

Mascots Manual

2017 –18 Season

Canyon Lodge (760) 934-0737
Main Lodge (760) 934-0736

Host website address – <http://host-mammothmountain.com>

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MMSA Mascot Mission

MMSA mascots create great memories through animation and entertainment

Job Description

Job Requirements

- Applicant must be an advanced skier/snowboarder with no pre-existing physical conditions which would prevent the ability to perform.
- Woolly height requirement of 5'8 -6'.
- Able to work while wearing a 20+ lb. costume.

Duties

- High visibility while skiing/snowboarding or walking
- Mascots must be animated at all times.
- It is important for mascots to be discreet. Identity is to be kept as secret as possible.
- Discuss plan of action with guide, informing of events and places that are to be visited that day.
- Know when to retreat, avoiding scared kids and dangerous crowds.
- Behave appropriately in all situations.
- Mascots are a Mammoth memory; they need to interact with crowds as well as be seen skiing/riding.

Problem Solving: When faced with problems and challenges mascots must be able come up with easy solutions which include removing self politely from a situation and waving goodbye.

Hazards: Mechanical – When loading chairs pays attention to the chairs and guests in front of you. Give yourself time to align on the chair platform. If you need to slow down, notify your guide to make necessary accommodations.

Visibility – Pay attention to your surroundings; proceed at a controlled rate. Allow guide to direct guests around you. Watch out for smaller children at your feet.

Ice/Slipping – Pay attention to surroundings. Use handrails when walking up and down stairs. Allow your guide to escort you through difficult conditions. Use appropriate footwear at all times.

Muscle strain – Stretch properly allowing muscles to warm up before working. Avoid back strain (bending to far forward, bending backwards).

Dehydration – Remember to drink plenty of water.

Rowdy Guests – Avoid intoxicated guests who can be over exuberant, try not to goad harmful behavior from guests.

Mascots Guidelines

Mascots & Guides must always display appropriate behavior! No lewd actions are ever permitted!

Mascots embody Mammoth Mountain Ski Area's values and principles.

Taking Pictures is a Priority.

Mascots are **Non-Speaking** but are very expressive and communicate with body language. We want the public to see the same image, the same gestures, and the same mannerisms for each Mascot. No one should be able to distinguish the difference between a mascot's behaviors.

Mannerisms Include:

- ◆ Jaunty walk with hands up, rocking side to side.
- ◆ Waving to everyone – especially while skiing/riding.
- ◆ Mascots love to be photographed and clap when asked.
- ◆ Little hops of excitement
- ◆ When shy, hands to cheeks, tilt head.
- ◆ When embarrassed; hands over eyes, crouching slightly.
- ◆ If someone makes a rude comment or gesture – cover eyes or ears, ignore and move on... Shame gesture.
- ◆ Nods head in agreement
- ◆ Shakes head in disagreement
- ◆ Thumbs up
- ◆ Hands on hips – impatiently waiting... tapping foot.
- ◆ High fives or knuckle bumps.
- ◆ Approach kids tentatively, very slowly, allowing kids to approach first. Not all kids want to touch Mascots; some will be scared and need distance, but still want to watch. Do not force a child who is not interested, wave and move on.
- ◆ Use **emergency hand signal** (tap to left elbow) when mascots need to communicate to leave public area
- ◆ Review hand signals and protocols with guide before leaving.

Touch Point: Mascot Guides

- Professional Appearance Requirement (Partial list. Full list included in Host Manual.)
 1. Appropriate host jacket clean and zipped up at least three quarter way.
 2. Black pants or uniform pants, worn appropriately.
 3. Ski area approved knit hat, baseball caps or helmets.
 4. Name tag visible with correct information.
 5. Appropriate facial hair, hair a natural color and appropriate length.
 6. Visible tattoos must be tasteful and not attract attention
 7. No more than two earrings per ear
- Warm Friendly Greeting
 1. Sincere smile
 2. Approach guests cautiously
 3. Guide speaks first to guest

