

Mammoth GES Reporting

Weeks starting February 16, 2026, vs.
Last Year's scores

RESORT NPS		36.0	65.0	60.5	RESORT OSAT		7.5	8.8	8.7	STAFF OSAT		8.2	9.0	8.9
Last Week	18.8	Season YTD	Goal	LY to Same Day	Last Week	6.8	Season YTD	Goal	LY to Same Day	Last Week	8.0	Season YTD	Goal	LY to Same Day

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	8.4 	8.8 
Knowledgeable	9.0	8.4 	8.9 
Friendly	9.1	8.6 	9.0 
Helpful	9.0	8.4 	8.9 
Resolve Issues	8.7	7.9 	8.7 

Mountain Experience	YTD	LY to Same Day
Overall Mountain Ops OSAT	7.8 	8.5 
Sense of Safety	7.6 	8.3 
Lift Line Management	7.1	8.0 
Grooming	8.0	8.8 
Ticketing Knowledge	8.4	
Cleanliness	7.9	8.6 

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

HOTLIST

Be Able to Provide Solutions!

Knowing every solution to our guests' problem is challenging. Knowing how to help is critical. Listen fully, repeat the request to check for understanding and offer solutions directly or with support from your managers.

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- **"I had a great experience at Mammoth last week. We arrived just after a few days of heavy snowfall, and the Mammoth team was able to get the mountain ready by morning....The online updates were very helpful in keeping us informed on operations. And the staff at the lodges were friendly and welcoming."**
- **"I appreciate the safety approach of opening the mountain in phases and safely. Thursday 8 lifts, Friday 12 lifts then Saturday all. Gave us confidence that the mountain was assessed for safety after that much snow."**

