

GES Reporting

2 Weeks starting December 8, 2025, vs. Last Year's scores

RESORT NPS		37.9	65.0	64.6	RESORT OSAT		7.7	8.8	8.8	STAFF OSAT		8.8	9.0	9.0
Last 2 Weeks	<u>69.6</u> 43.0	Season YTD	Goal	LY to Same Day	Last 2 Weeks	<u>8.8</u> 7.4	Season YTD	Goal	LY to Same Day	Last 2 Weeks	<u>9.4</u> 8.6	Season YTD	Goal	LY to Same Day

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

Mountain Experience	YTD	LY to Same Day
Overall Mountain Ops OSAT	7.2 	8.8 
Sense of Safety	7.3 	8.5 
Lift Line Management	7.4	8.2 
Grooming	7.3	8.9 
Ticketing	8.4	8.7 
Cleanliness	8.1	8.7 

 Better than Goal
  Equal to Goal
  Below Goal
  Higher, lower or equal to Last Year
 

HOTLIST

STRENGTHS & SUCCESSES

Be Friendly!

Being friendly can improve all our needs! Our guests are here for adventure, and they deserve an experience that blows them away. Our improved conditions should drive big smiles, unstoppable enthusiasm, and unforgettable vacations. Crush expectations and deliver pure Mammoth magic!

- **"While can't control the weather, people here make all the difference!"**
- "All the staff we encountered at the mountain were incredibly kind, positive, encouraging and even in long lines they kept the mood light."
- "You make snow, you groom (very well), you run lifts in the wind and manage to the best on-mountain skier experience in light of conditions. Been a HUGE fan since 1972!"
- "The Night of Lights gets better every year!"