

Crystal Mountain Resort Snowsports Department ACKNOWLEDGMENT

I have received a copy of the SNOWSPORTS Department POLICY AND PROCEDURES MANUAL, 2014-15. I understand what is expected of my performance as a staff member of the Crystal Mountain Snowsports School. I possess an understanding of the goals and objectives of the department, and I have completed the necessary training to perform the job competently. I am prepared to commit to the job described and follow the guidelines as stated in the 2014-2015 Snowsports School Policies and Procedures Manual, and the Crystal Mountain Employee Handbook. Please note that any additions or changes to policy will be posted in the Communications Log.

I understand the information, policies and procedures outlined here-in shall be deemed in effect 12/01/2014, and shall remain valid until a subsequent Manual has been authorized and distributed, I will consult the Snowsports communications log for updates and clarifications. The terms and conditions detailed in this manual are intended to supplant those of prior manuals, but in no way should be deemed comprehensive. I understand that any policy question not addressed here-in should be directed to my supervisor, Human Resources, or the Snowsports Director.

Printed Name_____

Signature_____Date_____

December 1, 2014



Crystal Mountain

Snowsports

Policy & Procedure

Manual

2014-2015



Snowsports Numbers

Crystal Mountain (231) 378-2000
 Mountain Adventure Zone ext. 7500
 Snow Sports Desk ext. 2000

Joanna Tomei- Snowsports Operations Manager ext. 7501
 Chris Fisher-Snowsports Manager ext. 2001

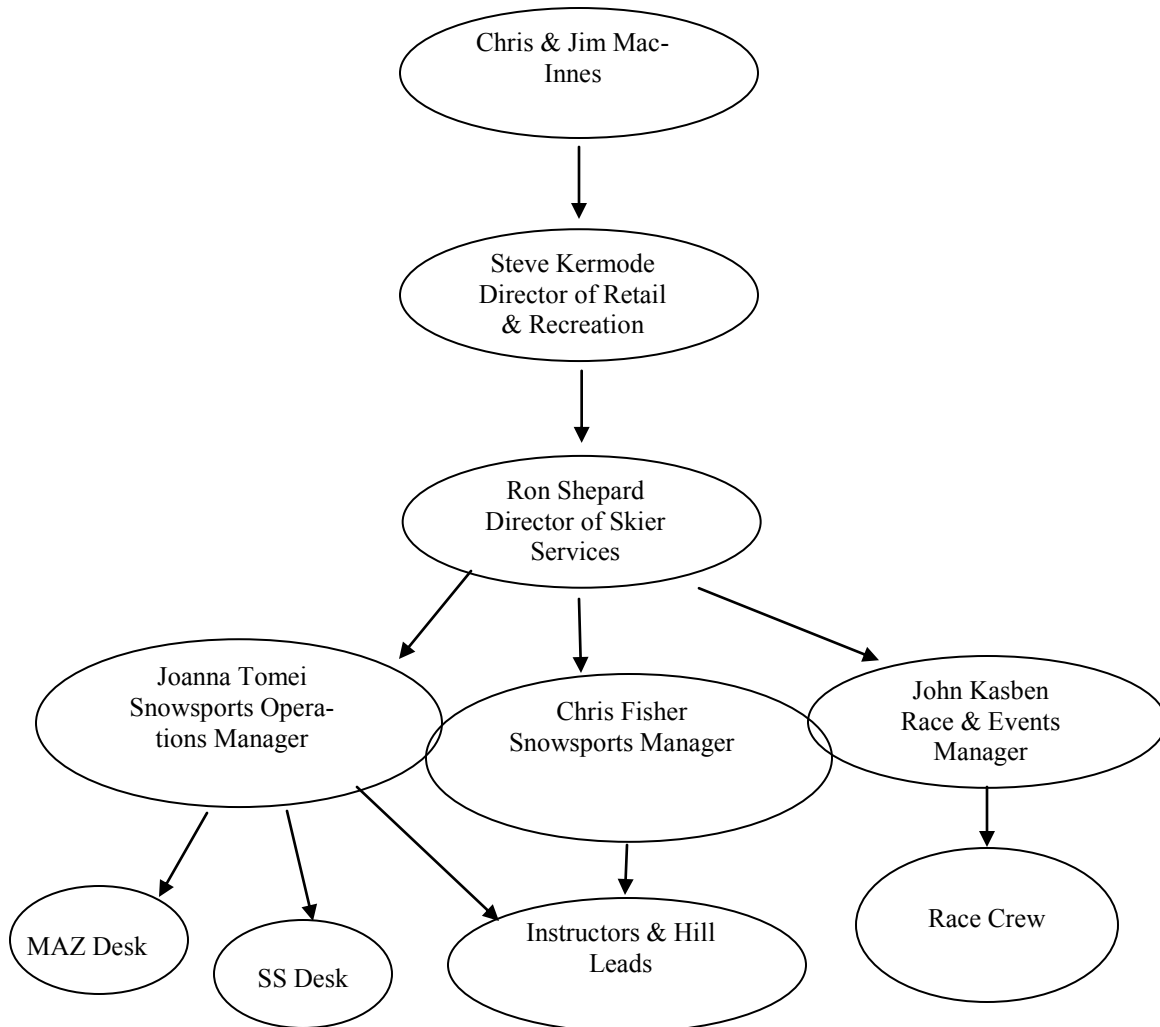
crystallmountainsnowsports@crystallmountain.com

