

## MOUNTAIN HOST MANUAL UPDATE

The Snowbird Mountain Host Manual has been updated for the 2012/2013 season and is posted on our website. The changes from last season's printed manual are a combination of topics that arose last winter plus several improvements we made to the first version of the host manual.

All hosts are responsible for reading, understanding, and following the **current version** of the Mountain Host Manual. The following is a **summary** of the key updates and page references where you can find complete details. Most of these topics should be familiar to returning hosts from morning meetings and weekly emails during last season. Your responsibility is to read the full text of the changes in the online version. To make this easy, the **online manual has all the changes highlighted in yellow.**

### Tours

Topic	Update	Page
<b>Early Season or Icy Conditions</b>	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 confident of guest ability, finish by going up Peruvian or the Tram. Conditions may also require us to stay off of other runs too. We will cover any restrictions in morning meeting.	11
<b>Orange Vests</b>	All hosts conducting tours are expected to wear an orange safety vest. We want to make it easy for guests to enjoy the tour and not have to be in doubt over locating their tour guides. An orange vest for tours applies to all weather conditions, not just the poor visibility days.	12

### On Mountain Presence

Topic	Update	Page
<b>Spread Out</b>	Hosts should not ski together while doing mountain presence. Please spread out and cover more of the mountain.	14
<b>Orange For Low Visibiltiy</b>	Wear an orange vest for on-mountain presence during times of low visibility, when snowing, or otherwise poor conditions. When the weather is poor, we are more difficult for guests to distinguish and we need to take additional action to stand out. Carry a vest on days that may be low visibility and use it when necessary.	14
<b>Conditions</b>	Early season, ice, or other conditions may occasionally cause us to change or limit areas where we do on-mountain presence.	14

### Speed Control

Topic	Update	Page
<b>Ski Team and Employee Speed Issues</b>	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. 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	16
<b>Adding More Speed Control</b>	When necessary, we may reassign hosts from on-mountain presence to specific additional speed control needs. For example, when conditions are unusually icy and fast, we may add end of day speed control on Dick Bass Highway. 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.	17

## Chickadee

Topic	Update	Page
Assisting Chickadee Children	<b>HOST: Responsible for ensuring that the child gets on the lift, stays on the lift, and gets off at the right time.</b> The host is responsible for doing what it takes to safely board, ride, and unload. It is your role to request assistance of the lift operator when necessary by asking them to stop or slow the lift.	19
<i>Change in roles</i>	<b>LIFT OPERATOR:</b> Responsible for the operation of the chair. It is <b>not</b> 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 request such help when needed.	
Goofy Stance	No riding with Chickadee children using a 'goofy' snowboard stance (riding with your right foot forward). 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.	20

## Website and Shift Scheduling

Topic	Update	Page
Website	New section added to provide an overview of our website's key capabilities. We have an entirely new and different website since the start of last season. Check out the many improvements at <a href="http://snowbirdhosts.com">http://snowbirdhosts.com</a>	23
Rookie Shift Scheduling	Rookie shift schedule sequence and process rewritten for improved clarity.	24-25
Shift Scheduling	Dates included for making shift picks for 2012/2013 season. Training days are now automatically scheduled for you on the website. Scheduling section rewritten for improved clarity on several topics related to picking your schedule.	24-25
No Shows and Last Minute Replacements	We each set our own schedule and are expected to plan our personal calendars accordingly. We all will have occasional unanticipated issues 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 hosts often willing to jump in at a moments notice to fill the schedule holes. But, it has become an unfair burden. Please do your part with personal planning to limit such issues to the truly uncontrollable events that do happen in our lives.	25

## On Mountain Information

Topic	Update	Page
Closed Areas	Never enter areas that have <b>not been cleared for public opening</b> . 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, you cannot be in any closed ski area without Hidden Peak's explicit authorization.	26
Radio	Mountain Hosts are now using channel 15.	27

## Off Mountain Information

Topic	Update	Page
Snow Morning Timely Arrival	We had continuing issues with timely arrival on mornings that the road opening is delayed. Hosts are expected to arrive within 45 minutes of the road opening. The most reliable way to do this to ride the UTA bus that would normally arrive by 8am. If you must drive, plan on getting your car in line <b>no later than 7:30am</b> no matter what time the road is scheduled to open. <b>Earlier than 7:30 is better.</b>	34

<b>Personal Email to host list</b>	<p>Sending email to the entire host email list is appropriate for host business purposes. For example, if you cannot work a scheduled shift and are inside the two week drop window. Using the host email list for personal purposes generated a wide range of opinions, as did excessive use of 'reply to all'. We agreed on guidelines for personal use of the host mailing list. Key points:</p> <ul style="list-style-type: none"> <li>• We all need to be thoughtful and considerate in our communications.</li> <li>• 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, businesses, personal causes, etc. and not passing on advertising for non-hosts.</li> <li>• Generating a couple such personal messages per season is a fair balance, more than that is being inconsiderate of your fellow hosts.</li> <li>• 'Reply to all' only when you have something of real substance to say to all.</li> </ul>	36
<b>Electronic Devices</b>	<p>To ensure 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, please do so in private in a spot where guests will not see you.</p>	37
<b>Alta &amp; ISAA Discounts</b>	<p>More information now included on how to utilize the Alta day passes and discounts at ISAA resorts.</p>	37