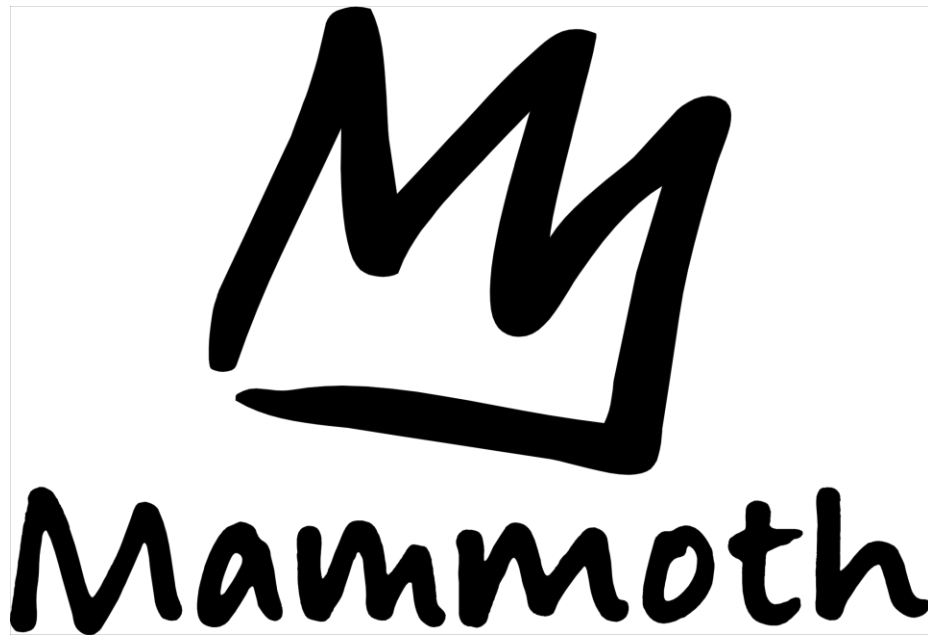




**SUMMER HOST and
NATURALIST MANUAL
2025**

June 20, 2025

HOSTS AND USFS VOLUNTEER NATURALISTS HELP CREATE GREAT MEMORIES

Mammoth Resorts Mission – Give our people what they want

**We give our Guests best-in-class outdoor recreation and authentic mountain
lifestyle experiences.**

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Introduction

Summer has officially arrived, bringing sunshine, stunning scenery and a fresh lineup of activities to explore.

Adventure Center Activities (Ropes Course, Bungee, Climbing, Zipline, Archery and Mining) have been relocated to Woolly's Adventure Summit making it a central hub for family fun and guest interactions. Be ready to guide guests through what's new, what's moved, and what not to miss.

Our Hosts and Naturalists are here to share everything they know about our area, whether it's classic favorites or brand-new adventures.

As we welcome visitors, remember that **L.A.S.T.** should be a top tool in everyone's quiver. **Listen** to fully understand what each guest wants. **Acknowledge** their request by paraphrasing to show you've heard them. **Solve** their needs using your knowledge and passion for everything we offer. **Thank** them for bringing the issue to your attention and for being a part of our Mammoth family while visiting the beautiful Eastern Sierra.

Hosts and Naturalists Help Create Great Memories

Mammoth Way Guest Experience Trail

Touchpoints – Host and Naturalist, Cleanliness, Main Lodge Adventure Center, Woolly's Adventure Summit, Mountain Center at the Village, Explore Mammoth Stations around the Mountain, USFS Naturalist Meet and Greet Experiences, Hiking Trails, Woolly, Special Events, Host Management Team

Safety

- a. For emergencies on Mammoth Mountain, use your cell phone to call (760) 934-0611, the Mountain's emergency hotline. Mountain Operations, who answers in the summer, is available daily during operating hours
 - If using a radio, call 543, Bike Patrol on Patrol Channel
 - If off Mammoth Mountain, emergency calls should be made to 911
 - Bike guests on the Mountain experiencing mechanical problems
 - i. Privately owned equipment, should be self-sufficient with tubes, etc.
 - ii. Rental bikes from Mammoth Mountain's fleet, guests should call the rental shop directly (760) 934-0706

