequence’. And, it is important to be well trained before leading a tour on your own. Therefore, think in terms of waiting until **about your 10th on-mountain day before scheduling a shift that leads a tour or scheduling a weekday** (all weekday shifts have tour responsibilities). **Realistically, plan for it to likely be into February before you should schedule a tour role or weekday shift.**

Confused? Our **website makes it easy** with prompts and controls to ensure new hosts schedule correctly.

Training Days: Rookie training, all host training, rookie on mountain training, 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. Reasons include that tours are interesting work and weekday shifts are simply limited in number. Feedback from both our middle and lower seniority groups has continually pointed out 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 50% of your initial 18 shift picks**. In other words, not more than 9 tour picks (50%) regardless of whether they are weekends, holidays, or weekdays. John will adjust schedules exceeding 50% ‘P’ shifts down to 50% by arbitrarily choosing shifts to drop.

The **50% 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 of Christmas Eve, Christmas, New Year's Eve, or New Year's Day.

May not be able to pick full schedule: Some hosts are not 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 shift 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 John's weekly emails for updates on shifts added for events. You will be able to meet your annual commitment!

Opening schedule beyond the minimum commitment: Scheduling is initially limited to selecting 18 on-mountain shifts (16 for rookies). Once everyone has had a sufficient opportunity to choose their full season schedule, we will open up the scheduling process to allow choosing extra shifts beyond the minimum commitment. Opening up the schedule will be announced and may not happen until late December.

Unable to Work a Scheduled Shift?

How Far Out is Your Shift?	Process
More than two weeks	Just drop the shift on the host website. You do not need to find your own replacement, nor let anyone know. If you need another shift, choose any available opening.
One to two weeks	You are responsible for finding your own replacement. Contact Max or John to make the swap on the host website.
Less than one week	<p>You are responsible for finding your own replacement. Contact John to make the change on the host website.</p> <p>Schedule changes inside one week should be limited to truly unforeseeable reasons. 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 understand that. Yet, we also have recurring issues with forgetting to show up for scheduled shifts. And, we have recurring patterns with last minute requests for finding someone to cover shifts. Fortunately, we have many wonderful hosts often willing to jump in at a moments notice to fill the schedule holes. But, it has become an unfair burden on them. Please do your part with personal planning to limit such issues to the truly uncontrollable events that do 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.



And, 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 and performing our role as Mountain Hosts. If you are unfamiliar with radio communications, please study the protocols carefully and get lots of practice!

Radio Channels	<div data-bbox="427 285 529 386"> 1 </div> <p>Channel 1 is used by Mountain Operations for essential communication. Channel 1 is the communication channel for Hidden Peak and Ski Patrol. It is not to be used for general mountain host communications between our team, nor for conversations.</p> <div data-bbox="427 443 553 543"> 15 </div> <p>Channel 15 is used by Mountain Hosts. This is the channel we use for communications between ourselves. Our radios should always be tuned to channel 15 and we switch to channel 1 or another channel only when needed for a specific purpose.</p> <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>
Using the Radio <div data-bbox="219 892 370 1119">  </div>	<ul style="list-style-type: none"> ➤ Push and hold the talk button, pause briefly before starting your message ➤ Protocol: First identify yourself followed by whom you are calling. Example: “This is Host John. Calling Hidden Peak.” Or, “Host Mary calling Host Bob” ➤ Hosts with previous radio experience elsewhere will notice that Snowbird’s protocol differs from what is typically used in radio communications. Snowbird radio calls start with identifying yourself followed by whom you are calling; this is done to ensure the caller hears you through whatever conditions may exist. ➤ Repeating whom you are calling can help ensure you are not cut-off and the other person hears you. ➤ Wait for a response before proceeding with your message. This is especially important when calling Hidden Peak as they may be dealing with other issues simultaneously. Example reply: “This is Hidden Peak. Host John go ahead.” ➤ Proceed with your message. Examples are below.
The 5 “C”s	<ul style="list-style-type: none"> ➤ Clear – speak in a clear, distinct voice ➤ Concise – say what is needed, using as few words as possible ➤ Correct – think before you talk to ensure you give the correct information about the situation and location ➤ Complete – provide the major details, skip the lesser stuff ➤ Calm – talk in a calm voice. Your message will transmit much better in a calm voice rather than when shouting in the upper ranges of excitement. Don’t share your inner panic to those around you as they are already upset enough and need to hear your cool, calm, collected demeanor.
Important points	<p>Always remember to first identify who you are and whom you are calling. Repeating information is a great way to acknowledge what has been said and ensure that both parties have the same understanding.</p> <p>Radio communication can have only 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 extremely time critical situation and there is a conversation in progress on Ch. 1, the protocol is to interject with ‘Break Break Break’ to request the other parties to yield to your communication need.</p> <p>Radios are not just for emergency communications. Hosts should utilize Ch. 15 for work related communications between ourselves, for advising your partner if you must be late for an assigned shift, to ask for help from each other, etc. We have an almost dedicated radio channel, use it as necessary.</p>

	<p>Chest packs 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>
Plan your communication	<p>Think through what you are going to say before starting your radio conversation. You will be far more effective and come across in much better in control of the situation by not rushing into the transmission. Remember the 5 "C"s (Clear, Concise, Correct, Complete, and Calm) and decide what you need to communicate. Plan the key points you need to convey, decide how to describe your location, and determine what assistance you are asking for.</p>
Know your location	<p>Locations are best described using two or more reference points. Examples:</p> <ul style="list-style-type: none"> ➤ Upper Emma, just below road from restaurant, on skiers left. ➤ Bassackwards on flats between Gad 2 and the elbow turn ➤ Chips near Peruvian Express tower #17 <p>Snowbird is a big resort and it can be difficult to describe your exact location. As you ski around the mountain, it is a good idea to periodically mentally practice how you would describe your location if a need arose wherever you are located. Get some practice before an urgent situation arises.</p>
Batteries and Microphone Adapters	<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> <p>A few extra external microphone adapters are available for use first come, first served. The radio has a protective cover that must be removed to attach the external microphone. At the end of the day, please return the microphone and replace the protective cover.</p>

Example Radio Communication

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

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


You: We have a skier down just above Phone 1, skier's right in the middle of the flats. She has a potential leg injury and is in a lot of pain. Requesting 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 will be to stay at the scene to assist with traffic control.

Mountain Injuries and Accidents

Call for Help	 <p>Upon arriving, assess the scene and call for appropriate assistance. Hidden Peak is on Channel 1. Other options depending on your location are calling Hidden Peak on extension 4217, calling emergency assistance on extension 4218, or calling Hidden Peak on your cell phone at 801-933-2117.</p>
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Factual Communications	<p>Describe the situation and assistance needed factually, without adding speculation or inappropriate medical judgment. Some examples:</p> <table border="1" data-bbox="428 226 1451 422"> <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> </tbody> </table> <p>If the emergency is urgent, explicitly convey the urgency when you call for help. This is especially critical for potential head injuries, unconsciousness, 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.
Inappropriate / Less Appropriate	Better										
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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.										
Performing First Aid & Medical Response 	<p>Respond medically only to the level that you are comfortable and properly trained.</p> <p>In most situations, it is appropriate and preferred to wait for ski patrol and let them perform first aid or provide other medical response. However, you may encounter other situations that require more immediate intervention. For these cases, it is important to respond to the level that you are comfortable and appropriately trained.</p> <p>Your judgment is important. Your action may make the difference in an urgent medical need. Conversely, in other situations, you could make the situation worse particularly if you don't have the proper training, you don't have the proper medical equipment or protections, you don't know Snowbird's incident protocols, etc.</p> <p>We realize that some hosts have emergency response training and/or have prior Ski Patrol experience. If this is the case, talk to John well in advance to ensure that you and Snowbird have a mutual understanding of what you can and cannot do.</p>										
Control the Scene	<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>										
Incident Report 	<p>Ski patrol completes a written incident report for all accidents. Utah law requires all involved parties and witnesses to remain at the scene, just like an auto accident. You can help by explaining this to involved parties and witnesses, by beginning to record key information such as names and key facts ahead of ski patrol arrival, keeping everyone calm and present at the scene, etc. You may also be one of the witnesses and be asked to provide your statement for the incident report. If someone insists on leaving the scene, do your best to get their description.</p>										

Orange Vests When On-Mountain



Please wear an **orange vest when on-mountain**. We understand that the orange vests are not as nice as our blue uniforms, they are not as professional as we would like, and there a multitude of other reasons that we would prefer to not wear them.

However, the vests serve several important purposes. After considerable evaluation of alternatives we made a decision to wear them whenever on-mountain. Orange allows us to be visible, easily recognizable by guests, and noticed apart from other employees on-mountain wearing blue. We have a distinct on-mountain customer service role and guests need to easily identify hosts whether it is following us on a tour, getting on-mountain assistance, or getting information. Also, orange is important for speed control visibility and safety. Wearing orange when on mountain applies to all weather conditions, not just the poor visibility days. Also, please use the Velcro name tags with vests.

Orange Vest: Tours, On-Mountain Presence, Speed Control, Chickadee. Meet/Greet on Peak and Chickadee.
Blue Uniform Only: Meet/Greet, Surveys, Thank You/Good-bye. Please, don't wear orange on Plaza Deck.

In other words... If you are on the mountain or on the snow, then please wear orange.

Customer Service, Not Courtesy Ride



Mountain Hosts should **never** call Hidden Peak and **request a courtesy ride** for a guest. And, we should not ever 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.

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!

Important Points:

Tram & Lift Lines	<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, nor 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>
Exceptions to cutting lines	<p>Cutting tram and lift lines are only permitted for two specific exceptions:</p> <ul style="list-style-type: none">➤ Getting to your assigned Meet/Greet at top of Peruvian Express or Hidden Peak. For these assignments, catch the last pre-public tram at 8:45am or a pre-public chair at about 8:50am.➤ Gad-Zoom or Mid-Gad lift lines may be cut when you are going directly to a speed control rotation and only when wearing an orange speed control vest.
Ride chair lifts with guests	<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>

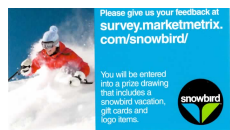
Helping One vs. Greater Number

When you are doing an assigned duty such as speed control, meet/greet, thank-you/good-bye, end of skiers bridge speed control, etc., 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 speed control on Big Emma 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. When doing speed control, please at least ask for assistance from others before abandoning your assigned duty to assist a guest that is struggling on Emma. 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.

Guest Feedback and Input



Snowbird has standardized collection of guest feedback utilizing the Market Metrix system. Snowbird 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 Market Metrix website by giving the guest a blue Market Metrix card.

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. We are no longer using the host email account or other websites as the mechanism for providing feedback. Also, we use the Market Metrix data for host recognition programs and a monthly host program customer service score.

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 along after exiting chair lifts, 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 passes, 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. MSP shares Ch. 15 with us making it easy to know where they are located and communicate. We can call MSP to request assistance with speeders that we are unable to stop or who are repeat offenders. Know how to recognize the MSP team, 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.

Working Extra Shifts / Special Events

Hosts may choose to schedule more shifts than the minimum necessary to meet their annual commitment. Also, there will typically be additional opportunities announced to schedule shifts working special activities and events. Examples include pass holder appreciation events, crowd control for mountain 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.

You may fulfill your 20-day annual commitment through any combination of regular shifts or these special shifts. Rookies must still first complete the designated training sequence described in the shift scheduling section before working any of the special shift opportunities.

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.

Finally, remember 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 a lot better if we all help each other with a few common sense steps:

- Hold off on scheduling beyond 20 shifts until everyone has a reasonable opportunity to sign up for 20 shifts.
- 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 what we have signed up for. 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 extra 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
Hiring process	✓	✓	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.
Snowbird employee orientation	✓		All rookies must attend Snowbird's new employee orientation. New employee orientation does not count toward meeting the 20-day annual commitment. Returning hosts do not attend employee orientation again.
Rookie Training Day	✓		All rookies must attend a one-day training session in early November. Rookie training day is a comprehensive crash-course in how the host program works.
All-host training day	✓	✓	All hosts must attend a one-day training session in mid/late November.
Physical Capacity Screening	✓	✓	All rookies and hosts returning from injuries must pass a preseason assessment of physical flexibility conducted during the all-host training day. For all other hosts, the screening is encouraged but optional. The screening is intended to warn you of potential issues that may cause injury and provide recommendations for risk reduction.
On-mountain training day and ski test	✓		Rookies participate in 'on-mountain' training day. This is held in early December (date is dependent on snow conditions). On-mountain training includes an orientation to the mountain, a run through of the tour, hands-on exposure to the key host job tasks, walking tour of the Snowbird Center facilities, etc. Rookies also get certified in their ability to ski/board at a black terrain level. You must be separately pass the ski/board ability test for each type of equipment you desire to use when working.
Mid-season meeting	✓	✓	All hosts are expected to attend our mid-season meeting. The mid-season meeting is typically held the last Saturday in January, starts mid to late afternoon and usually lasts about 3 hours.
Host parties	✓	✓	Mountain Host parties are legendary social events you won't want to miss!

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


Arriving at Snowbird


Commuting to work at Snowbird can be more challenging than you may think. Snowbird strongly encourages employees to use shared transportation and 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.

