

Mammoth GES Reporting

Weeks starting January 19, 2026, vs. Last Year's scores

RESORT NPS				30.9	65.0	63.4	RESORT OSAT				7.3	8.8	8.7	STAFF OSAT				8.1	9.0	9.0
Last Week	58.1			Season YTD	Goal	LY to Same Day	Last Week	8.6		Season YTD	Goal	LY to Same Day	Last Week	8.8		Season YTD	Goal	LY to Same Day		

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	8.3 ↓	8.9 ↓
Knowledgeable	9.0	8.3 ↓	9.0 ↓
Friendly	9.1	8.6 ↓	9.1 ↓
Helpful	9.0	8.2 ↓	8.9 ↓
Resolve Issues	8.7	7.6 ↓	8.6 ↓

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	7.7 ↓	8.6 ↓
Sense of Safety	7.5 ↓	8.4 ↓
Lift Line Management	7.2	8.2 ↓
Grooming	7.9	8.9 ↓
Ticketing	8.3	
Cleanliness	8.2	8.7 ↓

HOTLIST

Be Professional!

Being professional includes fulfilling your role's responsibilities, great interactions, superior knowledge of our products, and just having an excellent time. Exceeding these abilities brings great successes!

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- first time at Mammoth. My mind was officially blown. It was such an unbelievable experience. I had incredible service with the rentals in the facility, absolutely stunning. The only problem is, how am I ever gonna ski in New Hampshire again?"
- "The staff always seems to do their best and even go out of their way with our family. I especially love that they give my young children encouragement and friendly smiles at the lifts."