Situation	Call	Number 378-2000	Instructions
Schedule Changes	Joanna	7501	All changes must be confirmed—consult When To Work
Sick or Late	Hill Lead or Joanna	7500 / 7501	You MUST speak with a LIVE person—DO NOT leave a voicemail
Injury on Hill-Self	Desk & Patrol	3100 & 7500	Call for replacement instructor and notify patrol for incident rpt.
Injury on Hill-Guest	Patrol & Desk	3100	Call Patrol AND notify MAZ for Parent Contact
Guest Complaint	Joanna or Chris	7501/2001	Practice the LEARN model for guest recovery. Ask them if they would like to speak to a manager.
Lost Student "Dropped Vest"	Lift Ops then Joanna and/or Chris	3500 or Ch 1 on radio	Notify Lift Ops of "Dropped Vest", contact MAZ.
Hill Lead Contact	MAZ Desk	7500	Desk staff will radio Hill Lead as needed
Private Lessons	Snowsports Desk	2000	Be sure you are available before committing to guest.



Department Structure

It's always nice to know who is in charge of the many aspects of the resort– and going to the “right person” limits confusion and wasted effort. Your best bet is always to direct questions to your immediate supervisor– but use your discretion when it comes to matters of urgency, safety, and security.



Important Phone Numbers

Snow Sports Department

Crystal Mountain (231)378-2000
Extension numbers are listed below

Ron Shepard	Skier Services Director	3001	ronshepard@crystallmountain.com
Chris Fisher	Snow Sports Manager	2001	chrisfisher@crystallmountain.com
Joanna Tomei	Snowsports Operations Manager	7501	joannatomeii@crystallmountain.com
Cisco deGuia	Ski School Supervisor	7500	
John Kasben	Race & Events Manager	2006	race@crystallmountain.com
Erin LaMont	Ticket & Rental Administration	3009	erinlamont@crystallmountain.com
Mara Turner	School Program Supervisor	2003	schoolprogram@crystallmountain.com
John Harbottle	School Program Hill Lead		schoolprogram@crystallmountain.com
Jessicca Kelly	Snowsports Desk Supervisor	2000	skischool@crystallmountain.com
Megan Farfsing	Mountain Advt Zone supervisor	7500	skischool@crystallmountain.com
Crystal Kids/Riders	Snowsports Desk	2000	skischool@crystallmountain.com
Stephanie Groves	Adventure Care Supervisor	7550	stephaniegroves@crystallmountain.com

Important Mountain Contacts

Lift Operations	Manager-Hugh Witham	3601
Recreation / Park @ Waters Edge	Manager- Janice Davidson	7000
Cross Country Shop	Manager- Scott Wilson	4000
Security	Jeff Mallory	5700
Front Desk	Manager- Jaime Simmonds (Shuttle)	5000
Human Resources	HR Manager—Gretchen Swanson	2401
Ski Patrol	Hugh Witham	3100
Switchboard	All Emergencies and Security	0

Guest Service & Recovery

g

Your guide to providing quality customer service.

Greet guests with a kind hello.

u

Use each guest's name once or twice.

e

Establish guest's needs and determine the best response.

s

Show sincere interest in each guest's experience.

t

Thank each guest and extend a kind farewell.

Providing high quality guest service is essential for the continued success of the Snow Sports Program. Many of our lessons are booked through good communication and superb customer service.

Service Recovery is an immediate and appropriate response to service opportunity before it becomes a service failure

Please contact a supervisor immediately if you cannot resolve unhappy guest situations.

L

Listen attentively to guests.

E

Empathize with guest's situation.

A

Apologize with sincerity.

R

React & respond to guest's concerns.

N

Notify all individuals and departments involved.

Snowsports Instructor Job Description

Job Title: Snowsports Instructor

Reports To: Snowsports Manager

Job Summary:

- ◆ Serves as a Resort Ambassador of Crystal Mountain in all interactions with guests and employees.
- ◆ Works as a member of a team dedicated to creating the best and most enjoyable environment for teaching a ski/snowboard lesson that is safe, informative, fun, and memorable.

