

GES Reporting

Year to Date scores vs. Last Year's scores through 12/10/2025

RESORT OSAT

Goal

8.8

Season
To Date

7.3

LY to
Same
Day

8.9

RESORT NPS

Goal

65

Season
To Date

32.1

LY to
Same
Day

70.4

STAFF OSAT

Goal

9.0

Season
YTD

8.3

LY to
Same
Day

8.9

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	8.5 ↓	9.0 ↓
Knowledgeable	9.0	8.5 ↓	9.0 ↓
Friendly	9.1	8.8 ↓	9.1 ↓
Helpful	9.0	8.6 ↓	8.9 ↓
Resolve Issues	8.7	8.4 ↓	8.9 ↓

 Better than Goal
 Equal to Goal
 Below Goal

 Higher, lower or equal to Last Year


Mountain Experience	YTD	LY to Same Day
Overall Mountain Ops OSAT	7.1 ↑	8.3 ↓
Sense of Safety	7.2 ↓	8.7 ↓
Lift Line Management	6.8	8.4 ↓
Grooming	7.3	8.8 ↓
Ticketing	8.5	9.2 ↓
Cleanliness	8.0	8.8 ↓

HOTLIST

Be Professional!

After an incredible start to the season, warm weather and dry conditions returned. Being Professional reflects everyone's ability to share your passion and patience to drive enthusiasm!!

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- "Mammoth best place on Earth. Always organized and safe. Staff make easy to keep going."
- "Mammoth staff is like family. Always has been. That's part of Mammoth culture."
- "First time up and was blown away with it all. Great snow, customer service, great fits and runs."
- World class mountain, but still feels like small town and the same experience I've had there for 40+ years. Upgrades and better lifts keep the crowds manageable."
- "Mammoth Mountain does more with less snow than any other mountain."