Traveling to Snowbird	<p>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.</p> <p>All employees are strongly encouraged to take the UTA buses, Canyon Transportation</p>
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	<p>Employee vans, or carpool with other employees. 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> <p>Hosts should role model using shared transportation so that we do our part to enable a better guest experience, spare the canyon further vehicle pollution, and promote safer road travel.</p> <p>Always swipe/tap your employee pass when you get on and off the UTA bus. This tracking system is important for UTA to determine the most effective bus routes and schedules. Employees are expected to not park in the UTA park/ride lot at the mouth of the canyon.</p> <p>If you do drive, be aware of canyon snow tire and chain requirements established by UDOT and UPD. These are posted at the canyon entrance and also communicated at the start of the season.</p>
<p>Employee Parking</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>All employees, including hosts, are expected to comply with Snowbird's employee parking policies. Employee parking policy specifics and effective dates are communicated at the start of each season, are discussed in employee orientation, and are covered in the Snowbird Employee Handbook.</p> <p>The employee parking policy applies to both work and non-work reasons for driving to Snowbird. Employees who must drive to Snowbird are expected to register their vehicles with Public Safety.</p> <p>Observe posted parking safety restrictions including the color-coded parking lot signage. Green=No restrictions. Yellow=Parking restrictions such as a posted closing time. Red=Lot Closed. Occasionally, the Superior Lot is coded 'red' and closed due to avalanche danger.</p>
<p>Canyon Road Alerts</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. Remember, road condition information is always subject to change and may not be communicated in advance.</p> <p>Snowbird offers a text message service that is often the fastest way to get road change information. Subscribe by emailing your name and cell phone information to aprainey@snowbird.com</p> <p>The Unified Police Department offers canyon road alerts in a variety of formats including text, email, Twitter, and Facebook. Subscribe at www.canyonalerts.org</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 can 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.

 We have an expectation 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**.


The **easiest way** to arrive within the **45-minute window** is to **travel via UTA bus**. We strongly recommend catching whatever bus would normally get you to Snowbird in time for the 8am meeting even if the road is closed. 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.

Our customer service is critical to the resort on snow mornings. We need you here on time and ready to help out. Thanks to those hosts that have repeatedly proven that utilizing the 7am bus works best on snow days. We need everyone's help to get snow mornings off our recurring issue list!


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.


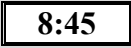

Additional Road Closure Scenarios

8:45 Late Shifts	Hosts scheduled to work a late shift should follow the procedures above to arrive as if they were working an 8am shift . This means that the easiest way to ensure arrival within 45 minutes of the road opening is to travel on a UTA bus that would normally get you to Snowbird in time for the 8am meeting . 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.
Pre-Announced Closures	Road closures are often announced in advance, such as 'road will be closed 6am to 8:30am'. You always have the option of driving yourself prior to the road closure start time if you prefer that instead of taking UTA.
Extremely long closures	If it unlikely that the road will open in time to allow a reasonable day of work, John has the option of cancelling the day and giving a days credit for having spent considerable time waiting in line.
Call John C. 	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 the UPD and Snowbird road closure services.
Mid-day closure with possibility of not re-opening	Occasionally, there is a mid-day road closure with the possibility of the road not re-opening. When this happens, we will do our best to get you out of the canyon before the closure. In the event you are stranded at the resort overnight, there is always floor space, blankets and pillows, if not beds available at John's place.



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

Time Clock Swipe 	<p>All hosts must punch in at the start of their shift and punch out at the end. The time clock is located next to the break room. Simply swipe your employee badge and verify that the time clock displays your name and "punch accepted".</p> <p>Why is this important? It is critical that Snowbird have an accurate record of who is working and when for Worker's Compensation and liability reasons. And, if you have not punched in, it is difficult to prove that you were here which endangers your coverage and protection. Please be just as diligent with punching in, as you would be if you were getting paid. If you forget to punch in,</p>
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	<p>please promptly tell Pamela in the Activity Center or John. Pamela is responsible for turning in host time records and can make corrections to the data, but let's save her a bunch of extra work by remembering to punch in and out.</p>
Morning Meeting 	<p>The host day starts with our morning meeting at 8:00am. Don't be late! We hate going over information multiple times and the content is critical to our day. Morning meeting is held in the employee break room. Please be ready to start your day when you arrive at the meeting.</p> <p>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. Typically, we will meet from 8:00 to about 8:15am. Then, we use 8:15 to 8:30am to finish getting ready for the day and arrive at our meet/greet locations. The expectation set by Bob Bonar is that every host will be at their assigned meet/greet location not later than 8:30am.</p>
Equipment	<p>Radios, orange vests, loaner chest packs, and other supplies are picked up at morning meeting. Radios and orange vests are numbered; please take the one corresponding to your shift number.</p>
Ski Patrol Mountain Report	<p>Ski Patrol usually provides a morning mountain report for the host radio channel. Time is approximately 9am, depending on how busy Patrol is with getting the mountain ready for opening. Listen for useful information such as lift openings/closures, ski area openings/closures, event locations, and notable mountain conditions.</p>
Late Shift 	<p>Hosts working a late shift have a late start time to account for staying at Snowbird later in the day. Portico and Creekside Late shift hosts arrive at 8:45am rather than 8am. Late shift hosts start the day with a short version of morning meeting starting at 8:45 in the break room.</p>
Early Trams 	<p>We occasionally have the privilege of taking an early tram to enjoy skiing ahead of public opening. Generally, this happens 2-3 designated weekends per season. Look for announcements in the weekly email updates. When we have an early tram privilege, our schedule typically involves meeting at 6:45, riding the 7:00 pre-public tram, and holding our morning meeting at the top of Hidden Peak. Then, we take a run down the mountain together, hopefully having time for a second tram run, and get back to Snowbird Center in time for 8:30am Meet/Greet. Wear your uniform for early tram whether working that day or not. 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

On Mountain Until 4pm 	<p>Please stay out, on-mountain and assisting guests until 4:00pm. 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>
Radios, Vests, and other equipment 	<p>Return radios, speed control vests, 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. Remember to return your orange vest! Misplaced vests has been a recurring problem, please be extra diligent in remembering to return the correctly number vest.</p> <p>Radios must be powered off and returned the designated charger (G1 radio goes in the G1 charger, etc.) and ensure that the charger light has turned on indicating that the battery is re-charging. If you forget to return your radio and the Activity Center has closed, contact John by cell phone.</p>
Punch Out	<p>Remember to swipe out on the time clock before leaving!</p>

Late Shift 	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 until about 5pm . Use your judgment on deciding when to leave based upon number of guests, generally leave 4:45 to 5:00. Since the Activity Center closes at about 4:15pm, please turn in your radio and other equipment before starting your thank you/good-bye assignment.
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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

Email Communication 	<p>Important news and information is regularly communicated via email. During the season, John sends a weekly 'host update' email plus other emails as needed. Email is a critical communication channel for us. Please read these messages on a timely basis.</p> <p>You are expected to read and be knowledgeable about information communicated in our emails.</p> <p>Remember, we only get together as a full group once after the season starts and only a portion of the team is present at any given day's morning meeting. Therefore, delivering a consistent mountain host customer experience is highly dependent upon the success of our email communications.</p>
Sending Email to All Host List 	<p>Sending email to the entire host email list is intended for host-related business purposes. For example, if you cannot work a scheduled shift and are inside the two week drop window, it is fine to email the other hosts seeking a volunteer to cover your shift. Remember, the scheduled shift is still your responsibility until a replacement is scheduled on the website.</p> <p>Using the host email list for personal purposes has generated a wide range of opinions from 'it is unwanted email clutter' to 'I don't mind at all'. Same with choosing 'reply to all' for messages that have no real need to be sent to everyone.</p> <p>We've agreed on the following common sense guidelines, please help us manage this:</p> <ul style="list-style-type: none"> • We all need to be thoughtful and considerate in our communications. • 'Reply to all' only when you have something of real substance to say to all. • The host email list should primarily be used for host related business, information, or news. • Using the host email list occasionally for reasonable personal agendas and solicitations is acceptable. • However, these need to be limited to messages directly related to you or your family's needs,

	<p>businesses, personal causes, etc. and not passing on advertising for non-hosts. Generating a couple such messages per season is a fair balance, more than that is being inconsiderate of your fellow hosts.</p> <ul style="list-style-type: none"> • Providing the host mailing list to anyone else is completely unacceptable.
Uniforms	Snowbird provides uniforms including coat, under layers to coat, pants, and name tag. Keep them clean and in good condition. Let John know if you have clothing repair issues. Chest packs can be borrowed each day or you may purchase your own. And, it is inappropriate to wear your uniform if drinking alcohol after working. Take it off and leave it in your locker!
Bindings & Helmets	Snowbird requires an annual binding safety check for all mountain employees. Information will be provided in early season. All mountain employees are encouraged to wear a helmet.
Lockers 	Each host is assigned their own locker. Most 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. If your locker doesn't work or need repair please talk to Pamela in the Activity Center or John. Please do not go to Public Safety or Village Maintenance as this generates an unnecessary internal repair billing to our organization.
Cell Phones and Electronic Devices 	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.

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:

Family Passes	Spouse and dependent passes are subject to Snowbird's policies for acquiring and using these passes, see Snowbird's Employee Handbook.
Equipment 'Pro Deals'	<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. 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>
Comp and ½ Price Tickets	<p>Snowbird offers a limited number of half-price tickets to all employees and provides a few complimentary day tickets to employees starting in their third season. Details are in the Snowbird Employee Handbook. These are separate from comp tickets you may earn for working extra days.</p> <p>Tickets can be obtained in two ways:</p> <ol style="list-style-type: none"> 1. Employee goes to ticket window with their pass to request tickets.

	<p>2. Send an email to tickets@snowbird.com by 7:30am on the day you would like to use a ticket. Include your name, your pass number, name of user(s) of the tickets, quantity and type of ticket (1/2 price or comp), and time the tickets will be picked up. Tickets will be available as a will-call order and you do not need to be present when they are picked up.</p>
Snowbird food, beverage, products, and services	<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>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.</p>
Alta and ISAA resorts	<p>Mountain Ops employees typically are eligible for a limited number of Alta vouchers and ISAA discounts at participating resorts. And, Snowbird and Alta employees may have a couple designated reciprocal free ski days each winter. More information will be communicated through the season. Important: 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 or Mountain Ops on the day you wish to ski. Hosts are usually eligible for four one-day passes per season for their own personal use.</p> <p>Intermountain Ski Area Association discount cards are available in the Employee Services office. These discount cards can be used at participating ISAA resorts which include most, but not all, resorts in UT, WY, MT, ID. Generally, this will allow you a 50% discount on a one-day pass. However, 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>
Opportunities to improve skills, safety, and knowledge	<p>Snowbird offers several complimentary or discounted services that can help you stay safe, improve your mountain skills and increase your canyon knowledge. We hope that you take advantage of those services that are relevant to your specific needs.</p> <p>Some examples that might be of benefit to you include:</p> <ul style="list-style-type: none"> ➤ One annual complimentary binding check and equipment tune-up may be offered. John will communicate when this is available and how to use it. ➤ Complimentary group mountain school lessons. These are generally offered on a space-available basis outside the holiday periods. Inquire at the adult Mountain School desk. ➤ Avalanche locator introductory skills clinic (available free to anyone) ➤ Backcountry skills seminars – employee discount available. ➤ Several free opportunities exist to improve your knowledge of the mountain, canyon history, etc. Check out such things as history lectures or 'ski with a forest ranger' tours.
Limitations and Guidelines	<p>Important: All employee discounts, deals, and complimentary services are a privilege and not an entitlement.</p> <p>All offers are subject to change at any time and what is offered one year may not be offered the next year. Many of the offers have very specific limitations, have limited product availability or time frames, and/or other requirements. Everyone is expected to follow the guidelines related to using a particular deal. Remember, abusing the limitations and guidelines puts these offers at risk for everyone.</p>
Giving Tips	<p>Please tip those that provide personal services in the same manner and amount that is customary when paying full price. For example, please tip your restaurant servers, instructors, guides, etc. Remember, these are fellow resort 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.

What to expect	<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>
Uniforms and Lockers	<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>
Referrals	<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>
Next winter	<p>Expect to start receiving periodic 'host updates' via email starting about September. These updates will communicate information about the rehire process, time line, any changes and focuses for the upcoming season, important dates, and training meetings, discounts, etc.</p>

PERFORMANCE STANDARDS -- RECAP

The following performance standards are a recap intended as examples of satisfactory performance. These are only illustrate examples of what is typically expected as a Mountain Host and not a comprehensive description.

TASK ONE: Meet and Greet

Arrive at your assigned greeting station on time and remain until the end of your Meet and Greet assignment. If late, be courteous and make up some time.