Mammoth uses a Lightning Detection Network to monitor lightning in the area, announcing the following alerts on the radio on ALL CALL

- Lightning detected within 12 to 20 miles generates an advisory alert
 - i. Depending on the weather, best not to lead guests to exposed areas, including the Lakes Basin overlook
 - ii. Listen for siren or bullhorn announcements when on the top of Mammoth
 - iii. If guiding guests on the Explore Mammoth Discovery Trail, keep guests away from single, tall trees and continue moving along path
 - iv. Inside the Interpretive Center, inform guests of the advisory and suggest they pay close attention to conditions and listen for alerts
- Lightning detected within 8 to 12 miles generates a cautionary alert
 - i. Keep all guests close to the building for a quick return
 - ii. Lead guests back towards the Panorama Gondola or Adventure Center buildings as quickly as possible
 - iii. When in the Interpretive Center, inform guests of the alert and inform them they must return to the Gondola for downloading
- Lightning detected closer than 8 miles generates a warning alert and closes all lifts and activities
 - i. No one should be outside of the buildings
 - ii. Keep guests at the Interpretive Center inside the building and informed of plans for transportation

- iii. If you are outside, move towards groups of small trees if possible and stand among them
- iv. Avoid projecting above the surrounding landscape - Do not move to open ground
 - 1. If on the Discovery Trail, attempt to keep group as close to small trees as possible, moving quickly back to the Adventure Center
- v. If the storm persists, a bus or van will be used to transport guests, employees and volunteers from the top station back to the Adventure Center
- vi. Bike Park trails stay open with access via shuttle
- Consider downloading a lightening tracking app for your phone such as My Lightning Tracker

Determine First Aid Needs

- When guests request first aid help, determine needs
- If wipes and bandages are needed, use supplies in first aid kit
- If it is necessary to put gloves on to assist a guest, contact Bike Patrol in the Main Lodge office, unless the guest can walk to the office
- Utilize radio properly calling Ski Patrol Channel
 - 1. Hold the transmit button for at least one second before talking
 - 2. Plan your statement; stay calm
 - 3. State 543, 19-your name, and repeat 543 then release transmit button; wait for a reply
 - 4. Hold the transmit for one second before providing your location and stating your emergency, describing any injury, if the injured guest is with you or if it is a guest report of an emergency
 - 5. Assist guest to Bike Patrol room at Main Lodge, if they are ambulatory but unsure of location

Work within your limitations

- Utilize appropriate clothing, eye protection and sunscreen as determined by the weather
- Be vigilant in looking for moving vehicles and bike riders when working parking lots and on trails
- Use handrails when ascending and descending stairs
- When carrying heavy objects, enlist assistance
- Wash hands regularly, or use hand sanitizer when unable to wash hands
- Use Personal Protection Equipment such as gloves when picking up potential biohazardous material or trash
- Notify Supervisor of unsafe conditions (dangerous trees, puddles, ice, etc.)
- When encountering irate guests, utilize team member assistance

- Monitor radio and advise guests of difficult weather conditions
- If you sustain an injury, contact your supervisor or team lead immediately

➤ Review full Job Hazard Analysis Plan for further information safety information

SUMMER LOCATION OF AEDs Automated External Defibrillators

Call 760 934 0611, Mountain Operations will answer and call whomever is needed to help