Job Responsibilities & Duties:

- ◆ Instruct students of any age, gender and ability as assigned.
- ◆ Promote safety and skier/rider responsibility as a top priority with skiing/riding and teaching.
- ◆ Read and comply with the Crystal Mountain Employee Handbook, Snowsports Policy & Procedures Manual and be responsible for keeping up to date with Snowsports School Communication Log, emails, required training and meetings.
- ◆ Enthusiastically promote all Snowsports programs and events.
- ◆ Maintain a positive, creative, friendly, courteous and enthusiastic attitude with guests and fellow employees.
- ◆ Make continued effort to improve teaching skills, personal skiing/riding skills and professional knowledge.
- ◆ Maintain current membership in PSIA/AASI and maintain a minimum of Level I certification. Junior Instructors are highly encouraged but not required to obtain certification.
- ◆ Understand Snowsports School profit objectives and strive to meet those departmental goals in relationship to your personal goals.
- ◆ Supply and maintain personal ski/snowboard equipment that is current, safe, functional and in good condition.
- ◆ Ability to lift and help students up from a fall and/or onto the chairlift.
- ◆ Advise a supervisor and/or ski patrol of hazardous situations.
- ◆ Perform other jobs and duties as assigned.

Time Requirements:

- ◆ Full-time: Available up to 40 hours + per week
- ◆ Part-time: Available 2-3 days per week
- ◆ Minimal part-time: Available minimum of 5 days not including training days (Saturdays plus extra days during the holiday periods; *December 20-January 2, January 17-19, February 14-17)

Criteria for Evaluation:

- ◆ Performance of duties and responsibilities outlined in the job description
- ◆ Teaching, Coaching and Training
- ◆ Attendance, Punctuality and Meeting schedule commitment
- ◆ Professionalism, Attire and Grooming
- ◆ Observation by Supervisors, Managers and Director
- ◆ Willingness to improve (participation in training clinics, PSIA/AASI clinics and exams, and free skiing/riding)
- ◆ 360 Peer Review (R.A.I.D. Score)

Uniforms

- ◆ You are being hired as a professional instructor. Your appearance and attire, combined with a positive outlook and attitude should reflect and represent this professionalism— in and out of uniform.
- ◆ Instructors must carry their season pass and adhere to the Responsibility Code.
- ◆ Instructors are required to be in uniform when teaching. A jacket, insulator, pants and an under-shirt/performance tee are issued to each instructor. No t-shirts or hoodies are allowed
- ◆ Uniforms are the property of Crystal Mountain Resort and care must be taken to keep them in good condition. If your uniform requires cleaning—get it to Uniform Manager who will get you a replacement while your jacket is out of service.
- ◆ ***Instructors may not travel to and from work in uniform, nor may it be worn at any other time except scheduled working hours.***
- ◆ No uniform pieces may be worn on days off.
- ◆ Mock or full turtlenecks or sportswear , in white, grey, or black are preferred
- ◆ Helmets are REQUIRED when teaching and should be clean and free of stickers,
- ◆ Instructors released from work duty for the day **must** change out of uniform before going free skiing or riding. Instructors are not allowed in the park and pipe at anytime in uniform unless teaching a lesson or in a scheduled clinic.
- ◆ In the event that you fail to return your Snowsports uniform intact on your last day of employment, Crystal Mountain is authorized to deduct \$500 from your last gross earning payroll period.
- ◆ Repair service is available for uniforms. Contact the Snowsports Administration if you need to utilize this service.
- ◆ A full description of what needs to be repaired will be required for adequate completion.
- ◆ Temporary replacement of uniform piece can be arranged.
- ◆ **YOU MAY NOT EVER SKI IN YOUR UNIFORM AFTER YOUR SHIFT!!! YOU MUST USE YOUR PASS!**

Instructor Benefits

Crystal Mountain Resort offers extensive benefits, which are a significant part of the compensation package. Refer to your Crystal Mountain Employee Handbook for more details.

Pro-Forms - Portal

Professional instructors are eligible to receive Pro Form prices on select ski and snowboard equipment and gear through your area representatives and shops. Pro-Form prices are much lower than retail prices and allow instructors to keep their equipment updated at a reasonable cost. This is a revocable privilege and must be handled respectfully, professionally, and discretely.

Lunch Cards (ID)

- ◆ Value may be added to your card at several food venues with cash or through pay deductions. Do not lose your ID— Replacement ID is \$50
- ◆ Employees must present their employee I.D. card to receive discounts of up to 50% on meals in approved outlets when they use their cards. Coffee, tea and fountain drinks are complimentary during working hours.
- ◆ *All employees will be asked to avoid the cafeteria during busy times.*
- ◆ Crystal Kids, Crystal Riders and Adventure Cubs instructors are expected to eat with their students. A meal from the Crystal Kids menu will be provided free-of-charge. Please notify a Supervisor if you have any dietary restrictions.