4. Use “good morning”, “good afternoon” and "Would you like to meet Woolly, Bucky, Huck, Goldie?" or "Say Hi to Woolly, Bucky, Huck, Goldie"
 5. Use eye contact
 6. Create Enthusiasm!
- Provide Accurate Information and Directions
 1. Ask questions to determine guests' needs and actively listen to responses
 2. Refer and direct to other hosts time consuming request/needs (i.e. lost child or injured guest) via radio or in person; wait for other Host to arrive before leaving
 3. Provide information about daily updates on weather, conditions, grooming and special events
 4. Carry Ski Host supplies as defined in Operating Guidelines
 5. Provide directions for the easiest way to each day lodge
 6. Provide directions between each day lodge
 7. Provide answers about mountain services
 8. Introduce new guests to Woolly and help them learn his name
 - Be a Photographer
 1. Ask guests if they would like a photograph with Mascot
 2. Take multiple pictures with the guests' camera and use count be sure they are prepared
 3. Manage crowds to allow one guest or group in each picture
 4. Allow for between 5 and 15 minutes at the top of each chairlift for pictures with Mascot(s)
 5. Have mascots at designated areas for assigned photo shoot times
 6. Arrange Mascot so light is best but does not reveal employee inside
 7. Use your best judgment in assisting Mascots with holding small children or dogs
 8. Use discretion when asked by guests to include objects in photos
 9. Suggest different poses
 10. If really busy, encourage groups to get all photos on one cellular device and then text photo to each other
 - Guide Mascots
 1. Carry equipment and open doors to lead Woolly into guest areas
 2. Inform Mascot of your approved Skiing/Riding level
 3. Ride chairs with Woolly only; no guest should ride the chair with Woolly
 4. Make guests aware that Mascot is approaching by yelling "Say Hi to Woolly (Bucky or Huck or Goldie)" or "Here comes Woolly (Bucky or Huck or Goldie)."
 5. Interact with guest who are stopped on the runs when appropriate
 6. Attempt to stay within 10 feet of Mascot when walking
 7. Keep Mascot to assigned schedule
 8. Communicate with other guides to insure spatial separation when multiple Woolly mascots are on the Mountain
 9. Help Mascot greet small children who might be fearful
 10. Look for and stop for guests who would like a photo or to meet Mascot
 11. When skiing, wave to guests when approaching lifts, while riding lifts and to guests in lifts.

12. Attempt to stay within 30 feet of Mascot when skiing
 13. Observe all posted signs
 14. Do not lose Mascots
 15. Do not allow children or adults to mob Woolly
 16. Keep an eye on Woolly even when talking to the guests
 17. Provide appropriate breaks for Woolly in either office – every 45 minutes when walking, every 90 minutes when skiing/snowboarding
- Woolly's Tube Park
 1. Return to appropriate lodge in a timely manner to provide Woolly a break
 2. Change to street shoes for bus ride and time at the Tube Park
 3. Transportation
 - a. At Main Lodge, load the Red Line prior to noon for a 12pm appearance
 - b. At Canyon Lodge, load the Village Gondola around 11:30 to allow time to walk through the Village before loading the Red Line on Minaret Road
 4. Have Woolly around the food area initially
 5. Allow Woolly to ride the tubes with guests
 6. Return to your appropriate lodge after meeting with many guests, staying no longer than 45 minutes
 - Woolly's Saturday Parade
 1. Prepare Woolly for Parade no later than 3:40pm each Saturday at Canyon
 2. Load Village Gondola at 3:50
 3. Have Woolly back from view at the Loading/Unloading Village Gondola rotunda until called at 4:01.
 4. Bring Woolly down the stairs and towards the stage to start the parade
 5. Stay out of photo areas while encouraging participation in the Parade and maintaining protection for Woolly
 6. Lead Woolly to the Dance area at the stage until the Sports School callers bring employees on to the stage; lead Woolly to the stage then stand by the stage to keep children and adults off until allowed
 7. Set up photo area
 8. Lead Mascots to photo area
 9. Maintain orderly line and direction of guests' movement
 10. Two Hosts take cameras/phones from guests and set up to shoot multiple shots, both with counts as well as before and after to give guests many options
 11. After line empties, bring Woolly back to Canyon Lodge via Village Gondola
 - Friendly Closing
 1. Thank the guest for visiting Mammoth
 2. Wish them a good day while enjoying the mountain
 3. Move on from areas after 20 minutes