MMI Front Desk and Jacuzzi

Bike Patrol Main Lodge and Top of Mammoth

Woolly's Adventure Summit

Village – Grand Sierra Lodge Front Desk

Sierra Star

Garage

Experience Standards and Success Activities

Touchpoint: Host and Naturalist

- a. **Professional Appearance Requirements** (PAR – Appendix E defines further)
 - i. Personally clean and professional appearance
 - ii. Host uniform consists of clean, properly fitting and good condition blue camp shirt, current name tag, black or khaki pants, shorts or skirt and, when needed, Host jacket and Host khaki bucket hat, straw hat, dark grey Helly Hansen bucket hat, or other unbranded hat
 - 1) Skirts or shorts no more than 3" above knee
 - iii. Naturalist uniform consists of green USFS Volunteer jacket, shirt or vest with a name tag, Volunteer Naturalist khaki bucket hat and pants or shorts of choice, although khaki or black are preferred
 - 1) Naturalist uniforms are stored in the Host Office, which is accessed with the code 37360
 - iv. Current name tags must be always worn on outermost garment
 - v. Jackets, zipped 2/3 closed, with all pockets zipped closed
 - vi. Company uniform pants and jackets worn on-duty or while traveling to duty only; not allowed while drinking alcohol
 - vii. All Host and Naturalist positions require the use of closed toe shoes
 - viii. Garments shall only display official Mammoth Resorts logo or message with no other logos featured on all garments
 - ix. Smoking, vaping, tobacco chewing and gum chewing is not allowed while in uniform
 - x. Tattoos may need to be covered, at Company discretion
- b. **Be a Team Player**
 - i. Welcome support and advice from other Hosts and Naturalists, creating camaraderie and building mentorships
 - ii. Respect and support employees within other departments
 - iii. Display positive attitude regarding Mountain policies
- c. **Offer Warm, Friendly Greetings**
 - i. Make eye contact, use a sincere smile and provide an appropriate greeting
 - ii. Always use a consistent, professional, upbeat positive attitude with a welcoming, open gesture
 - iii. Make guests feel we want them here!
- d. **Engage Guests**
 - i. Acknowledge guests as they approach
 - ii. Actively listen to determine guests' needs and desires
 - iii. Utilize LAST (Listen, Acknowledge, Solve, Thank)
 - iv. Use clues, such as clothing and shoes, to determine appropriate activities to suggest
 - v. Complete interactions efficiently, yet thoroughly, utilizing time management
- e. **Provide Current Information and Accurate Directions**

- i. Provide information about daily weather using National Weather Service forecasts for both Main Lodge and the Devils Postpile area
- ii. Keep a radio tuned to Mountain Ops to monitor any potential lightning in the area or for use if a guest becomes unmanageable
- iii. Utilize Daily Briefing and weekly Rap Sheets to share event information
- iv. Have summer supplies available to assist guests, including maps and brochures
 - 1) Hold maps and brochures in hand, when possible, to promote guest engagement
- v. Describe available services, products and activities to improve guest experiences, including, but not limited to Adventure Center, Tamarack and Woolly's Adventure Summit activities, Interpretive Center, Via Ferrata, Bike Park, Devils Postpile/Red's Meadow access plus different food and beverage options
- vi. Offer guests direction to locations, services and transportation options to facilitate their individual needs, in the most efficient manner
- vii. Provide information and directions about Mountain and Town products and services
- viii. Maintain information regarding available bicycle and hiking trails
- ix. Ask guests to self-evaluate their ability levels before offering hiking or biking trails
- f. **Be a Concierge**
 - i. Share information regarding special events and activities available during the guest's stay
 - ii. Encourage photography, assisting guests with phones and cameras
 - iii. Provide specialized services for guests or other departments, utilizing Mammoth's Policies and Procedures
 - iv. Offer guests methods to provide feedback
800mammoth@MammothResorts.com, following through with Host Management Team, as necessary
- g. **Deliver Friendly Closing**
 - i. Utilize time management to offer all guests appropriate attention
 - ii. Confirm immediate needs are met
 - iii. Thank the guest, using time appropriate closing