Lift Access

- ◆ All winter employees are entitled to a Limited Season Pass.
- ◆ Instructors are allowed to cut in line only when teaching a lesson to a paying customer.
- ◆ Instructors must set an example for others and obey **all rules and regulations** while using their Pass. Noncompliance will result in Pass revocation.
- ◆ Employees may upgrade to an Unlimited Pass for \$75.
- ◆ Many resorts offer discounted lift tickets to certified instructors; If you are traveling to another resort, see Snowsports Director for an L.O.I.

ASEA Event Reimbursement-Portal

PSIA/AASI exam and clinic reimbursement will be conducted through a scholarship program. Only FT/PT (Not On-Call) instructors who exhibited a proactive approach in preparing for their event be considered for this program. See Snowsports management with further questions or to obtain a scholarship application.

Locker Room Etiquette

The Snowsports Locker Room is located on the 3rd floor of the Mountain Adventure Zone. Instructors must be considerate of other employees and respect their space and belongings. Full-time instructors are assigned a locker. Part-time instructors use the shelves, crates and coat racks. **PLEASE DO NOT KEEP VALUABLES IN YOUR LOCKER**— your vehicle is the safest place for these items.

There is an equipment shed located outside of the Mountain Adventure Zone. **Equipment is not allowed on the 3rd floor!**

Only employees may enter the locker room. Friends and family must wait outside. Young children are an exception and must be accompanied by a parent. Visits should be short, as space is limited.

Respect your fellow employees.

Take responsibility for the security of the locker room and equipment locker, storing of equipment and belongings is at your own risk. If in doubt, leave it in your vehicle

Full-time employees may not store more than two pairs of skis or two snowboards in the equipment shed at one time.

Part-time employees may not store more than one pair of skis or one snowboard in the equipment shed.

Be responsible for keeping the staging room and bathroom area clean.

If you put something in the refrigerator—it must be dated with your name on it—DO NOT LEAVE FOOD IN THE REFRIGERATOR!

Keep floor, benches and tables free of clutter.

Identify personal belongings and equipment with your name.

Moral and ethical conduct must be of the highest standard.

No defacing of lockers with stickers or any other material.

Please note that it is a felony to photograph a person in a state of undress against their own will.

Lockers must be emptied at the end of every season. Item's not retrieved from locker room by May 1st will be considered abandoned and may be donated or disposed of.

Children's Programs

Adventure Cubs Ski & Snowboard Program

Adventure Cubs is the place to be for three to six year olds (ski) and five to six year olds (snowboard) at Crystal Mountain! This program is specifically tailored to the needs and desires of young skiers & riders. New skiers & riders will learn to slide at the Totem Park Learning Area and experienced skiers & riders will head to the slopes. Our classes are limited in size to promote safety, fun and learning and arranged by age and ability.

If at any time you have a student who is unable or unwilling to participate you may take the student to the Mountain Adventure Zone for a break from the hill. The staff at the Mountain Adventure Zone is dedicated to providing children with first-rate care. Please note that it is our goal to keep the kids on the hill in a learning environment. If you have a child that is particularly unhappy or unwilling please check with the MAZ staff or your Hill Lead for the best resolution.

Adventure Cubs is offered seven days a week during the winter season. Full day or 2 hours sessions are available and reservations are required. Ski rental is available at the MAZ or Tickets & Rentals. .

Guests are being instructed to check in at the MAZ a half hour before the lesson starts so we can be sure to get the children out the door and on the slopes at the beginning of the posted lesson time.

Crystal Kids Ski & Snowboard Program

Crystal Kids and Riders is our program for 7-12 year old students. This program is specifically tailored to the needs of this age group. New and experienced skiers/riders will be instructed in the Totem Park Learning Area or in the slopes as their experience dictates.

Crystal Kids & Riders lessons will be booked through our Reservations Dept or through the Snowsports Desk. All of these participants will check in at the Snowsports Desk where they will given a lesson card and sent to Totem Park for their instructor assignment. Assignments will be made by the Hill Lead and these participants will be YOUR responsibility until the lesson completion or any assignment changes have been made. If at anytime during your lesson you feel as though your student should be moved to a different group you must go to your Hill Lead to make that adjustment.

Crystal Kids/Riders is offered seven days a week during the winter season. Full day or 2 hours sessions are available and reservations are required. Ski rental is available at Tickets & Rentals

Guests are being instructed to check in at the Snowsports Desk one hour before the lesson starts so we can be sure to get the children out the door and on the slopes at the beginning of the posted lesson time.

Mountain Adventure Zone Food

Lunch & Snacks

Children will be provided nourishing and attractive foods at various times throughout the day. Two snacks, one mid-morning and one mid-afternoon, as well as lunch will be offered each day. **(Lunch is only provided for all-day participants.)**

The Mountain Adventure Zone staff will prepare snacks, and on weekends and busy times the Wild Tomato kitchen will be prepare the lunch. Staff will be required to call the kitchen (or the Snow Sports Desk) with the number of children/meals that will be needed for that particular day. Substitutions must be made for children with food allergies and special diets. Instructors with All Day students are encouraged to eat lunch with their group. No special lunches will be provided for instructors. Please note: If you need to leave your group for any reason during lunch break you must check with your Hill Lead or Zone staff to ensure that your group is looked after. You must NEVER leave your group unattended.