Touch Point: Mascots

- Professional Appearance Requirements
 1. Brush outfit daily
 2. Make sure all zipper straps and flaps are tucked into costume
 3. Wear solid color, dark sneakers or boots when walking
 - a. When wearing tennis shoes, wear tall black socks.
 4. Repair all holes and/or other concerns

Add blue noted sections from mascot handler skills signoff

5. When shift ends, use disinfectant spray in head, body and gloves, store heads appropriately and hang body pods and mittens to dry; at Main Lodge, turn on dryer for as long as needed
 6. Keep Woolly's cave clean!!!
- Offer Warm, Friendly Greeting
 1. Wave to guests
 2. Shake hands, give high and low 5's, ~~kneel~~[knuckleknuckles](#) bumps, hugs, and blow kisses with hands
 3. Use caution when approaching large crowds and children
 4. Do not talk
 - Animation
 1. Communicate through friendly gestures
 2. No lewd behavior
 3. Be enthusiastic
 4. Walk is jovial and energetic
 5. Hands are always above waist when walking and skiing/riding.
 - Be a Photographer
 1. Jump up and down with excitement when asked to have picture taken
 2. Pose in manner, facing light but not allowing eye screens to become transparent, in a way to best show off Mascot in photos
 3. Keep hands visible
 4. Kneel to take pictures with children
 5. Be cautious of holding small children or babies and dogs. Mitts can be cumbersome and it is necessary to have a sturdy grip on the mitts while holding the guests' children or pets.
 6. When possible coordinate with Sharpshooters.
 7. Do not promote alcohol or tobacco in any way, including holding alcoholic drinks or containers
 - Skiing or Snowboarding
 1. Use your best judgment concerning weather and your capability to be outside or inside, communicating to your guide
 2. Observe safe skiing/riding practices
 3. Wave to guests
 4. Interact with guest who are stopped on the runs when appropriate
 5. Stop at the top of lifts for photo opportunities for 5 to 15 minutes (use your best judgment)

6. Stop and spend time at Slow Signs, when appropriate
 7. DO NOT SKI ABOVE GUIDE'S ABILITY
 8. DO NOT LOSE GUIDE
- Friendly Closing
 1. Wave to guest as you leave

It's more important to do the right thing than to follow the rules!
Always use your best judgement!

Operating Guidelines

Start Times: 9:30am unless otherwise noted on schedule; Woolly is out the door by 9:45

Breaks: Every 90 minutes take a 10 to 15-minute break

Lunches: 30 Minutes

End Times: Approximately 3:30pm or earlier due to weather conditions and guest demand

Meeting Areas

Canyon Woolly Mascots meet in the Canyon Host Office on the second floor room 211

Main Lodge Woolly meets in the Host office at the Main Lodge first floor

Uniform

You are responsible for the maintenance and upkeep of the Mascot costumes. You may be issued a Host Uniform to wear in transport between the two lodges or when guiding Mascots. All uniformed employees must adhere to skiing/riding guidelines; i.e. no hitting the park, obeying the responsibility code, being courteous to others on the hill. Host uniforms are not permitted off property.

Schedules

Schedules will be posted monthly with frequent updates posted regularly. Notify Anna Allen or Brian Wilson of any special scheduling needs. [If you must change your schedule, you are responsible for finding a replacement.](#)

Illness

Don't come to work if you are sick - call before your start time to notify us.

Canyon Lodge – (760)934-0737; Main Lodge – (760)934-0736

Payday

Payday is every Thursday; pay checks will be delivered to your home department. See Payroll Dept. to sign up for the auto-deposit program; it takes up to 3 pay periods to activate.

Time Clocks

You can use a timecard or directly punch your number into the keypad; follow the directions at the time clock. Time clocks are located throughout Main and Canyon Lodges.

You may clock in no more than 5 minutes before start times. If you are scheduled to work over a 6-hour shift, you must punch out for lunch before the 5th hour starts. You must take a lunch break for a minimum of 30 minutes.

Equipment

You must supply your own equipment that passes the ski area binding check done at a Mammoth Mountain Repair shop or other Ski Shop. There are reduced rates (50%) for employees to use rentals. Skiing mascots are eligible for a pro-deal discount. Please inquire if interested.

Evaluations

You will receive a formal evaluation from your Supervisor twice a season.