

Mammoth GES Reporting

Weeks starting January 26, 2026, vs. Last Year's scores

RESORT NPS	33.1	65.0	63.4	RESORT OSAT	7.4	8.8	8.7	STAFF OSAT	8.1	9.0	8.9
Last Week	66.2	Season YTD	Goal	LY to Same Day	Last Week	8.8	Season YTD	Goal	LY to Same Day	Last Week	8.9

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	9.0
Helpful	9.0	8.3	8.9
Resolve Issues	8.7	7.7	8.7

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	8.1
Grooming	7.9	8.9
Ticketing	8.3	
Cleanliness	8.2	8.6

HOTLIST

Be Knowledgeable!

Confirm you and your teams know daily information regarding operations, conditions and events. Celebrate with everyone, including our guests, the great conditions and the new snow. Provide information on storm cycle operational procedures whenever we expect delayed openings.

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- "We ❤️ LOVE Mammoth! Our entire family skis. Our 5th grandchild, Magnolia, is 5 years old, and is the last of the family to learn to ski."
- "The staff I encountered were very helpful, from the welcome person, to the ticket people, to the lift operators, and most of all the clean up people at McCoy. The McCoy staff all were awesome. The tables and chairs were clean, they took our trays, plates, and cups, and all were very kind and friendly!!!"
- "My son loved Saturday dance party. DJ was awesome."