

Mammoth GES Reporting

Weeks starting February 9, 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	62.2	Season YTD	Goal	LY to Same Day	Last Week	8.7	Season YTD	Goal	LY to Same Day	Last Week	8.9

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	8.4	8.9
Knowledgeable	9.0	8.4	9.0
Friendly	9.1	8.6	9.1
Helpful	9.0	8.3	9.0
Resolve Issues	8.7	7.8	8.8

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

HOTLIST

Be Helpful!

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!

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	6.9	8.0
Grooming	8.0	8.8
Ticketing	8.4	
Cleanliness	7.9	8.6

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

- "All the staff were friendly and professional and often times a lot of fun. The variation in music at the lifts was nice. The greeter were very friendly all the staff at the lodge restaurants and shops were efficient."
- "We've loved Mammoth Mountain for over 30 years—since I was a teenager and now bringing my own teenagers. The staff are always friendly, laid-back, and welcoming, even on busy holiday weekends, which makes it a comfortable and relaxed place to visit and easy to trust our kids exploring on their own. We love winding down at Après Ski, especially with the weekend DJ."