- Greet guests with a warm, service oriented, friendly and enthusiastic greeting. While it is unlikely that you will be able to greet all guests, you should make it your goal to greet as many as possible.
- Provide information. Offer maps, provide directions, information and instruction on how to obtain lift passes. Be familiar with lift ticket options, their prices and the various ways to pay or exchange vouchers for tickets.
- Where possible, offer assistance to guests for planning their day with run/route recommendations based on their skiing/riding ability. Offer information on rentals, Mountain School, and the Snowbird Mountain Host complimentary tours.
- Where appropriate, provide information on lockers, day-care, Mountain School meeting places, areas available to gear-up, ATMs, and places to find some food, a hot drink or other refreshments.
- Where appropriate, offer advice on good places to take breaks or lunch options.
- Look for opportunities to assist guest with children, disabilities, or those having difficulty with equipment.
- Assist in the off-loading of busses and be prepared to assist with traffic control.
- Don't be using your cell phone for personal communications. And, Meet/Greet is not the time to do surveys.
- Never respond to a guest's negative attitude with a negative response. Be positive. Assist the guest with positives to counter their negative—*Do your best to turn a negative start into a positive!*

TASK TWO: Tour

- Be at the Mountain Host Tour meeting place at least 20 minutes before the starting time for the tour.
- Greet tour participants, provide information on the purpose of the tour, have them fill out and sign the tour participation form, and make preliminary assessment of their skiing/riding level.
- Before departing on the tour, notify the Activity Center of your departure and the number of participants.
- While on the tour further assess the skiing/riding ability of the guests and adjust your routes appropriately or if there is a clear division in abilities, and there are at least two hosts on the tour, you may divide the group based on ability.
- As the tour progresses, describe various routes and degrees of difficulty from various trail junctions to the bottom. Be sure to point out areas that may present difficulties for the guests such as steep pitches that reach the crest of their abilities, cliff and closed areas, or flat areas that may be difficult to cross without enough speed.
- During the tour, provide information on how to access restrooms, water, and food.
- Continually engage the guest with interactive communication regarding the history of Snowbird, area lore, terrain, how trails were named, and etc.
- Do your best to end with the entire group intact!

Examples of satisfactory performance for presence on the mountain impromptu tour:

- Watch for guests that appear to be lost or are in an area above their skiing/riding level. Provide directions or assist them by guiding them to an area where they are comfortable in continuing down the mountain.
- Be flexible as to when you turn them loose on their own.
- If you feel it is best to remain with them for their safety, or until they feel comfortable on their own, and if you will likely not be able to make it to your next host assignment, radio your status to the team lead.
- If it appears they may need assistance that you are unable to provide, try to get them to a location where they can be downloaded or call Hidden Peak Ski Patrol Base and ask for a patroller to evaluate the situation.

TASK THREE: Surveys

- Collect the surveys at a pace that is equal to or exceeds your shift collection pace. At a minimum, 50% of a Host's assigned surveys should be completed and turned in by mid-February and 100% of all surveys shall be completed and turned in not later than April 1st or a date designated by Snowbird.
- It is the responsibility of all Hosts to perform this task with enthusiasm, professionalism and dedication.

TASK FOUR: Speed Control

- Be at your speed control station on time and remain on station until the end of your assigned time, until you are relieved by another host, or until you must leave to assist a guest or respond to an emergency situation. Only leave your Speed Control Station after you have exhausted all other options.
- While on station focus your attention across and up the mountain for skiers/riders who, in your opinion are skiing/riding at speeds that may hinder, interfere, or endanger other guests. Once a violator has been identified, signal to them to slow down. Thank them for their cooperation.
- If repeat offenders or obvious dangerous acts are spotted, notify the Ski Patrol and provide an accurate description and probable location of the offending individual.
- If you are unable to be at your speed control location at the appointed time, radio the information to your partner, to the host you are to replace, and/or the team lead.

TASK FIVE: Chickadee

- Go to the Cottonwood Room (2nd floor) and identify yourself to the Children's Mountain School supervisors. Find out where on the mountain they will need our help and get to that area ahead of the children arriving.
- Identify yourself to lift operators and let them know that you will be riding the lift with Kinderbird children for their safety while on the lift.
- You are only allowed to escort/ride with one child at a time.
- Ensure the child gets on, rides, and exits safely. You are responsible to physically assist the child as necessary to ensure safety.
- Promptly drop the safety bar, place a pole across the child's lap, and take other steps necessary to ensure children do not dismount prematurely.
- Do not raise the safety bar or remove the lap pole until you are over the safety netting at the top of the lift.
- Continue to make laps on Chickadee throughout your shift and look for opportunities to assist guests on the hill as well as remind speedsters that Chickadee is a slow skiing/riding-no jumping area.
- The children you assist do not have to be part of formal Mountain School program to offer assistance on the lift. Just remember it is a service not a requirement. Also make sure that the adult with the child wants you to help out.
- One final note: You are there to assist guests not instruct. That is the job of the Mountain School.

TASK SIX: Visible presence on the mountain

- Whenever traveling about the mountain, walking around the village, dining or taking a break during your shift, look for opportunities to assist guests to make their day more enjoyable and safe. Examples include:
 - Assisting guests who appear to be lost, are looking at a trail map or appear to be in a location that is above their skiing/riding ability.
 - Assisting guests with lost or damaged equipment.
 - Performing crowd control at the top of lifts, at the site of accidents, at congested locations, or wherever needed or assigned.

TASK SEVEN: Thank you and Good-bye

- Be at your location on time and remain on site until the end of your shift or until the departing crowd diminishes and you are no longer needed.
- Thank each guest for allowing us to share the mountain with them. Tell them how much we appreciate them choosing Snowbird and invite them to return.
- Seek opportunity to assist guests finding, transportation, bus route information, dining and après ski locations, or any other appropriate or needed information.
- Provide crowd control at UTA and shuttle bus pick-up locations and assist guests as they board.

TASK EIGHT: Other duties as assigned

- Respond safely but promptly when redirected by your supervisor, ski patrol, or others in positions of authority to situations that require your assistance for the safety, wellbeing and enjoyment of Snowbird Guest and Employees.

TASK NINE: Safety first and always

- Be aware of your surroundings and the weather
- Stay safe at all times and exhibit good judgment in your choices
- Look and be professional
- AND, HAVE FUN!!!

TOUR EDUCATIONAL INFORMATION



“My underlying dream for Snowbird is the creation of a year round resort which respects and complements the beauty and inspiration of this natural setting, a place dedicated to increasing human understanding through the enhancement of body, mind and spirit” --- Dick Bass

Snowbird Timeline


1969	Ted Johnson meets Dick Bass
1971	Snowbird opens
1972	The Inn at Snowbird opens
1973	The Cliff Lodge opens
1974	Major expansion of the Cliff Lodge, The Iron Blossam opens.
1986	Cliff Lodge completes three years of construction and renovation
1997	Gadzoom opens
2000	Mineral Basin opens
2002	Snowbird/Alta connection opens
2006	New Peruvian Chair Lift and Peruvian Tunnel open
2012	New Little Cloud chair opens
2013	New Gad 2 chair opens
2014	Cumming and Bass families establish partnership to operate Snowbird

Snowbird Ski & Summer Resort Facts

Accessibility	Snowbird is 29 miles from Salt Lake City International Airport with more than 600 daily non-stop flight from most major U.S. cities and 25 miles from downtown Salt Lake City. Snowbird is a scenic 45-minute drive from the airport, making same-day skiing and flying a reality.
Transportation	Getting to the Bird is easy. Several transportation companies offer non-stop shuttles from Salt Lake City International Airport to Snowbird's front door. Once at Snowbird, the only transportation needed is a pair of skis or a snowboard – the Tram and chairs provide the rest.
Lifts	One Aerial Tram, 10 chairlifts (most lifts are high-speed detachable quads) and two surface lifts. Most lifts run from 9 a.m. to 4:30 p.m. except Chickadee, which is open until 8:30 p.m. for night skiing on Wednesdays, Fridays and Saturdays?
Uphill capacity	17,400 skiers and snowboarders per hour.
Tram	Cost: \$3 million Design Engineer: Garventa A.G. Base Elevation: 8,100 Feet Hidden Peak Elevation: 11,000 Feet Vertical Rise: 2,900 Feet Winter Time to Peak: 6 minutes Summer Time to Peak: 9 minutes
Runs	89+
Acreage	2,500 acres.
Terrain	27 percent beginner, 38 percent intermediate, 35 percent advanced/expert.
Snowfall	Snowbird averages approximately 500 inches of low-density, “dry” Utah powder annually. Thanks to ideal geography and a phenomenon called “Lake Effect”, Little Cottonwood Canyon powder is known worldwide.
Terrain Park	The Snowbird Terrain Park is located on the lower part of the Big Emma run. It is accessed by the Mid Gad or Gadzoom lifts.
Location	Snowbird, Utah is in the heart of the Wasatch-Cache National Forest in Little Cottonwood Canyon, one mile down canyon from Alta.

Elevation	Top of resort is 11,000 foot Hidden Peak, lowest point on the mountain is bottom on Baby Thunder chairlift at 7,760 feet. The 125 person Tram covers 2,900 vertical feet in approximately six minutes.
Longest Run	Chip's Run, 2.5 miles
Longest Descent	Gad Valley, 3.5 miles.
Mountain School	Snowbird's Mountain School offers a plethora of instruction from class lessons to women's ski and snowboard camps.
Season	Utah's longest ski and snowboards season, mid-November through mid-May (conditions permitting). Snowbird has been open several times for skiing on Father's Day and even the Fourth of July!
Other activities	In addition to world-renowned skiing and snowboarding, Snowbird offers snowmobiling, snowshoe tours, and other winter activities.
Restaurants	15 serving everything from fine dining to burgers and beers.
Bars	Five
Lodging	Four slope side lodges – the Cliff Lodge, Lodge at Snowbird, The Inn and Iron Blossam – offer rooms by the night, week or longer as well as timeshare opportunities. Snowbird offers 882 total rooms
Spa	The luxurious Cliff Spa on the top two floors of the Cliff Lodge offers a full complement of services provided by a staff of 40 trained massage therapists, facialists and other specialists. Treatments include stone massage, aromatherapy and hair care.
Meetings	Snowbird's mountain village includes 29,000 square feet of dedicated meeting space with all contemporary A/V equipment, conference services and catering. Snowbird's meeting space expands to 50,000 square feet with an outdoor tent with a 1,000-person capacity.
Shopping	No trip is complete without souvenirs and Snowbird has plenty of choices. From Dick Bass's handpicked items at Marco Polo to Snowbird logo hats and T-shirts at Wings, shopping is plentiful at the Bird.
Reservations	Snowbird's Central Reservations can handle all travel needs with one call – (800) 453-3000 or (801) 937-8220. For general resort information, call (801) 933-2222.
Website	http://www.snowbird.com
Founder	Ted Johnson. Opened resort December 23, 1971.
Funder / Longtime Owner	Dick Bass. Currently, Chairman of the Board.
Current Owner	Partnership between the Bass and Cumming families. (May 2014)

Talking Points: Short Stories and Folklore

Emma Mine	<p>Discovered in 1868 by two men named Woodman and Chisholm. They christened their location "Emma", named for a woman whom one of them had been "consorting in San Francisco – his paramour, in fact".</p> <p>In 1873 the Emma received international attention when its silver-bearing vein faulted and British investors accused mine managers of fraud. British Parliament discussed war, and President Grant's Administration scrambled to heal wounds. The Emma closed in 1918 having produced close to \$4 million in silver ore. Today the tunnel leads to the water source for the town of Alta.</p>
Mail Tunnel	To transport mail between Big Cottonwood and Little Cottonwood Canyons, a tunnel was used. A donkey was sent on his way back and forth, without a rider.
Twin Peaks stars as Mount Everest	During the IMAX filming of Everest, the crew realized they were short on film. They saved the film for the summit. To replace the needed footage of the last ascent, the ridgeline leading to the east Twin, directly south of the Tram, was used. Dressed in heavy winter gear, the team simulated the trek on a nice warm day in May.
Gad	A pointed wedge of a peculiar form, having its sides of a parabolic figure, used in the mine for wedging off splits. 
Peruvian Gulch	Peruvian Gulch takes its name from the Peruvian Lode, which was located there in June 1870 by James Wall, the original recorder of the Mountain Lakes Mining District, and his associates. His lode received much