Children will sit and eat at tables. Family-style meal service is preferable with *instructors seated with the children*. Encourage, but never force or bribe, a child to eat. Actively involve children, when possible, in mealtime activities, such as serving food, setting and cleaning up the tables. Hand washing is **mandatory** for children and staff prior to preparing and eating foods.

Lunch time is a perfect time your you to talk with your group and work on completing their lesson cards. Update each card as best you can. This is also a good time to assess students skill level and make group changes if needed. Remember that all changes **MUST** be approved by the Hill Lead.



Emergency & Fire Procedures

The Adventure Cubs and the Nursery both have the AAOS First Aid, CPR and AED book as well as ARC Infant & Child CPR Skills Card and First Aid Skills Card. These are clear and concise hand-books that show what to do in an emergency to keep a child alive until help arrives. All staff must review them and know their locations at all times. All staff should also be familiar with the first-aid kits and fire extinguishers and where they are located. ***All staff are required to participate in CPR certification.***

First Aid Emergency Procedures:

- ◆ **Notify CMR Operator immediately, Ext. 0**
- ◆ Give your name, location of accident and brief description of accident
- ◆ Document the incident by completing an Accident Report Sheet
- ◆ If injury occurs on skis, set the skis and boots aside and pull the rental form. A Rental Supervisor should be notified immediately to inspect them.

IN CASE OF FIRE, EVACUATE CHILDREN THROUGH NEAREST SAFE EXIT.

- ◆ Check beds, bathrooms, count heads and account for each child on sign-in sheet.
- ◆ Caregiver will take sign-in/sign-out Class Roster sheet.
- ◆ Evacuate children to the lobby of the Crystal Center and account for each child and caregiver.

Lost Student/Guest

Instructors should always set a “meeting place” for students in their class. Reassure them this is a precaution in the event that someone becomes separated from their instructor. Instructors should give specific instructions and check for understanding, to help minimize lost students.

Procedures for lost students:

- ◆ Verify the student is lost. Use a radio to contact a supervisor immediately. The Snow Sports Department is on Channel 6. All lift shacks have radios. Ask the lift operator to notify the supervisor and relay the information. Standard information includes:
 1. Description of the student. (name, age, clothing color, student I.D. tag)
 2. Location and time of last sighting.
 3. Possible routes or runs the lost student might take.
 4. Location of class emergency meeting place.
 5. Where the class will be skiing/riding, what runs and lifts.
- ◆ Keep the rest of the class together. Do not leave the class in an attempt to locate the lost student.
- ◆ Continue the lesson and check with other classes in the same vicinity. Sometimes students accidentally follow other instructors.
- ◆ Proceed to any pre-arranged emergency meeting place.
- ◆ Leave standard information with the lift operators and Ski Patrol if student is not at the arranged meeting place.
- ◆ Continue skiing or riding and teaching in your designated vicinity.
- ◆ If the lost student is located, notify a supervisor immediately.
- ◆ If a student was lost, consult with the supervisor by day end to discuss the situation and how to inform the parents.

Injuries & Emergency Procedures

Incidents Involving Guests

If a guest gets hurt in class, always remain calm. It is important to ask questions and get information from other students in the class. Follow these guidelines in the case of an incident.

- ◆ Assess the student's condition. Always offer and encourage Ski Patrol assistance.
- ◆ Do not attempt to move an injured person. Place crossed skis far enough above the student that the skis cannot fall on them and that they are visible to skiers and riders from above. Make sure the rest of your class waits in a safe location.
- ◆ **Contact Ski Patrol:**
 1. Use nearest radio or go to the closest lift station - Ext. 3100.
 2. Flag down a supervisor or another employee. Send a detailed message to Ski Patrol including a description of the student, the nature of the injury, location, run, proximity to lifts, trail junctions, etc.
 3. Flag down a capable member of the skiing public or, send two students to the nearest phone with specific instructions.
 4. If you cannot get any assistance and class students are not at a level that they can go for help, the instructor should go for help. If at all possible do not leave injured student or class.
- ◆ If a collision occurred, have both parties remain at the scene until Ski Patrol arrives and statements can be taken.
- ◆ Remain with student until Ski Patrol arrives. Assist Ski Patrol when requested.
- ◆ If a child is involved in an incident contact the supervisor as soon as possible. Try to help out with accidents involving guests not in lessons. Follow procedures for making the guest reasonably safe and offer to call Ski Patrol. Continue with class as soon as another guest or Patrol takes over the situation.

Crisis Communication

Hazards or dangerous situations on the mountain should immediately be brought to the attention of the Mountain Operations Department, Snow Sports Director or Ski Patrol.

