

Mammoth GES Reporting

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

RESORT NPS		36.0	65.0	60.7	RESORT OSAT		7.5	8.8	8.7	STAFF OSAT		8.2	9.0	8.9
Last Week	57.5	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	8.4 ↓	8.9 ↓
Knowledgeable	9.0	8.4 ↓	8.9 ↓
Friendly	9.1	8.6 ↓	9.0 ↓
Helpful	9.0	8.3 ↓	8.9 ↓
Resolve Issues	8.7	7.8 ↓	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	8.1 ↓	8.6 ↓
Sense of Safety	7.6 ↓	8.3 ↓
Lift Line Management	7.0	8.0 ↓
Grooming	8.0	8.9 ↓
Ticketing	8.4	
Cleanliness	7.9	8.6 ↓

HOTLIST

Be Friendly!

Our guests are our friends, not just our customers. How do you make them feel like friends? Greeting them with sincerity and honesty starts the effort. Keep remembering how you want to be treated when you head out to other businesses and fulfill the magic!

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- "Mammoth is a surprisingly huge and absolutely gorgeous mountain with some of the most beautiful views of any ski resort anywhere. The service everywhere on the mountain is friendly and helpful, and the skiing is challenging with plenty of runs for all different levels of skier. Loved it!!"
- "The mountain is in fantastic shape, especially since there hasn't been much natural snow recently. Your night team is doing a great job keeping everything groomed and skiable. Daytime staff (lift operators) are alert, helpful and friendly. Such a pleasure!"