	attention and immediately became a point of reference for other claims. One year later the Peruvian Gulch name was in use. Wall worked the mine sporadically for many years, and he was still at it in 1892. However, the Peruvian was a fairly small producer. In a 1902 estimate it was suggested that the mine had generated only \$50,000 in ore during all its years of operation. The gulch hosted many other claims, including a group of six at this upper end, under the Bullion Divide, the ridge between Mount Baldy and the American Fork Twin Peaks. They were known as Iron Blossam Numbers 1 through 6.
Stu O'Brien Memorial	Ever thought about jumping out of the tram into the beautiful white snow below? Stu O'Brien and Rick Shannor did just that, one beautiful April day. There is a small outdoor shrine dedicated to Stu tucked in the trees in Peruvian. You can read about his five rules of skiing; including, "Go big or go home". He was the Director of Snowbird's Freestyle Team. He appeared in Warren Miller's Steep and Deep movie, where he jumped from a Helicopter at Cedar Breaks, Utah.
Warren Miller and Ted Johnson	Ted Johnson had Warren Miller put together a ski film to promote the idea of creating the Snowbird ski resort.
Wilbere	Several runs and a lift are named Wilbere, but who was that? Ted Johnson's former wife, Wilma, cooked in the kitchen of Alta Lodge under the tutelage of a European chef who had a little trouble pronouncing her name. He called her "Wilber," and the name stuck. An E was added at the end to feminize it. When Snowbird opened, she climbed Tram tower 4 and christened it with a bottle of champagne. A plaque on the tower commemorates the event. On tower 3 there is a plaque dedicated to the wife of the Chief Engineer for the Tram, both from Switzerland.
Hellgate	<p>The narrow part of the canyon between Snowbird and Alta, with blue and white limestone cliffs towering above, takes its name from Fritz Rettich's early-twentieth-century Hellgate group of claims. He and his son Hugo worked the property until the latter's death.</p> <p>The tale of Brigham Young naming the cliffs as the "gates of hell" and forbidding his followers to cross beyond because of the debauchery of the canyon miners living in Alta makes a good story, but no documentation of the claim can be found.</p>
Mt. Superior	Its name came from the Superior Lode, located on the east side of Superior Gulch in the early days of Little Cottonwood mining. The mine gave its name to the gulch and the mountain above. The great concave face has poured an endless succession of snow avalanches upon the road below.
Harpers Ferry	Named after a mine and tunnel in the same area.
Silver Boom to Ski Boom	<p>Long before skiers discovered the powder paradise that is Little Cottonwood Canyon, miners discovered their own treasure within the rugged confines of the glacial canyon. The history of Little Cottonwood Canyon and the town of Alta dates back to the 19th Century, when a soldier in the US Army first prospected for silver in 1869. The tiny minerals he stumbled upon quickly evolved into a massive industry attracting fortune-seekers who would otherwise never step foot in Little Cottonwood Canyon.</p> <p>What the soldier discovered will go down in history as one of the largest producers of silver ore in the Wasatch Mountains. Known as the Emma Mine and the namesake for the Big Emma run in Snowbird's Gad Valley, the soldier's find eventually produced more than \$3.8 million in silver.</p> <p>At its peak, 8,000 people lived and worked in the canyon; which boasted 2 smelters, 138 homes, hotels, boarding houses, stores and even a railroad. The entire town was later destroyed by a series of avalanches.</p> <p>Little Cottonwood Canyon, carved from alpine glacial activity three million years ago, is a spectacular setting for some of the premier skiing in the world.</p> <p>By 1873, eight thousand residents lived in the mining town of Alta, boasting approximately 180 buildings, 26 of them saloons. A narrow gauged railroad was completed to Alta. The train was pulled up by mules and then coasted back down, with the brakeman trying to control the wild descent down to the base.</p> <p>In 1938, the first ski lift, Collins Lift was constructed out of material from old aerial mining rams, as was built on land donated by Mayor Watson, in the town of Alta. Today, Snowbird, with its' own Aerial tram and nine chairlifts, offers some of the most spectacular skiing in the world; with a typical annual snowfall of 450 inches of light, dry powder, and an eight month long ski season.</p>
Gold Mine	During the peak of the mining fever days, a gold mine was established at the mouth of Little Cottonwood Canyon. Gold was mysteriously produced from this mine, but never really happened.
Avalanches in the early days of Alta	Miners in search of timber for both housing and support structures for the mines, stripped the hills of the trees which helped resist avalanches. After one avalanche, the town government decided that running the main

	streets north-south would be better protection against avalanches. Not surprisingly, the avalanches didn't seem to realize the change
Chinamen's Wall	<p>Just west of Snowbird, on the north side of the road, the rock wall shows the last remnants of the structure that was built to protect the railroad from avalanches and snowstorms</p> <p>A narrow gauge railway was built in 1916 up to Tanner's Flats. From there an aerial tram joined the rail system to Alta. By 1919 the railway extended all the way up the canyon. Production of silver ore peaked, and then steadily declined by the late 1920's, to be met with the fate of the great crash on Wall Street.</p>
Canyon History	<p>Long before skiers discovered the powder paradise that is Little Cottonwood Canyon, miners discovered their own treasure within the rugged confines of the glacial canyon. The history of Little Cottonwood Canyon and the town of Alta dates back to the 19th Century, when a soldier in the U.S. Army first prospected for silver in 1869. The tiny minerals he stumbled upon quickly evolved into a massive industry attracting fortune-seekers who would otherwise never step foot in Little Cottonwood Canyon.</p> <p>What the soldier had discovered will go down in history as one of the largest producers of silver ore in the Wasatch Mountains. Known as the Emma Mine and the namesake for the Big Emma run in Snowbird's Gad Valley, the soldier's find eventually produced more than \$3.8 million in silver.</p> <p>At its peak, 8,000 people lived and worked in the canyon, which boasted two smelters, 138 homes, hotels, boarding houses, stores and even a railroad. The entire town was later destroyed by a series of avalanches.</p>
An Alta Dreamer	<p>While working at the Alta Lodge in 1965, Ted Johnson dreamed of a place that would become Snowbird. Having purchased the deed to the Blackjack mining claim at the base of Peruvian Gulch, Johnson hoped to build a lodging complex as an extension of the Alta community. Blackjack was situated such that skiers could not only ski Alta, but also the wide bowls and two-mile runs of Peruvian Gulch and Gad Valley.</p> <p>Ted also had the opportunity to buy the Snowbird mining claim adjacent to Blackjack, and he realized that the canyon could handle an entirely new ski resort. Since Ted's assets were limited, he went on a search for operating capital substantial enough to support his dream. After exhausting his options in Utah, Ted decided to expand his search nationwide. He gathered some of his friends and his wife, Wilma, and they filmed their version of a ski movie (with Warren Miller's help). They would side step up the mountain and take turns skiing down. With this ski movie, he went on the road in search of financial partners.</p> <p>In October of 1969, Johnson met Richard D. Bass at a party in Vail. Bass, a Texas oilman and rancher, was a member of the Board of Directors at Vail and Aspen and knew the ski industry.</p> <p>The next week Bass came to Utah and the two hiked into Gad Valley. Bass immediately recognized the wisdom of Johnson's dream. Soon, Bass and Johnson were touring European and U.S. ski areas to get ideas of how to maximize Snowbird's potential. By April 1970, the project was underway. Dick Bass had a vision of what he hoped Snowbird would become. In his words: "My underlying dream for Snowbird is the creation of a year-round resort, which respects and complements the beauty and inspiration of this natural setting – a place dedicated to increasing human understanding through the enhancement of body, mind and spirit."</p>
Mineral Basin	<p>Appropriately named after the mineral mines found in the area. There are still wooden pipes in the area that still have water flowing through them.</p> <p>As you look across the Mineral Basin from this point, you are facing Southeast. You will notice old mine dumps and tailings from these mines. Alta's Sugarloaf Lift is nestled in the saddle, following the ridge to your left. Heber City is 17 miles down the Basin, at the base of the canyon. The Uinta Mountain range is the only mountain range in North America running East to West. Beyond the Uinta Mountain Ridge, to the north, is the State of Wyoming.</p>
George Tyng	<p>In 1903 another Texas land and cattle man came to the Snowbird Area for mining. His name was George Tyng. One of his leases included the Miller Mine, originally developed by Jacob and William Miller in the summer of 1871. Miller Mine and Miller Hill are located at the eastern end of Mineral Basin.</p> <p>As the story goes, on what was to be the last day of the operation for the Miller Mine, George left the canyon, headed to American Fork to get the last payroll for his employees. Not long after he set out, one his mine foreman, Jack Howe, tripped on a rock in the mine tunnel, and in anger hit the rock with his pick. The scene could be out of a movie, the pick broke through the floor of the mine into a vein of sand laced with silver ore. The bonanza was on! George Tyng hustled to New York City to obtain a lease extension on the Miller Mine, keeping the news of the discovery absolutely clandestine. Tyng made a fortune, and he spent it locally, hiring men and buying local supplies in Utah Valley. As he spread his wealth around, his fame spread, too. People</p>

	<p>made the two-day trek into the canyon just to eat under the chandeliers in the restaurant at the mining camp.</p> <p>The winter of 1905-1906 was an exceptional, deep snow year. On January 14, 1906 a report came in that “fourteen teams hauling Tyng ore were trapped high in the canyon by avalanches”. Tyng’s cabin was high, and among the pines, out of the way of conventional avalanche paths. But on January 19, a “deep rushing roar that could only mean one thing – an avalanche”. George was killed and buried in fifteen feet of snow in his cabin. His will stated that he was to be buried high on Miller Hill, where he used to enjoy looking out over his mining operation. Some have called him one of the most intriguing men of the west. Every few years, someone mends and paints the little picket fence around his grave site.</p>
First Aerial Tram, mid 1800s	<p>The first aerial tram in Little Cottonwood Canyon was actually built in the mid 1800s. It ran from Michigan City down to Tanner’s Flat. Michigan City was located in Grizzly Gulch, East and a bit north of Alta – about a distance of about 4-5 miles. The tram was powered by the weight of the ore placed in the downward buckets. Tanner’s Flat was a key station in the mining days. This is typically where the snow would transition between heavy and light snow. Causing a variation in the means of transportation. The tram was originally built by the Continental-Alta Company, and then later rebuilt by the Michigan-Utah Company. The flat got its name from the Nathan Tanner family. There were at least six Tanners in the area. They posted two claims in the area. By early spring 1871 buildings were erected, including a telegraph office, and hotel/inn for travelers. A short time later, September 1872, the inn caught fire and left the Tanner family destitute. They apparently left the area at this time, for no other records are found of them after this time.</p> <p>This aerial tram served as the source for building material for the first ski lift at Alta, the Collins Lift.</p>
Before the Forest Service	<p>In 1902, prior to, and as part of a study for the formation of the Forest Service (1905), a survey was conducted of the upper Little and Big Cottonwood Canyons. The surveyors report back was “that you would be hard pressed to find a stick big enough to beat a snake”. Most of the trees now come from a nursery that was established in Big Cottonwood Canyon to begin reforestation of the mountainsides.</p>
Looking West from the Tram: Oquirrer Mountains	<p>Looking due West and down the canyon and across the Salt Lake Valley is the Oquirrer Mountain Range. The light colored ridges are the Bingham Open Pit Copper Mine. One of the largest in the world. Notice the absence of trees on the East facing slope of the Oquirrer Mountains. All the trees were killed by the early pollution of the smoke stacks from the smelting of copper in the late 1800’s and early 1900’s. We do have our own Jonny Appleseed in Utah; who has been revegetating the slope for the last 40 years. Looking Southwest, you will see the Twin Peaks; again notice the uplifting and overlapping of the pre-historic rock formations. Looking straight down the canyon, you will see the dramatic U-shape, created by glacial activity. The Pfeifferhorn Peak (Little Matterhorn), in the distance, facing the Southwest, is similar in shape to the Matterhorn in Switzerland; both having three distinct sloping faces, cut by three separate glaciers. Directly below, the expansive Gad Valley, with its many hiking and skiing trails, offering some of the best skiing in the world. Portions of the snow fields are usually visible year round. This year with our tremendous snow fall, the snow fields will appear much more dramatic</p>
Let it Be	<p>Snowbird opened in December of 1971 with three lifts, the Tram, the Lodge at Snowbird and the Snowbird Center. The Inn was constructed in 1972, the Cliff Lodge west wing in 1973-74, and the Iron Blossom in the fall of 1974.</p> <p>In June of 1974, after many years of dedication to the project, Johnson was ready for a well-deserved rest and wanted to spend more time with his family. He sold his interest in Snowbird to Bass.</p> <p>In 1986, after three years of construction and renovation, an enlarged Cliff Lodge opened its doors to the public. The Cliff is among the finest resort hotels anywhere with a world-class health spa (renovated in 2010), conference center and the world’s largest privately held collection of oriental rugs. The 11-story atrium, which connects the original building with the new wing, offers a spectacular view. Snowbird Ski & Summer Resort includes the finest facilities the skiing world has to offer combined with an unparalleled accessibility to a major metropolitan city and international airport. Snowbird has also fostered a reputation for its environmental stewardship, for which it also has been awarded numerous prestigious awards.</p>
Greatest Snow on Earth	<p>Rapid elevation change, canyons running East to West, and the West Desert, all have a tremendous effect of our weather, and the moisture content of our snow. The canyon acts as a flue directing moisture saturated air up the canyon, where air is cooled and slowed by the steep ridges, resulting in heaving precipitation. Lake effect can add to the snow levels. A counter clockwise wind motion in the Salt Lake valley picks up water from the Great Salt Lake and the canyon flue captures portions of this weather pattern.</p> <p>The annual precipitation at the Snowbird Center is about 54 inches of water per year. An average year of snowfall is 450 inches of snow. That means Snowbird receives approximately 8.36 inches of dry snow for every inch of water. The average ski resort in California receives about 4 inches of snow per inch of water;</p>