A crisis is an event that, when it happens, leaves no time to hide. It happens suddenly, requires urgent response, is instantly visible and involves top management. Our first priority, at all times, is protecting the well being of our guests and our employees.

Public Statements:

Only Crystal Mountain spokespersons make public statements. They will announce our intentions to cooperate fully with any investigation. We will be honest and provide relevant facts to the community, press and employees. Every comment you make is on the record. It is imperative that you refrain from speculation or public comment.

Designated Spokesman:

Jim MacInnes is our spokesperson in all crisis situations. *The first employee on an accident scene should contact him immediately.*

Jim MacInnes ext 2201 (231) 633-9940 cell

Chris MacInnes ext 2501

Gretchen Swanson ext 2401

Notify your department head if none of the above are on premises.

Terrain & Lift Policies

Michigan Ski Area Safety Act

Each person who participates in the sport of skiing accepts the dangers that are inherent in that sport insofar as they are obvious and necessary. Those dangers include, but are not limited to, injuries which can result from variations in terrain; surface or subsurface snow or ice conditions; bare spots; rocks, trees and other forms of natural growth or debris; collisions with lift towers and their components, with other skiers, or with properly marked or plainly visible snowmaking or snow grooming equipment.

While in a ski area, each skier shall do all of the following:

- a) MAINTAIN REASONABLE CONTROL OF SPEED AND COURSE.
- b) Stay clear of snowmaking vehicles and equipment.
- c) Heed all posted signs and warnings.
- d) Ski only in areas marked as open on the trail board.

A SKIER SHALL CONDUCT HIMSELF OR HERSELF WITHIN THE LIMITS OF HIS OR HER ABILITY AND SHALL NOT ACT OR SKI IN A MANNER THAT MAY CONTRIBUTE TO HIS OR HER INJURY OR TO THE INJURY OF ANOTHER.

While in a ski area, a skier shall not do any of the following:

- a) Board a ski lift which has been closed.
- b) Embark or disembark from a lift other than at designated locations.
- c) Intentionally drop, throw or expel objects while riding a lift.
- d) Do any act which interferes with the running or operation of a lift such as swinging or bouncing on the lift or attempting to contact supporting towers or other equipment.
- e) Use a lift unless the skier has the ability and has been instructed on how to use the lift safely.
- f) Use a lift without using and engaging ski restraining devices.

A skier involved in an accident causing an injury shall immediately notify the Ski Patrol or area operator and shall clearly identify him or herself.

A skier or passenger who violates this act shall be liable for the portion of the loss or damage resulting from that violation.

Responsibility Code

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

Terrain & Lift Policies Continued

Lift Use

Only instructors while teaching or on special assignment are permitted to use the designated Snow Sports School lift line. Instructors should be knowledgeable in procedures for riding all types of lifts at the resort. Instructors should ask guests who are waiting in line ***if their class may alternate with them.*** Only cut the line in designated places and follow directions from the lift attendants.

Guidelines for lift use:

- ◆ Establish lift load and unloading procedures prior to entering the maze and view the lift before riding.
- ◆ Check for loose clothing and remove pole straps prior to entering the maze.
- ◆ Organize class chair assignments before approaching maze area.
- ◆ Ride with students needing assistance.
- ◆ When requesting assistance from lift attendants give as much notice as possible.
- ◆ Alternate with the public and let unreceptive guests go ahead of you. Be sure to thank the guest who allowed you to go ahead of them.
- ◆ Teach students to re-group at the top of the lift, significantly clear of the unloading area.
- ◆ If group is experienced in riding the lift help others in the beginning classes ride the lift.
- ◆ Children 6 years old and under **MUST** ride the lift with an adult when enrolled in our programs. Please ensure that children are riding with guests who are comfortable with assisting the child.

Crystal Carpet Use

Each morning, a designated lift attendant will complete pre-operational inspections and prepare the carpets for use. On mornings with heavy snow, assistance by the instructors may be necessary to ensure the carpets are open on time. Instructors will be trained on the basic use of the carpet.

Directions for routine use:

Please advise students of the correct loading of the carpet: line up for loading, space appropriately, step onto the moving surface, skis/board pointed uphill, stand still, etc., provide physical assistance if necessary. Instruct students to step to the side at the top to allow for unloading of the next riders. It may be necessary to position another instructor at the top to help the students out of the way. Monitor the progress of the riders on the carpet. If a student falls, help the student from the track or stop the carpet.

Stops:

- ◆ Determine the cause of the stop. Resolve the problem if possible then have the attendant reset the stop and restart the lift.
- ◆ If equipment or anything else moves into the unload area (kick plate) of the carpet, it automatically shuts off.

Emergency Procedures:

- ◆ Contact the lift operator immediately if the carpet is inoperative or has an obvious problem.
- ◆ For injuries to students or instructors, call the Ski Patrol at 3100.

