

GES Reporting

Year to Date scores vs. Last Year's scores through 12/17/2024

RESORT OSAT

Goal

8.8

Season
To Date

7.7

LY to
Same
Day

8.9

RESORT NPS

Goal

65

Season
To Date

43.6

LY to
Same
Day

70.5

STAFF OSAT

Goal

9.0

Season
YTD

8.5

LY to
Same
Day

9.0

Service Drivers	Goal	YTD	LY to Same Day
Professional	9.0	8.5 ↓	9.0 ↓
Knowledgeable	9.0	8.5 ↓	9.0 ↓
Friendly	9.1	8.8 ↓	9.1 ↓
Helpful	9.0	8.6 ↓	9.0 ↓
Resolve Issues	8.7	8.4 ↓	8.8 ↓

 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	7.3 ↓	8.3 ↓
Sense of Safety	7.4 ↓	8.7 ↓
Lift Line Management	7.2	8.4 ↓
Grooming	7.6	8.8 ↓
Ticketing	8.5	9.2 ↓
Cleanliness	8.2	8.8 ↓

HOTLIST

STRENGTHS & SUCCESSES

– FROM OUR GUESTS!

Be Knowledgeable!

Answer our guests' questions from your strength of Knowledge. Use Field Guide daily to understand our planned operations and what the near future looks like!

- "Everyone I dealt with was very professional, kind and knowledgeable."
- "The snow cover was marginal on the day we skied but what really stood out was the quality of the staff. They were consistently professional, helpful and friendly. Keep up the good work!"
- "So beautiful from the top of the resort! Grooming was excellent given the early season conditions. Staff were all very friendly. We appreciate the variety of lodges and food/ drink locations."