	<p>we receive twice as much snow with the same amount of water. During the 2010-2011 Ski Season, Snowbird continued to set new records for snowfall.</p> <p>Where does all our water go in the warmer months? Most of the water runs down the canyon and is used for drinking water along the highly populated Wasatch Front. Some of the water stays right here, and is stored in underground silver mine caverns and tunnels built in the 1800's, millions of gallons! The water is then filtered at Snowbird's own water treatment plant and used at the resort. Some days, right after a storm, the water from the tap is cloudy and carbonated from the runoff and turbulence, but is still safe to drink.</p>
Snowbird Geography: From Inland Sea to Majestic Beauty	<p>From six hundred million to three and one-half billion years ago, the Great Basin, now called the Wasatch Front, was covered by an inland sea. With the rising and subsiding of the sea, hundreds of feet of sediment were laid down and solidified into bedrock and rock formations.</p> <p>Sixty-five million years ago, our Wasatch Mountains were uplifted, while the Salt Lake Valley subsided. The landscapes where Snowbird and Alta are now located, were twisted and warped, folded and faulted. Many gravity faults were formed, the largest being the Wasatch Fault, running north to south for hundreds of miles and is visible at the mouth of Little Cottonwood Canyon. The Wasatch Fault is considered one of the major faults in the U.S. Salt Lake City and the surrounding areas, which border the fault, is classified as third-class seismic zones, along with San Francisco and Los Angeles.</p> <p>Eighteen thousand to three million years ago, glacial activity carved and shaped Little Cottonwood Canyon, leaving hanging valleys and lakes along the south side of the canyon. Albion Basin and Cecret Lake, White Pine and White Pine Lake, and Red Pine and Red Pine Lake are among the many that were created.</p> <p>As you look west, down the canyon, you can see the U-shaped smooth granite walls, resulting from glacial activity, turning to a V-shaped at the mouth of the canyon, from stream cutting action. Hiking or driving the canyon, you will be amazed at the large smooth boulders, left teetering in precarious positions by the receding glacier!</p>
The continual Quest to Improve	<p>Known for its deep powder snow, Snowbird made a conscious effort to expand its beginner and intermediate terrain with the installation of the Baby Thunder Chairlift in 1995. Two years later, "The Bird" entered the age of high-speed chairlifts when the Gad I chairlift was improved to a high-speed quad and appropriately named Gadzoom.</p> <p>The ongoing quest to improve received a major boost in April of 1999 when a crew of nine people composed of Garaventa/CTEC and Snowbird employees began the task of hauling the lower terminal of the high-speed Mineral Basin Express chairlift to the base of the coveted powder bowl. The parts were actually delivered to the Alta Ski Area parking lot where they were loaded onto a trailer and hauled, via snowcat, through Alta and over Sugarloaf Pass to Mineral Basin. Some of the piece weighted as much as 16,000 pounds and took four snowcats to move into place.</p> <p>Since there was no crane available to unload parts, the crew played a game of industrial "Jenga", stacking cribbing under each piece and then jacking them up to be able to pull the trailer free. The process lasted until mid-May due to some of the heaviest snowfall of the winter.</p> <p>In early June the top terminal pieces were delivered to Snowbird and then positioned in a staging area outside the Tram Club. In mid-June the task of hauling parts to Hidden Peak began. Garaventa/CTEC engineers designed a special lifting frame and system to utilize the Aerial Tramway as a giant moving crane. Each morning, crews loaded up to 16,000 pounds of lift parts and other construction materials under the red tramcar and slowly hauled the load to Hidden Peak. In early July, concrete was taken up the mountain by truck and lift tower installation began.</p> <p>Midway through the 1999/00 season, skiers and snowboarders discovered what they had coveted for so long. Mineral Basin and its 500 acres of additional intermediate and advanced terrain proved to be everything Snowbird hoped. Future plans call for another lift in Mineral Basin as well as upgrading the local's favorite – Little Cloud – to a high-speed quad. Also look for a new restaurant and operation support buildings on Hidden Peak and Gad Valley in the coming years.</p> <p>Dick's vision for the future includes a Tram to the West Twin Peak, lift services in Mary Ellen's Gulch, and expanded services on Hidden Peak</p>
Snowbird Scope for future expansion in Gad Valley	<p>The following projects constitute the Proposed Action and Snowbird anticipates completing these projects within the next 5 years (proposed summer 2011). Basic details of these proposed projects and the purpose and need they address are as follows:</p> <ol style="list-style-type: none"> 1. Beginner Skiing Area Below Entry One 2. Conveyor Lift in Gad Valley

	3. Baby Thunder Yurt 4. Night Skiing on Gadzoom 5. Lift Maintenance Shop and Office Expansion of the Lower Gad Valley Pump Station 6. Gad Valley Day Lodge Adaptive Sports Expansion 7. Bike Trails and/or Park 8. Relocation of Lunch Run Summer Road 9. Remodel of Mid Gad Restaurant 10. Gad 2 Upgrade 11. Outdoor Deck for General Gritts More information is posted on snowbird.com
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Elevations

Hidden Peak	11,000	
Baldy	11,068	
Highest Chair at Alta	10,595	Point Supreme
Highest Peak in Utah	13,528	King's Peak
American Fork Twins	11,433	Left Twin
	11,483	West Twin
Pfeifferhorn	11,326	
Devil's Castle	10,920	
Superior	11,050	
Monte Cristo	11,132	Just west of Superior
Dromedary	11,107	
Salt Lake Twins	11,328 & 11,330	North side of the canyon, last peaks to the west on the ridge line

Dick Bass

Often described as a renaissance man and a visionary, Snowbird founder Dick Bass is one of the ski resort industry's most dynamic and energetic personalities. In his own words, he was born with "blanket curiosity, nonstop verbosity, and hyper-enthusiasm."

Such temperament and outlook have caused him to take a very broad cut at life, and have given him great interest and experience in many areas. He also has said that he picked his father very carefully, but didn't go quite far enough West... to Fort Worth, Texas – home of the billionaire Bass family. He's the "Bass from Dall-as", as he likes to describes himself. And though his net worth may not stack up to that of the other Basses, he measures his wealth in adventures and in friendships.

Certainly, Snowbird has been a giant leap into the unknown for a geologist and rancher who had never developed any real estate or resort projects on his own. As if Snowbird's evolution were not enough for anyone's nervous system, energy and pocketbook, starting in 1981 Dick played hooky from time to time over four years to climb the highest peak on each of the seven continents.

On April 30, 1985, he finally succeeded in his fourth attempt to scale Mt. Everest, and he became the first person to reach the seven continental highs, as well as the oldest by five years to summit Everest at age 55. Held this distinction until 1994.

Snowbird has been Dick's passion (along with his wife, Alice), and it keeps evolving each year, toward his goal of creating a place for the enhancement of the "body, mind and spirit." Just gaze on the mountain from a balcony window in The Cliff Lodge and you can see how well this place mingles with nature, and how Dick's dream of the ultimate ski resort is being realized.

Through his many lectures from coast to coast, Dick is a constant inspiration to others. His story is one of overcoming adversity – in business and in life. If you read his book, "Seven Summits" (co-authored with the late Frank Wells and Rick Ridgeway), you can fully appreciate his robust approach to everything he does and his triumphs of the human spirit. (The book is available throughout Snowbird and at major bookstores across the country.)

Look for Dick on the mountain or around Snowbird Village. You will probably hear him before you see him. Just listen for a booming voice that is rich with Texas homilies and Shakespearean poetry, and you'll find the man who has taken "...the road less traveled."
-- Source: Snowbird.com (date 2011)

Bass and Cumming Partnership



The Bass and Cumming Families have entered into a partnership for the future operation and development of Snowbird Ski and Summer Resort. The partnership will provide continuing direction and funding for major capital improvement projects, including a new restaurant and skier services building atop the Aerial Tram, a Four Diamond remodel initiative for the Cliff Lodge, and the future renovation of the Snowbird Center.

“This partnership will enable Snowbird to achieve more rapid growth and even greater benefits for our guests in keeping with our founding perspective and philosophy of providing a year-round destination mountain resort for the enhancement of body, mind, and spirit, with our ever present emphasis on environmental protection and sensitivity,” said Richard D. Bass. In addition, Bass feels extremely fortunate to have the Cumming Family join in Snowbird’s future, owing to his inability to live and work at Snowbird’s altitude because of his advancing age.

“I look forward to working with the Bass Family and the team at Snowbird in providing world-class experiences on and off the mountain,” said Ian M. Cumming, an original investor in the Inn at Snowbird. Cumming owns a home at Snowbird and his family has a long history of skiing at Snowbird. “We are very happy to be involved at a place that has so many fond memories for our family,” said Cumming.

“Partnering with the Cumming Family ensures a bright future for Snowbird,” said Snowbird CEO and President Bob Bonar, one of the first employees when Snowbird opened. “Snowbird’s commitment to providing exceptional skiing and year-round hospitality, entertainment, and guest service will only greatly increase as we go forward. Snowbird’s current management team, led by Bob Bonar, Tom Jones and Jerry Giles, will remain in place. The partnership is between the Bass and Cumming Families and does not involve Powdr Corp. Mr. Cumming will own a majority share of Snowbird. Dick Bass will remain as Chairman of the Board.

Source: Snowbird Press Release May 13, 2014

The Luck of the Draw

By Cate Love

You could say the history of Snowbird starts and ends with a dream shared by two men” Ted Johnson, an athlete and adventurer with an idea for the future of skiing; and Dick Bass, an entrepreneur with a passion for poetry and high places. Thirty years later, this world-class, year round resort owes its birth to the vision and tenacity of these two men. But, as in the game of chess, every move is the result of all previous moves. So Snowbird is the result of a series of events’ some pure luck, others pure genius.

It all started tens of millions of years ago (fairly recently in geologic terms) as the earth began shifting and heaving and raising the Wasatch Mountain Range out of a basin of volcanic ash.. Then it got colder, wetter and glaciers formed on the young mountains as the basin below filled with water. The glaciers moved, the rivers flowed, volcanic activity and faulting continued and the canyons of the Wasatch front began to take shape. “U” s for the glacier’s gravitational flow, “V”s for the river’s erosive carving. Little Cottonwood Canyon, yet nameless, incubated.

Fast-forward a few million years. Nomadic Native American tribes found an abundance of wildlife and water in canyons of the Wasatch. For hundreds of years they fished in Little Cottonwood Creek and hunted small and big game in the basins of the canyon.

Mormon settlers brought structure, industry and historical dates when they made their way of the range in 1847, settled into Salt Lake Valley and began exploring nearby canyons. The next year, the United States government signed the treaty of Guadalupe Hidalgo, acquiring present day Utah, California, New Mexico, Arizona and Nevada for \$15 million and other considerations.

Little Cottonwood Canyon offered a seemingly endless wealth of timber, stone, water and wild game and it didn’t take the settlers long to exploit these natural resources. The first sawmill was erected at Tanners Flat in 1851. Tannersville was the first settlement, complete with sawmill and boardinghouse. Construction of the Church of Jesus Christ of Latter Day Saints (LDS) Temple began in 1855, using granite from a quarry near the mouth of Little Cottonwood Canyon.

The quarry work supported a nearby town called Wasatch, 1.5 miles up the canyon road. The temple was completed 38 years later and the town became Wasatch Resort, an idyllic mountain getaway then. Wasatch Resort exists today as a small residential community. They church’s new assembly hall, finished last year, was constructed using granite for the same quarry.

In 1863, the discovery of silver ore deposits would change this corner of the Wasatch forever. One hundred years after Spanish conquistadors used Indian slave labor to extract “money rock” to decorate their castles, new settlers would create a whole new life from the shimmering treasure of the Wasatch.

Hoping to strike it rich, people flocked to Little cottonwood and by 1870, several small settlements dotted the canyon with names such as Cheatum, Hogum, Galena City, Union City, Emmaville, and Gold City. The Davenport and Flagstaff smelters were constructed at the canyon’s mouth, along with a larger settlement called Granite City. Central City was built nine miles up the

canyon and was named both for its central location to the mines and its position as a center for the mining and lumber industry. Later, the entire town moved farther east and was renamed Alta City, presumably after Alta Hotel, its first establishment.

The Civil War had ended and rail stretched across the county. Many sought their fortunes in the West. Soldiers, prospectors, foreigners and fugitives poured in to the work the mines and by 1873 more than 8,000 people lived in the canyon. The Emma Mine (the namesake of Snowbirds' Big Emma ski run) was one of the most lucrative silver mines in Little Cottonwood producing approximately \$3.8 million in previous silver.

People, many whom had little or no formal education, named mining claims and locations phonetically.

Cerret Lake at Alta and Snowbird's Iron Blossam Lodge are examples of their legacy. If their spelling was unrefined, the life was even more so. Alta was a rough boomtown. At its peak, the town was reputed to have had a killing a day. Saloons made a killing as well, with miners consuming as much as a quart of alcohol per day each. You can bet the town attracted its share of gamblers, gunslingers and ladies of ill repute. That may be how Hellgate, the set of impressive cliff bands where the canyon narrows just before the entrance to Alta, got its name.

In 1875, a narrow-gauge railroad was built from Wasatch to Alta up the north side of the canyon. Mules were used to pull the cars uphill, since the grade was too steep for state-of-the-art steam engines. Cars loaded with ore coasted back downhill, the brakeman struggling to control hazardous speeds. The foundation of a snowshed, built to protect the lines from heavy snowfall and avalanches, can still be seen in the upper canyon. It's called the Chinese wall, names for the immigrant laborers who constructed it.

The general economic crisis at the end of the 19th Century, the exhaustion of most of the mines and the disappearance of much working capital brought the bustling town of Alta down in the 1890s. And even though another boom was on the way, it would never again reach the size it had in the previous three decades.

Alta's second boom began in 1904 with a new rich strike. Population grew to nearly 1,000. Over the next 10 years, more new veins of ore were uncovered. The resurgence brought a Michigander names George Watson to Little Cottonwood Canyon. A colorful character and arguably Alta's most famous inhabitant, Watson played a key role in the development of skiing here...but that was yet to occur.