Personnel Info

Staff Communication-Portal

Any information or news that we need to share with you will come to you through When To Work. Please check your email frequently for updates. When To Work will allow you to view your schedule at anytime, as well as receive all department communications.

If you do not have a computer you are welcome to use the employee computer in the lower level of the Inn.

Underground Teaching

Receiving payment for lessons taught outside of those scheduled by the Snowsports Desk is not tolerated and is grounds for immediate termination of employment.

Personal Information

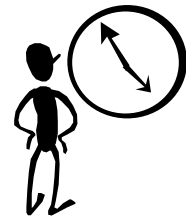
Staff who have changes in contact information during the season (i.e. mailing address, phone numbers, e-mail) must inform the Snowsports Supervisor. Personal information is automatically updated twice a year during hiring and separation processes. If it changes over the summer please contact the Snow Sports Director.

Hourly Requirements

Full-time: Available 4-5 days per week

Part-time: Available 2-3 days per week

Holiday periods are December 26-January 1, January 18-20 and February 15-17.



Cell Phones

Instructors are encouraged to carry cell phones for use in an emergency situation **only**. However, all cell phones must be on silent and concealed at all times (yes, even for checking the time). Failure to comply will result in disciplinary action.

Instructors who are found talking on their cell phone or texting while on the clock are subject to disciplinary action and possible termination of your employment.



Personnel Info

Snow Sports Attendance Policy

The Crystal Mountain Snow Sports School operates as a team to provide quality customer service for our guests and to promote efficiency. Truancy and tardiness decrease efficiency and productivity thereby compromising the team. Staff are monitored and problems with attendance and punctuality will be addressed and recorded. Poor attendance and punctuality are not tolerated and are grounds for dismissal.

On Time

- o This means being in complete uniform, punched in and at your position location at the time listed on the schedule.

Early

- o As much as being early for work is appreciated, please refrain from punching in early. Punches more than ten minutes prior to your schedule shift will be edited unless approved by your supervisor.

Tardy

- o Anyone who is more than **five** minutes late for a shift, will receive a verbal documented warning.
- o Second offense will result in another verbal documented warning.
- o Third offense will result in a written warning.
- o Fourth offense will result in a written warning and three day suspension.
- o Fifth offense will result in termination.
- o Everyone will receive a clean slate every six months.

No Call / No Show

- o A single no call/no show is deemed job abandonment and you will no longer be an employee of Crystal Mountain.

Unable to work (when you know in advance)

- o If something comes up after the schedule is posted, it is your responsibility to cover your shift and obtain supervisor approval of the change.

Unable to work (sick, emergency, etc.)

- o If you are unable to work, it is your responsibility to contact a supervisor at least **two** hours before the start of your shift.
- o You are required to talk to a live person **not voicemail**. If your supervisor is not available, try another supervisor or manager in the department, or lastly another employee.
- o If you are scheduled for a morning shift and you know the night before that you are unable to work, you must call by 9pm on the evening prior.

The Snowsports Director reserves the option to alter this policy.

Print Name clearly: _____

Signature: _____ Date: _____

Schedules

Schedule & Schedule Changes

All of our scheduling will be done through ***When to Work***. This will allow you to submit schedule preferences, request time off and trade shifts through a single program. ***When to Work*** will also notify you via email or text messages (Crystal Mountain will not assume the additional cost of text message alerts) when a new schedule is posted or if any changes have been made to the existing schedule. To see a demo of this program please visit <http://WhenToWork.com>.

It is the staff member's responsibility to find a replacement if they will be absent from their scheduled shift. This added shift must not put the covering staff member into overtime unless approved by the Director. Emergencies arise and proper notice may not be possible. Please notify the Snowsports Manager *immediately* if you cannot work or will be late for your shift. If a staff member misses work on a day on which they are scheduled, it will be considered a no show and will be addressed by a Supervisor or Manager.

Red Flag Days

Red Flag Days (outlined below) are historically our busiest lesson days at Crystal. We need our entire team to work on these days in order to accommodate our guests. If these days fall on your regular work schedule, you are required to work. Time off requests on these days are highly discouraged and will be reviewed on a case by case basis.

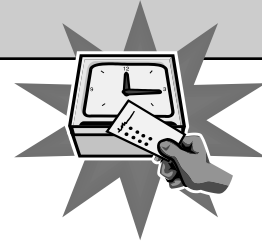
♦	December	20 – 31st, 2014
♦	January	1st—2nd & 17-19, 2015
♦	February	14-16, 2014
♦	March	9-13, 2014

Slow & Busy Periods

Because Crystal Mountain and the Snow Sports Dept. are so dependent on the weather and guest numbers, busy and slow times fluctuate during the season. ***It is imperative that instructors be flexible in scheduling.*** If a staff member is scheduled during a slow period they must check in with the supervisor to see if there are any other duties that need to be performed. If there are no other duties that need to be performed, the staff member may punch out and ski/ride or go home.

