

Mammoth GES Reporting

2 Weeks starting December 22, 2025, vs.
Last Year's scores

RESORT NPS				RESORT OSAT				STAFF OSAT			
Last 2 Weeks	7.2	65.0	62.4	Last 2 Weeks	6.3	8.8	8.7	Last 2 Weeks	7.5	9.0	8.9
	-0.7				6.0				7.5		
	-31.1				4.7				6.4		
	Season YTD	Goal	LY to Same Day		Season YTD	Goal	LY to Same Day		Season YTD	Goal	LY to Same Day

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	7.1 	8.9 
Knowledgeable	9.0	7.0 	8.9 
Friendly	9.1	7.6 	9.0 
Helpful	9.0	6.8 	8.9 
Resolve Issues	8.7	5.7 	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	7.1 	8.6 
Sense of Safety	7.0 	8.4 
Lift Line Management	5.7	8.0 
Grooming	7.2	8.9 
Ticketing	7.6	8.8 
Cleanliness	7.6	8.6 

HOTLIST

STRENGTHS & SUCCESSES

Be Helpful!

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!

- **"Spent the weekend at the mountain and loved it. Even though it snowed everyday I was there, staff made it an extremely pleasant experience and were friendly."**
- "On days when the Mountain proactively communicated limited lift status by 7am, it was much more manageable, and I knew what to expect.
 - "The mountain was so busy but this didn't rattle the staff and I felt that based on the circumstances Mammoth team rise above and provided a great experience."