New technology accompanied the new boom and in 1916, the Michigan-Utah Mining Company resurrected the old narrow-gauge to Tanner's Flat and joined it with an aerial tram to the mine. Eventually, that ore tram was converted into Alta's first chairlift, the second in the world.

The production of silver ore peaked in 1912, and declined steadily after that. The great crash of Wall Street in 1929 finished it off.

During those years of decline, the enterprising Watson had a stroke of questionable genius, which proved lucky for the modern ski industry. As mining slowed and town's population dwindled, he bought up all the old mining claims he could get, convinced that there would be another silver boom. By the mid-30's, he was alone in Alta, so he voted himself mayor. He figured he'd be in a commanding position when the mining companies rolled back in.

To date, they haven't. By 1938, heavily mortgaged and owing property taxes he couldn't pay, Watson turned over the surface rights of his land to the U.S. Forest Service. In exchanged, the U.S. government forgave his debt and allowed him to remain in his little cabin at Alta, not far from the base of present-day Wildcat life. It was a scenario he'd discussed as early as 1933 and it suited him just fine. Watson lived on in his little cabin, entertaining skiers with wild drinks and even wilder tales until his death in 1952.

The late 1920's and early 30's brought ski tourism and instruction to the American public, who loved watching skiers soar like giant birds off crudely built jumps. The late 30's brought Alta Ski Lifts. You could buy a day lift ticket for \$1.50.

Fast-forwarding through the planning, negotiating and dreaming that brought Alta to life. World War II and the 10th Mountain Division training at Alta, the pioneering of snow avalanche study, and the first three decades of skiing in America to 1964.

Ted Johnson, a California native who left Bakersfield to travel the world years before, was managing Watson's Shelter, Alta's mid-mountain restaurant. Ted was an adventurer who established himself as a competitive bicyclist in 1943, prior to joining the Air Force and serving in World War II. After the war, he became an avid surfer and skier, spending his time in Hawaii and Sun Valley, Idaho. He discovered Alta in 1954, managed the Rustler Lodge and taught skiing for the legendary Alf Engen and Junior Bounous, who still teaches skiing today at Snowbird. He skied so smoothly they called him the Silver Fox, and he frequently appeared in Dick Barrymore ski films of the early 60's.

Anyway, in 1964 Johnson, having often skied beyond Alta into Peruvian Gulch, began to nurture a kernel of an idea. Originally, he wanted to build a lodge to serve Alta. But, it grew into a dream of building an entire ski resort. He started buying old mining claims in the area. The first of these was Black Jack, just above today's Cliff Lodge. Eventually, he bought the Snowbird claim, upon which today's Snowbird village stands. Johnson spent years tracking down the owners and purchasing the rights to land around Snowbird. He borrowed money from anyone who would lend it.

Another Alta local introduced Johnson to ski film mogul Warren Miller. The two formed a limited partnership and produced a clip showing the potential of Snowbird. The idea was to raise funds for the new area. They raised \$40,000 and constructed models of Snowbird village. They tried for years to find an investor with the funding and the foresight to help him develop Snowbird, which he figured would cost about \$3.5 million.

Johnson had it all figured out: An aerial tramway would take skiers to the high point between Peruvian Gulch and Gad Valley.

As luck would have it, Johnson was traveling through Vail in September 1969, along about the time Vail's board of directors was dining at the Gasthof Gramshammer. Having friends on the board, he was invited to dinner and just happened to sit down across the table from an outspoken Texas businessman named Dick Bass.

When Bass sat down to dinner, he tried to engage this reclusive, unfamiliar man in conversation. He asked Johnson about himself and his life. The powder skier seemed reluctant to reveal anything and Bass took it as a sort of challenge. Eventually, charmed no doubt by the tenacity of Bass' conversational skills, Johnson began to share his dream.

The next morning, Bass watched the 13-minute film, narrated by Warren Miller. Johnson explained the advantages of the area; moderate winter temperatures, accessibility of the resort to a major international airport, the average snowfall being twice that of Vail, with more vertical and greater scale and variety of terrain. No other ski area in America had all those salient factors going for it at once. Not long after their chance meeting, Bass met Johnson in Utah to tour the area.

Johnson's enthusiasm was so infectious and his plan was so inspiring, according to Bass, "this 160 pound, large-mouthed Bass was hooked." But, being a successful businessman, Bass had to look at all the angles. In early December, the two toured a handful of ski areas in the eastern U.S. The first part of the next year, they went to Jackson Hole, Sun Valley, Mammoth and other western ski area. The next stop was Snowbird.

Dick Bass was born in 1928 in Tulsa, Oklahoma, the son of an independent oilman. In 1932 the family moved to Dallas, Texas. Highly driven, blankety curious, and somewhat hyper enthusiastic, he entered Yale University at the age of 16. His main focus of study began as humanities – literature and poetry – but "pragmatism overcame (his) idealism" and he graduated with a Bachelor of Science degree in geology. After serving on an aircraft carrier during the Korean War, Bass joined the family oil and gas business and ranching operations back in Texas.

A hugely energetic and well-read personality, Bass' lust for life led him to Aspen in the 50s, where he learned to ski, then to Vail, where he became an investor and regular skier. He was invested in Aspen and Vail in 1969. The last thing the 39 year old needed was to put money into another ski area (so he thought). But, as he looked across the canyon from a perch on Hellgate, Johnson's dream became a part of him, and so Dick Bass made the necessary financial commitment.

The next several months took the new partners to ski areas around the world, researching tram technology and resort layout. They overcame many obstacles in constructing the centerpiece of Snowbird: the Tram. They drafted and defended environmental impact studies, met local, state and federal regulations. They upheld their dream against public skepticism, environmental attack and governmental red tape. The cost of opening, which actually occurred in December 1971, was \$13.4 million, a bit more than Johnson had planned on in the beginning. Your lift ticket would have cost \$7.

A team of architects, landscape architects and planners developed Snowbird's master plan. Bass and Johnson wanted the resort to pay respect to the environment, fit into the natural setting and maintain an open appreciation for the surroundings: pine covered slopes, wildflower meadows, peaks of quartzite, dolomite and granite. Environmental concerns played a major role in the construction of Snowbird's buildings. Enormous snow load prompted the study concrete and steel structure of all of the buildings. Abandoned silver mines on either side of Little Cottonwood creek were incorporated in the overall resort design and became a vast underground water reservoir, providing culinary water for the resorts of the canyon to this day.

Snowbird opened with its signature Aerial Tram, a beginner rope tow, and three double chairlifts, Wilbere, Gad Valley and Upper Gad Valley chairs. Village amenities included the Lodge at Snowbird and Snowbird Center with restaurants, shops and lounges.

It cost more financially, spiritually and emotionally to build Snowbird to the standards set by Johnson and Bass than either of them originally planned. In 1974, Johnson sold his share in the resort in order to spend more time with his family. Bass carried on, incurring more and more debt in his quest to build the resort as a renaissance center for the enhancement of body, mind and spirit.

The Inn went up. Then, the country's first major timeshare development, Iron Blossam Lodge. Snowbird acquired the Cliff Lodge in the 70's and added another wing in the mid-80s, effectively doubling its size and incorporating a first-class resort spa facility.

Meanwhile, on-mountain improvements included the Peruvian, Chickadee and Little Cloud chairlifts. In the mid-90's Baby Thunder was constructed to access more beginner and intermediated terrain just west of the original ski area boundary. Then the canyon's first high-speed quad Gadzoom, was built in 1997.

In the mid-90s, Snowbird renovated the west wing of the Cliff and created a premier vacation ownership property, the Cliff Club.

Two years ago, Snowbird's ski area boundary extended into Mineral Basin, adding 500 acres to its already impressive size and another high-speed quad, Mineral Basin Express (MBX). And this year, another dream came true with the construction of Baldy Express, a new high-speed quad from the base of MBX to the saddle between Bald and Sugarloaf peaks at Alta. With this new development, Snowbird goes back to the future so to speak. Now Snowbird's skiing public will be able to turn in the tracks of its history, without having to climb uphill as their predecessors did.

In the next few years, Snowbird expects to build a new facility on Hidden Peak, providing food service, skier services and an environmental interpretative center, plus hill maintenance and ski patrol facilities. The resort also anticipated upgrading the Little Cloud chairlift to a high-speed detachable quad and constructing a day lodge at the base of Gad Valley.

Snowbird's Environmental Commitment

From the start, plans were made to ensure than Snowbird Ski and Summer Resort was constructed to operate in harmony with the environment. Those plans continue today with an all-encompassing commitment to the preservation of this beautiful canyon.

Architecture	<p>Since the initial construction until present, owner Dick Bass has insisted on conservation of trees and streams and designed the resort around existing vegetation and landscape. The construction of Snowbird actually enhanced many of the canyon's environmental standards. The construction of Snowbird actually enhanced many of the canyon's environmental standards. When designing the Snowbird Center and Cliff Lodge, mine tailing, which naturally pollute streambeds and surrounding vegetation were removed, and areas that were strip mined during the early silver boom were revegetated to help beautify and stop erosion.</p> <p>Starting in 1992, natural gas replaced all wood burning fire places in all the condominiums and hotel rooms at the resort, setting an environmental standard for ski resorts.</p>
Vegetation and Preservation	<p>In addition to revegetative efforts of Snowbird during the initial construction, Snowbird continues to revegate with strong efforts in planning to use only native plants indigenous to the area, which require less water to thrive in this mountainous environment. Roofs of the building in the Snowbird complex were sodden to preserve the view from above and to filter roof-trapped water. Many of the ski runs were designed around existing avalanche paths, which were devoid of trees, created by strip mining in the 1800's.</p>
Water Quality and Energy	<p>Little Cottonwood Canyon is a designated watershed district, providing Snowbird, Alta and the Salt Lake Valley with much of its' culinary water. A sewer line was constructed, at Dick Bass's request, to preserve the quality of the water in the canyon, so as not to pollute the watershed that had previously happened with septic tanks.</p> <p>Snowbirds' Wasatch Water Tunnel, which is a storage and treatment facility for culinary water, is an existing series of mining tunnels built in the 1870-1880's, 100 miles in length, that have been cleaned of all hazardous mining materials. The storage capacity of these tunnels is 30 million gallons. The project was built to upgrade the overall water quality in Little Cottonwood Canyon. The tunnel has won numerous awards for innovative water storage, operation and maintenance, and environmental impact.</p> <p>A secondary usage for the water is to cool a power plant located in the Cliff Lodge. The power plant generate electricity to the resort, and provides heating and cooling to the Cliff Lodge, then recycles the water back into the creek.</p>
Recycling	<p>Snowbird supports an on-going, resort-wide recycling program. All glass, aluminum, paper products, newspaper, computer paper and cardboard used at the resort are recycled. In additional, hand dryers have been installed in all resort public restroom to save on paper. Snowbird prints all marketing and promotional material on recyclable paper.</p>
Awards	<p>Snowbird Ski & Summer Resort has won an unprecedented two Silver Eagle awards for its commitment to preserving and enhancing the environment, as present by "The Skiing Company, subsidiary of the Times Mirror Corporation and publisher of Ski and Skiing magazines". Snowbird is the first ski area to win two prestigious Silver Eagle awards in the same year. The awards specifically recognized Snowbird as the industry leader in the areas of Water Conservation and Waste Management.</p> <p>Snowbirds environmental commitment over the years are resulted in harmonious co-existence with natural habitats of animal and plant life, shown with a rich abundance of wildlife of all types, and a variety of plant species.</p>

Animals in the Snowbird Area

There are a variety of animals found on or around Hidden Peak and at the Snowbird Center. Here are descriptions of a few you might see today!

Pika	The most common on Hidden Peak, is small and about the size of a rat. They are brown, with flat ear, live mostly in rocky, alpine areas. They eat grasses, and store their food in hay piles. They are located just west of the Ski Patrol Shack, sunning themselves on the rocks.
Rocky Mountain Goat	Introduced into the area in 1967, they are pure white year round and live on high rocky ridges. They eat alpine grass, forbs and mountain brush. We have one that lives beneath Tram Tower 4, at the base of the cliffs. Ask your tram operator.
Mule Deer	The most common the big game mammals. They have large ears and a black tipped tail. In summer they are reddish and in winter, have a blue grey coat. They live in forested areas; eat shrubs, twigs, grasses and herbs. You can usually see many from the Tram, the base of the Peruvian cirque, between Tram Tower 3 & 4 and around the Snowbird Center.
Pot Gut	Actually that is a local term; the actual name is the Uinta Ground Squirrel. They are the most common of all the mammals and live at all elevations. They are small, roundish and brown, with small ears. They eat green vegetation and seeds. They beg and seem friendly, but do bite! They hate badgers (see below).
Ermine (Stoat)	A short tailed weasel. White fur in the winter.
Grey Squirrel	They are small, have a long and live in trees.
Least Chipmunk	Very small, grayish, live in trees and rocks, also seen west of the patrol shack on the rocks.
Porcupine	They are bigger than a bowling ball, tan with accents of gold or silver. Often friendly. Don't pet.
Badger	Heavy body, short legs, yellowish grey with white stripe from nose to mid back. They live in grasslands around Snowbird Center. They dig out small rodents for food and love Uinta Ground Squirrels.
Golden Eagle	They have extremely long wings in relation to their body, are dark golden in color and feed on small animals. They can be seen circling around Regulator Johnson, Mt. Baldy and the Twins looking for prey.
Red-tailed Hawk	Reddish tail and resembles an eagle in flight. They have large broad shoulders and are more compact than an eagle.
Coyote	Also known as the American jackal or the prairie wolf. Typically seen in the early morning or evening. There are 2-3 who frequent the area.
Rare but occasionally sighted:	Moose, mountain Lion (also cougar), bobcat, raccoon

Common Trees in the Snowbird Area

The higher in elevation, the fewer trees there are. A tree needs to be hardy to survive the elements at 11,000 feet. Around Hidden Peak, there are two species of trees. There are many more species around the Snowbird Center, especially on the Barrier Free Trail.