Schedules Cont.

Time Clock



The time clock is located in the Mountain Adventure Zone or in the Crystal Center by the Snow Sports offices. Instructors may also punch in or out from the many other time clocks on property.

It is your responsibility to punch in and out every time you work into the correct department for which you are scheduled.

Punching into Home Department and Punching out at end of day:

- ◆ Enter employee number <enter>
- ◆ Place finger on sensor.

Punching into other Departments:

- ◆ Press Department Key
- ◆ Enter employee number <enter>
- ◆ Place finger on sensor.
- ◆ Input 4 digit Department Number <enter>

Missed Punches:

- ◆ Missed and incorrect punches are very time-consuming and take supervisors away from their important job duties.
- ◆ If you miss a punch or punch incorrectly, complete a Missed Punch form and turn it in to Snow Sports Manager immediately.
- ◆ Payroll edits may cause a delay in compensation.

Pay Checks:

Pay periods are two weeks long and end every other Tuesday. Paychecks are available for pick-up at the Snowsports Desk after 2pm on Tuesdays. Paychecks must be picked up by the employee. If you do not pick-up your check within one week, it will be sent to the address listed on the check. Instructors are responsible for checking their hours on the Timecard print out that will be posted in the Communication Log. If you have a question about your check, please contact the Snow Sports Director.

Employee Parking

“For the convenience of our guests, you are asked to park your vehicle in the designated parking area for your department.”

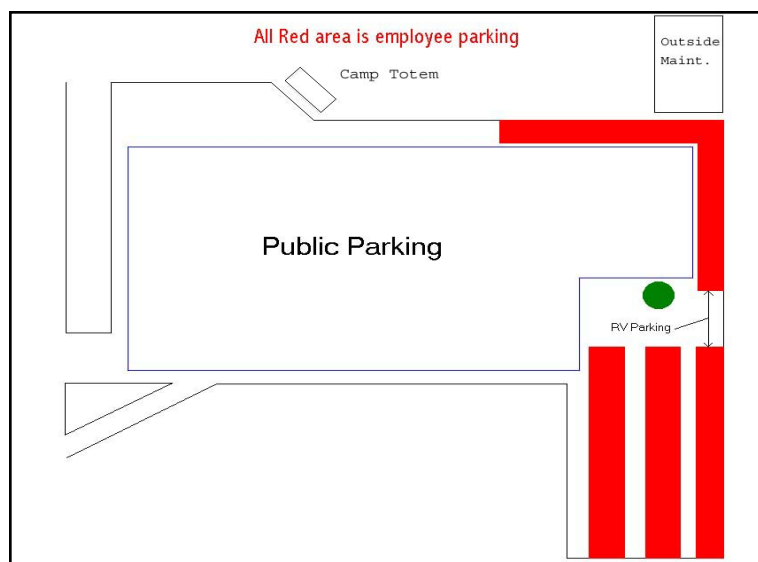
Crystal Mountain Employee Handbook

Where Can Employees Park?

- ☺ **Kinlochen Overflow Lot, Betsie Valley #1**
- ☺ **Day Skier Lot Between the Mountain Adventure Zone and Outdoor Maintenance (off the paved lot.)**
- ☺ **Saturday/Sunday/Holidays- Day Skier Overflow Lot Away From Outdoor Maintenance and Along 115. (Black Area on Map)**

Plan your arrival to work so that you have time to park in the approved employee parking area and make it to work on time. Running late for work is never a reason for taking a parking spot reserved for a guest. Thank you to everyone for keeping Crystal Mountain a guest friendly parking environment.

For your safety after dark, our Security Department will provide “on request” transportation to your car. Please contact switchboard 15 minutes prior to your departure.



Specialized Programs

Nanny McSki

Nanny McSki is a private lesson with a more personal touch. Instructors will pick their student(s) up at their room, perform an equipment check and usher them through tickets and rental (if needed). Once the student is set, the on snow instruction will begin. The instructor will take care of all of the student's needs throughout the day including lunch and all other type of breaks. At the end of the day the instructor will bring the student back to their room and debrief with the parents.

Crystal Mountain Skills Challenge

This program has been put in place for the skier/snowboarder who is beyond the beginner lesson and looking for something else to work towards. Guests will be given a set of challenges for their respective discipline. Set up much like a PSIA or AASI exam, instructors will sign off on the guests level of proficiency. Once the guest completes 5 of 6 challenges in a level, they will receive a pin. Some of the tasks include pivots slips and railroad tracks for skiers, and board slides and switch bumps for snowboarders. The goal of this program is to challenge our guests and build your referral base.

Special Programs

The Snowsports Department is dedicated to providing exemplary services and programs to our guests. If you have any ideas for programming to help our guests get the most of their lesson you are encouraged to discuss your ideas with the Snowsports Director.

As we go through the season we may add new and exciting programs. Your management staff will advise you of any new programs that come up throughout the season.