

Mammoth GES Reporting

2 Weeks starting January 5, 2026, vs. Last Year's scores

RESORT NPS		25.3	65.0	64.2	RESORT OSAT		7.0	8.8	8.8	STAFF OSAT		7.9	9.0	9.0
Last 2 Weeks	41.8 70.0	Season YTD	Goal	LY to Same Day	Last 2 Weeks	7.9 8.8	Season YTD	Goal	LY to Same Day	Last 2 Weeks	8.3 9.0	Season YTD	Goal	LY to Same Day

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	8.2 ↓	8.9 ↓
Knowledgeable	9.0	8.2 ↓	8.9 ↓
Friendly	9.1	8.5 ↓	9.0 ↓
Helpful	9.0	7.1 ↓	8.9 ↓
Resolve Issues	8.7	7.5 ↓	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	7.6 ↓	8.6 ↓
Sense of Safety	7.4 ↓	8.4 ↓
Lift Line Management	6.5	8.2 ↓
Grooming	7.7	8.9 ↓
Ticketing	7.8	8.9 ↓
Cleanliness	7.8	8.6 ↓

HOTLIST

Be Able to Resolve Problems!

Many guests are new to Mammoth, June, and Tamarack and thrive on learning how to navigate our locations. Make a difference and learn all the ways you can help them have an excellent experience!

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- "I have been skiing Mammoth for over 50 years. The current ownership has kept up Dave McCoy's high standards of innovation, maintenance and service. Thank you!!"
- "Had great time. Thanks for all the positive employees you have."
- "It's an excellent mountain being run by excellent people. Loved the Après ski at canyon lodge with the DJ. Loved Woolley's dance party."