Engelmann Spruce	One of the species that can survive around Hidden Peak. It grows from 9,000ft to timberline. The tree has sharp, single, square needles about 1" long that grow upward from the twig, hanging cones from the branches, and old scaly bark. The cones are less than 2 inches long. The scales are toothed, notched or pointed, and papery thin. The crown is more rounded. They can be seen west of the Ski Patrol Shack (AKA White Pine).
Subalpine Fir	This tree grows with Engelmann Spruce from 9,000 ft to timberline. The needles are 1 inch long, fir-like, single flattened needles that are flexible and blunt, have upright 2" purple cones and has a spire-like crown. They can also be seen west of the Ski Patrol Shack (AKA White Balsam).
Rocky Mountain Juniper	The leaves are overlapping, green scales about 1/16" to 1/8" long, cones resemble bluish berries, are scaly with gray bark. They are found in open stands on dry, rocky hillsides (AKA Rocky Mountain Cedar).
Lodgepole Pine	The needles are in bundles of two, approximately 2" long, the cones are symmetrical 1 1/2" long, and have prickly scales on the cones. They live between 7,000ft to 10,000ft in elevation. The crowns are small and high.
Limber Pine	The needles are in bundles of five, 1 1/2" to 3" long. The trees are stout rigid and curved, with yellowish green cones 6" long, scales that are thick and rigid and branches green and limber. They are found at 7,000 to 10,000

	feet in elevation.
Blue Spruce	This is the Utah State Tree. Each needle which grows from the twig singly is 1" long, square, stiff and sharp. It has 3 ½ inch long hanging cones, old furrowed bark, bumpy twigs and is found at 7,000 to 10,000 ft elevations.

Wasatch-Cache National Forest Information

Wasatch-Cache National Forest lands are located in three major areas:

- The northern and western slopes of the Uinta Mountains,
- The Wasatch Front from Lone Peak north to the Idaho border including the Wasatch, Monte Cristo, and Bear River Ranges, and,
- The Stansbury Range, in the Great Basin.

The Forest boundary encompasses approximately 2 million acres. Of these, approximately 1.2 million acres are National Forest land. The remaining acres are owned by state and local governments, and private concerns. Timber, water, forage, wildlife and recreational opportunities are all found on these mountainous lands and are managed by the Forest Service to ensure sustained ecosystem health, using the methods best suited to protect the natural beauty of the area.

The Wasatch and Uinta Mountains provide essential and precious water supplies to the communities and farmers in [Utah](#). Extensive watershed restoration work has been completed to assure continuous, high quality water supplies and prevent disastrous floods. Forest Service work in restoring these lands has won international acclaim.

Cattle and sheep are grazed on the Forest during the summer, but the numbers are restricted to ensure that minimal damage is done to the soil and vegetation. Forage produced on these lands provides food for both domestic and wild animals. The range provides food, water, scenery and recreation for people and homes for wildlife. It is managed to assure adequate amounts of these resources.

The Wasatch-Cache Forest name pays tribute to two important groups whose survival and livelihood depended on the resources of the forests. Wasatch is a Ute Indian word meaning "low place in high mountains." Cache is a French word meaning "to hide" and is a legacy of the early fur trappers who were the first Europeans to visit the region. Cache Valley was the site where the trappers dug caves to cache their furs so they would be hidden and safe from detection until they could be traded. The Forest holds important clues to the natural history of the area.

The Forest name, Wasatch-Cache, pays tribute to two important groups whose survival and livelihood depended on the resources of the forests. Wasatch is a Ute Indian word meaning "low place in high mountains." Cache is a French word meaning "to hide" and is a legacy of the early fur trappers who were the first Europeans to visit the region. Cache Valley was the site where the trappers dug caves to cache their furs so they would be hidden and safe from detection until they could be traded. The Forest holds important clues to the natural history of the area. The oldest exposed rocks in Utah are in the Farmington Canyon Complex, which can be seen in outcrops near the mouth of Farmington Canyon. The Jardine Juniper tree, on the Logan Ranger District, is 1500 years old and is reputed to be the oldest living tree in the Rocky Mountains. Evidence of ancient oceans, volcanoes and glaciers can be found throughout the Forest. The shoreline of ancient Lake Bonneville can be traced in the terraces along the foothills.

Long before Europeans arrived, prehistoric Fremont, Shoshoni and Ute Indians lived in the valleys following the fish in the lakes and streams and the big game of the surrounding mountains. Early mountain men, trappers and explorers began to arrive in the 1820's. The promise of abundant wildlife lured trappers such as Jim Bridger, Kit Carson and Jedidiah Smith. Peter Skene Ogden and John Weber were two explorers whose names have remained. Their explorations were critical to providing information used by the pioneer settlers who followed.

Mountain Locations and Landmarks

	Name	Location
1	Schmutz's High Nowhere	E. of Dog Kennel off of Hidden Peak
2	Brett Nye Slide	Skier's rt. Of Chip's Ahoy
3	Chip's Switchbacks	Road from Tower 4 to bottom of Chip's Ahoy
4	Chip's Ahoy	Top of Chip's
5	Chip's Gully	Machine worked are on Skier's right of Roast Beef
6	Throat of Chip's	First sharp turn at snowfence, S. of Upper Men's DH
7	Macaroni Chute	Off first Chip's Switchback under Tram, N. of Tram Tower 4
8	Rats Nest	Skier's left of Upper Silverfox leading to Great Scott
9	Jaws	Skier's left of Great Scott
10	The Ledges	Rocks that separate North Chute from Tear Drop

11	Caray's Long Shot/Tear Drop/Hanging Bowl	Between N. Chute & Great Scott aka -- Tear Drop
12	Caray's Long Long Shot	Skier's rig+C20ht Of Great Scott below Rats nest
13	North Chute	Under Tram cables between Great Scott & Upper Silver Fox
14	Junior's Rock/Psych Out Rock	Skier's L. of Rock Chute above Junior's Travers, Route 2 Shot 6
15	Upper Primrose Gully	Below lowest Chip's Switchback in trees
16	The Zen Traverse	Right off of Chip's Ahoy onto west Baldy
17	Maharishi Cut-Off	4A, Route 1, Follow Zen under first rocks and your there. Trover
18	Upper Men's Downhill Chute	N. of Throat of Chip's facing Stu's memorial
19	Roast Beef Rock	Main Chip's just before Phone 1 Flats

20	Avalancher Alley	Skier's right Of the Peruvian Gun and Primrose Gully
21	Naco's Knoll	Runout from Great Scott near lower Mid-Cirque
22	Phone 1 Flat	Flat above Phone 1
23	West Baldy	Open area emptying out on phone 1 flats
24	The Venus Line	Line w/ 3 clumps of tall pines, W. facing, just S. of shot 15 Baldy
25	Penfold Pocket	
26	Lennon's Slide	Above Shot 10 traverse between Venus Line and Mort's Meadow
27	Signline Gully	S. of singline east of Chip's Culvert
28	Shot 10 Gate	Top of Signline Gully, W. Baldy, aka George's Gate
29	Jimmy's Slide	Skier's rt. Of Signline Gully, Shot 16 Route 1
30	Chip's S-turns Pitch	Face above (S.) of Chip's Culvert
31	Chip's Culvert	Bottom of Signline Gully on Chip's, aka Baker's Slide
32	Baker's Slide	
33	Primrose Split	Between Hotlips Gully and Chip's
34	Bass Boulevard	Chip's Bypass from phone 1, to Cirque, to Roller, to Chip's Culvert
35	Hubba Bubba Blvd.	From Phone 2 east through trees
36	Joe's Slide	Near Tower 3 facing NE
37	North West Baldy	Nw Baldy
38	Mort's Meadow	Lower skier's left of shot 15 Baldy, Willow's Gun Shot 16
39	Eye of the Needle	Couloir above Baldy Flats S. of Palm Springs
40	Willow's Gun 13 & 15	Under Pyramid rock on Baldy (15) and open area on lookers left (13)
41	Keyhole	Top of Wildcat on Snowbird side
42	Palm Springs	Trees between Eye of the Needle and Blackjack, above Summer Road
43	Backdoor	Upper gate into Blackjack, hard left turn on road
44	2nd Men's DH Chute	Skier's left of Baldy Flats across the road from Palm Springs
45	The Samurai	In between Hotfoot and 2nd Men's DH Chute
46	Hot Foot Gully	Between 2nd Men's DH and Christmas Tree Chute off of Baldy Flats
47	Lower Rt. 2 Cliffs	On skier's right of Anderson's
48	Christmas Tree Chute	Between Rt. 2 Cliffs and Hotfoot Gully
49	Blackjack Gully	Between phone 3 road and Blackjack
50	Blackjack Waterfall	
51	Blackjack Road	Road into Blackjack from Peruvian Lift Entrance
52	Blackjack Reservoir	Junction of Blackjack Road and Gun Tower Bowl, before Lightening Tree
53	Menopause Cliffs	Above Who Done It
54	Comma Chute	Chute coming out above Who Done it
55	White Cliff Chutes	Skier's right of Comma Chute
56	Lightening Tree Hill	Face on the skier's left of Lightening Tree Gully
57	Lightening Tree Gully	Blackjack bump run
58	Car Alarm	Above B.J. Road, E. of Lightning Tree Gully, below cliffs
59	Condo Road	Road from Who Done It to The View Condos
60	Who Done It	Below Condo Road, facing the

		Cliff Lodge
61	Landslide	E. of Who Done It and N. of the West Ward Ho Gate
62	Westward Ho Entrance	Top of ridge above Who Done It
63	Blackjack Sunpit	Flat dishd out area at the bottom of Who Done It
64	The Willows	Above Lowest Men's DH Chute, Below Willows' Gun
65	Surprise Gully	Adager
66	Phone 3 Road	Peruvian Entrance to Blackjack to Lower Primrose
67	Tourist Trap	End of Phone 3 road at Primrose
68	Phone 3 Shot	Veer right at Phone 3
69	Lowest Men's DH Chute	Machine worked area below Willows
70	Chip's Cache	Bottom of lowest Chip's Face before Creek Road
71	Chip's Outrun	Flat area at the bottom of Lowest Men's DH
72	Cirque Ridge	Rt. 3 shot 1-16
73	Diagonal Chute	Rt. 3 shot 14
74	Elevator Shaft	Rt. 3 shot 16
75	Cirque Travers	Reglator to Cirque
76	Pucker Brush	Skier's right of North Regulator
77	Candelabra Tree	Between Rt. 7 Shots 3 & 4, Valley Gun shots 5 & 6
78	Spark's Slide	N. end of Gad Chutes 1-13, Route 7, Shot 6
79	Restaurant Roll	Convex tree covered roll N. of Gad Chutes running east to west
80	Restaurant Roll Strainer	Trees just N. of Restaurant Roll running out to Big Emma, aka-Nirvana
81	Franny's Slide	Skier's Right of Restaurant Roll Strainer
82	The Place Nobody Looks At	aka-Toilet Bowl - Below Eddie Mo. Traverse at the bottom or Rest. Roll
83	Eddie Mo Powder Field	Below Eddie Mo Traverse just before Restaurant Roll Runout
84	Taxwood's Slide	Looker's upper right below Carpenter Cliffs
85	Forbidden Forest	Trees on Skier's left of South Chute
86	Claustrophobia	Small Chute coming out of Forbidden Forest
87	Carpenter Cliffs	Above Emma, Below Forbidden Forest
88	Pom Pom Tree	Above Emma, Below the Carpenter Cliffs and below Eddie Mo Bowl
89	South Chute	South edge of Wilbere Bowl, aka Barry Barry Steep
90	Death Knoll	SW of Tower 3, Rt. 4, Protection shot 4, west facing
91	The Jog	West facing alternative to going over P-text point
92	Copa Cobana Room	W. of ridge above Rt. 4 Shot 4, in trees
93	North Wilber Bowl	Skier's right of Wilber Bowl
94	Mach Schnell Prior	Between Upper Dalton's & Wilma Chute
95	Wilma Chute/Lone Pine	Above Death Road (Fluffy Bunny) facing West
96	Fawn Slide	Gladed area on Skier's left of Wilma Chute below lone pine
97	Binx's Bumper	The ridge above the top of Wilbere Chair, Route 5
98	The Tree with the Ball on Top	Tree near traverse from Anderson's to Mach Schnell, W. of Dalton's
99	Tower 1 Road	Rothman Way

100	Sunrise Gully	West side of Lower Silverfox
101	Route 3 Gully	Skier's left of Lower Silverfox starting at Tower 1 Road
102	Sunset Gully	Skier's right of Lower Silverfox
103	Tram Line Gully/Route 4 Gully	Under Tram, below Tower 1 Road, aka Lower Dalton's
104	The Old Same Place	Between Rt. 4 Gully and Mach Schnell, aka Mach Schnell Maze
105	Moss Mess/M&M Highway	Across Regulator
106	The Breezeway	West of the shack on Hidden Peak
107	Road to Ogden	Top of Little Cloud to Regulator
108	Slamma Jamma	Fall line shot at the end of Road to Ogden, S. Regulator
109	Private Parts	Mid Regulator rock band
110	Brickyard, aka Snowboard Park	W. facing starting at Brick Yard Gate and ending on Road to Goblin G.
111	Regulator Narrows	Bottom of Regulator, Parallel to Little Cloud Chair
112	Package Pig	Between Goblin Gully & Regulator Underpass
113	Bruce Gibson Slide	Bottom of Pucker, above Zoom, North facing between rocks
114	Eddie Mo Traverse	Base of Gad Chutes running parallel to Lunch Run
115	Eddie Mo Bowl	Face below Carpenter Cliffs
116	Regulator Underpass	Regulator Narrows down bumps to base of Little Cloud Chair
117	Fields Fork/Cannonball Cut-off	Top of Zoom to Bassackwards
118	Falks Folly	Top of Zoom to Little Cloud Chair
119	Bear Tree hill	Under Zoom Tower 23 or 24, North of Valley Gun
120	Lower Regulator Gully	Splits off Lunch Run toward Zoom
121	Slumps Alley	Lunch Run through trees to Reg. Gully at steep part of Lunch Run
122	Sneaky Pete	Left off of Emma Road under Mid-Gad Chair
123	Jones Avenue	Mid-Gad lifeline below Emma Road
124	Pepsi Challenge	Off Emma Road on Skier's right of Sneaky Pete
125	Death Road	Fluffy Bunny Highway
126	Blue Angel	Wilma Chute below Death Road
127	Monkey Snot	Narrow Shot to Skier's left of Blue Angel
128	Junior's Race Hill	Lowest Wilber Ridge
129	Woody's Race Hill	Mach Schnell below Bass Highway
130	Road to Provo	Top of Little Cloud Chair to Mark Malu
131	Old Ladies Slide	NW face running from LC Chair to Dr. Hip Rock, L. of Brickyard
132	East Twin	Top of Old Reliable
133	Leroy's Lip/The Wave	Skier's right of Mark Malu
134	The Finger	Lask rock ridge above Road to Provo, before Mark Malu
135	Old Reliable	Above Mark Malu
136	Scott Boot Chute	NE facing chute into Mark Malu
137	Crazy Comer/Lizard's Tail	Between Mark Malu and Pipeline Bowl
138	Dr. Hip Rock	Rock on left of 180 degree turn of Mark Malu
139	Get Wet	W. facing, W. of LC Launcher, ending at Goblin Gully
140	Center Chute	Lookers left of Pipeline, which dead ends in the rocks
141	Pipeline	West Twin down to Pipeline Bowl

142	Pipeline Bowl	Bottom of Pipeline
143	Germicide	Skier's left of Pipeline, open face
144	Goldie's Shoulder	Skier's left of Germicide running into Pipeline Bowl
145	St. Patty's Day Chute	West facing chute into Pipeline Bowl
146	Hoops Crotch	Starts near top of Twins and runs to Skier's right of Gelande Hill
147	Little Cloud Bench/E & W/ Rasta Chutes	Bench below Pipeline Bowl
148	Bomar's Pass	Between Come From Behind and Hoops Crotch
149	Red Stack	Peak to the west of the West Twin, Top of Tri Chutes and Birthdays
150	Baldy's Bowl	South of the top of Gad 2
151	White Lightning	Shot off of West Twin into Baldy's Bowl
152	Knucklehead Traverse	From Hoops Crotch to top of Gad 2
153	Come from Behind Gully	Off of Knucklehead coming back into Bassackwards
154	Rock Garden	Bottom of Baldy's Bowl above Bomar Pass
155	Royer's Rock	Gad, Route 4, in trees on Skier's left of road to Upper Bassackwards
156	Gelände Hill/Bassackwards Bench	Skier's right of Upper Bassackwards
157	Goblin Gully	Below Rasta Chute Flats
158	Junior's Slide	Shot through trees from Election to base of Little Cloud, by counter weights
159	Little Cloud Exit Gully	Gully on Skier's right of Goblin Gully
160	Election Culvert	Intersection of Election, Bassackwards & Black Forest
161	Old Phone 4	Flats North of bottom of Little Cloud
162	Bicarbonate Gully	Skier's left of Bassackwards
163	Organ Grinder Gully	Left out of mid Bicarbonate
164	Gad Gully	Gully to base of Gad 2, sometimes groomed
165	Dimple Dell	Trees between Gad 2 Gully and Gad 2 lift
166	Gad II Hell Hole	Under Tower 1 of Gad 2
167	Get Serious	Doors 1, 2, and 3 under Zoom. Aka The 3 bears
168	Ferguson's Rock	Between Door #3 and Carbonated Cliffs
169	Fox Hollow	Below mid-way before elbow, running back to Emma
170	Phone 5	Mid-Gad Restaurant
171	Carbonate Cliffs	From gate at the bottom of Gad 2, through trees turn right
172	Old Nastar Start	Skier's Left of Emma above Mid-Way
173	Big Emma Summer Road	Mid-Way Mid Gad to Bass Highway
174	Miner's Road	Big Emma down to info Booth Bridge
175	Stratton's Grove	Between STH and Broom Stick
176	Broom Stick	Narrow Shot on looker's left of Lift Line Gad 2
177	Miner's Road Outrun	Lowest Harper's below Miner's Road
178	EEE-Gad	Tiger Tail
179	Bananas Bowl	East facting bowl below Bananas Launcher
180	Parker Slide	Middle pitch of Gad Zooks
181	Bananas Summer Road	Switchback through trees below

		Bananas Gully
182	Shit for Brains Rock	Tower 9, Gad 2, landing in Black Forest/Banana Gully
183	Bananas Gully	End of Black Forest to Bananas Summer Road
184	Who Knows Gully	Between Bananas Gully and Organ Grinder
185	Mammary Grove	Near Tower 5 & 6 of Gad 2, ends at Bananas Summer Road
186	Punk Rock	At turn of Bananas Summer Road on left
187	Gad Valley Route 7 Cliffs	Staight west of Tower 1, Gad 2
188	Gad II Snake Pit	Starts just West of base of Gad 2, aka Elmer Fudd Gully
189	Bassackwards Elbow	Normally bumped area facing Zoom
190	Elbow Gully	Groomer facking Zoom
191	Trulocks Tricep	N. facing gully between Elbow and W. 2nd South, end of Easy Street
192	Henry's High Nowhere	Skier's Left of Madam Annies, aka Roller Coaster
193	Junior's Run	Top of Wilbere running NW to Bass Highway
194	Creek Road	Runs from Ball Park to Bypass Road on S. side of Creek
195	Chickadee Bridge	Base of Chickadee
196	Lodge 5 Hole	Chickadee Bowl, aka The Pit
197	Info Booth Bridge	East end of Main Parking Lot
198	Sewerline (Deadman's) Bridge	Across river North of pumphouse off of Creek Road
199	Cat Crossing	Bridge between Creek road and Maintenance Shop
200	Ballpark	Bottom of Gad Chairs and Race Hill
201	Catcher's Mitt	Above Back Door, Below white cliff
202	Center of Gravity	Shot 11A, Above Palm Springs, long narrow coulour
203	Keyhole Face	Willow shot 11, aka Ted's Meadow
204	Soooo Long	Ridge Gun 8, Long, First W. facing chute from Baldy to Throat of Chips
205	Teresa's Gully	Between Harper's Ferry East and Route 4 Gully
206	Gorilla Pass	Top of Chips Ahoy with gate to Mineral Basin
207	13 Turns	East Face of the East Twin
208	Unreliable	South facing, below 13 turns and above Powder Paradise
209	Book Ends	North facing cliffs facing Powder Paradise
210	Bookmark Gate	Gate leading to Sunday Saddle at SE end of Book Ends
211	Sunday Saddle	Saddle between Book Ends and Sunday Cliffs
212	Sunday Cliffs	Lookers left of Sunday Saddle
213	Sugar Cliffs	Big West facing cliffs below Sugarloaf Peak
214	Sugar Bowl	West facing above Bird's Nest, South of Sugar Pass
215	Sweet Roll	Wind roll south of Sugar Bowl
216	NutraSweet	South of Sweet Roll
217	Sweet Trees	South of NutraSweet
218	Sweet & Low	Chute north of Sugar Cliffs
219	Ski Patrol Gully	Main Gully drainage from Bird's Nest
220	Chicket Hawk Ridge	Ridge between Ski Patrol Gully and MBX base
221	Winch Gully	Bottom of Bird's Next

222	Split Rock Gully	Off of Lupine Loop Gully, runs between rocks to Winch Gully
223	Collin's Corner	Junction of Lupine Loop and Bird's Nest
224	49er Gully	Below the Summer Road, below bottom of Short Cut Gully
225	Shoot Me Rock	90 degree turn of MBX Road above Limver Pine Cliffs ????
226	Trellace Tree	East of Tower 7 MBX, Dead tree with fan shaped top
227	Gheen Gully	Main deep gully West of lower MBX lift line
228	Garsky's Face	Last steep face of Lone Star
229	Hamilton Cliffs	Big, big cliffs below NFL
230	Tantrum Traverse	Cat road branch off MBX road below Ph. 10, Heads west to High Stakes
231	Toad Hill Chute	North facing coulour South of Powder Paradise Bowl
232	Book Mark	Long downward finger of rock separating Book Ends from Book Ends Bowl
233	Endora	Cliff below Book Ends Bowl
234	Thumper Land	Mineral Basin, between top of MBX and top of Little Cloud lift
235	Amen Rock	ask Mike Boughton
236	Hallalua Rock	ask Mike Boughton
237	Convex Knoll	The convex area West of Chamonix Bowl
238	Karma Traverse	Traverse from bottom of Chamonix Chutes under LTD
239	Straw Piler	Divergence of Lupine Loop and MBX Road
240	Flora Cliffs	Lowest cliffs under Powder Paradise
241	Alimony Chutes	Past the Altar
242	Altar	Block of rock at low center of Sunday Cliffs
243	Sinner's Pass	Saddle in ridge East of Sunday Cliffs and Alimony Chutes
244	Miller Hill	South East of Sinner's Pass
245	Pagan Basin	OB
246	Borussia	OB
247	Shortcut Gully	Behind Ph. 10
248	Cry Me Gully	MBX Tower 11
249	LTD (Living the Dream)	South facing bowl off of Mt. Baldy
250	Peek-a-Boo Buttress	South facing rock buttress West of top of Baldy Express
251	Tail Feathers Traverse	From Ski Patrol Gully back to base of MBX Lift
252	Richies Run	Main gully run down from Sunday Saddle
253	Chamonix Bowl	The bowl West of Chamonix Chute Sign Line
254	Chamonix Chutes	The 2 South facing "Y" shaped couloirs off of Baldy
255	OUT OF AREA	
256	Boundry Bowl	E. facing bowl above Bananas
257	Traverse to Thunder Bowl	Across top of Boundry Bowl
258	Temptation Chutes	North facting chutes off of trail to Boundry Bowl
259	Joint Point	Boundry Bowl Ridge at taboggan
260	No Name Bowl	North facing bowl South West of Thunder Bowl, SE of Scott's
261	Scotty's Bowl	North facing bowl seen from the White Pine Parking Lot
262	Scotty's Notch	Rock at the top of Scotty's (center, top of bowl)???
263	Thunder Bumper	Skier's Left of Thunder Bowl on ridge

264	High & Low Saddles of Thunder Bowl	Through both Thunder Bowl and Gates
265	Mo & Delores & Conrad's	Main Chutes of Thunder Bowl
266	Defiance Ledge	Traverse Left out of Thunder Bowl, then on your left under Thunder Face
267	Coffin Chutes	Chutes facing gladed area West of Baby Thunder and East of White Pine
268	Main Exit of Thunder Bowl	Above top of Baby Thunder Chair
269	Tiger Tail	Tiger Tail
270	Pearly Gates	Top of open face of Tiget Tail that ends in terrain park
271	Dean's Slide	Open area above Blue Bell in trees
272	Columbine Bowl	SW slope off of Boundry Bowl into White Pine
273	Telemark Heaven	Skier's Right of Shady Acres
274	Shady Acres	West facing trees after Joint Point, before No Name Bowl into White Pine

275	Birthday Chutes	Chutes off of reverse traverse from Baldy's Bowl Ridge
276	Tri Chutes	West facing chutes, North of East Pass, North of Long John Silver
277	Long John Silver	Long NW facing chute South of Tri Chutes
278	East Pass	Saddle between Red Baldy & Red Stack
279	Red Baldy	West of East Pass
280	White Baldy	West of Red Baldy
281	Boulder Basin	South of Spire, West of Lake, Jog in Pink Pine Ridge
282	The Spire	Peak inside Whitepine Valley seen from road
283	Lake Chute	SE facing chute into White Pine Lake
284	Rainbow Peak	NW of Spire, rounded point on Pink Pine Ridge