Touchpoint: Cleanliness

- h. **Keep Area Clean**
 - i. Never walk by litter without picking it up
 - ii. Transfer food trays and dirty dishes back to dish stations or trash cans, utilizing Personal Protective Equipment, such as gloves and wipes
 - iii. Ensure neat appearance of furniture, all line webbing and stanchions
 - iv. Stock and organize brochures and displays neatly in all locations
 - v. Insure regularly emptied trash receptacles are readily available
- i. **Assist Guests with Trash**
 - i. Carry dog poop bags to pick up dog waste or to provide bags to guests in need

Touchpoint: Adventure Center

j. Manage Lines Effectively

- i. Determine needs to direct guests to appropriate line
 - 1) Pre-purchased Scenic Gondola Ride tickets are available outside at Adventure Center and Red's Meadow Shuttle Line ticket kiosks
 - 2) Guests who need to purchase Scenic Gondola and/or Devils Postpile/Red's Meadow Shuttle tickets: Ticket Sales inside the Adventure Center are open from 8:30a – 5p; the outside windows between the doors to the Adventure Center and the stairs to the Panorama Gondola are open for sales 9a – 2pm; after 2pm, sales are available inside
 - (a) Guests may also purchase tickets on-line for use at the ticket kiosks
 - (b) Tickets are also available for purchase in the Mountain Center at the Village
 - 3) Release of Liability Summer Waiver must be signed by all guests before participating in Activities
 - 4) Bike Park rentals and lessons are sold inside the Adventure center
 - 5) If guests are purchasing more than one type of ticket, all locations except the outside ticket windows can sell the other types of tickets
 - 6) Direct Scenic Gondola riders to the deck for loading; Bike Park riders load from the west side of the building
- ii. Communicate with guests at the back of lines to share available products, services and options
- iii. Determine if guests need liability release forms, directing those that do to computers or assist

- k. **Reds Meadow Shuttle** is scheduled to run from July 3rd- October 5th, 2025, on its normal schedule Friday-Sunday, from 7:00am to 7:00pm. *The schedule for Thursday will be limited by Road Construction and is ONLY expected to operate every other hour from 7:00am until 7:00pm.* Expect longer wait times, delays, and less frequent buses leaving Devils Postpile and Reds Meadow on these days, with buses leaving every other hour. Please plan accordingly. The shuttle will not run on Monday, Tuesday and Wednesday (exception for Labor Day).

The Reds Meadow/Devils Postpile Shuttles transport visitors from the Village at 7:15 am, 8:00 am and 8:45 am.

More info at [Reds Meadow/Devils Postpile Shuttle Information - Devils Postpile National Monument \(U.S. National Park Service\)](https://www.nps.gov/depo/planyourvisit/reds-meadow-and-devils-postpile-shuttle-information.htm)

<https://www.nps.gov/depo/planyourvisit/reds-meadow-and-devils-postpile-shuttle-information.htm>

- 1) Confirm guests have purchased tickets and each guest holds his/her paper ticket prior to boarding while helping guests in the line.
- 2) Tickets for the Reds Meadow/Devils Postpile Shuttle bus are \$15.00 for adults, \$7.00 for children aged 3-15, and free for children under age 2.

- 3) Discuss with any dog owners the need for well-behaved dogs with a legal, proper fitting muzzle that is secured on the dog prior to boarding the bus
 - a. Bus Drivers have the ultimate authority in deciding if a pet is well-behaved enough to load their bus
 - b. Muzzles are available to purchase at the Adventure Center - use the measuring tape and chart, stored in the podium, to help guests who do not have muzzles purchase the correct size
 - c. The only exceptions not requiring muzzles are
 - i. Service Dogs - ask the questions
 - ii. Is this dog a service animal
 - iii. What service has this dog been trained to provide?
 1. Emotional Support dogs are not trained service dogs
 - iv. A small dog in an approved, zippered and ventilated carrier. Backpacks do not count
 - d. Assist the bus driver with loading by confirming each guest has their paper ticket readily available for marking and no one is crowding the line
 - e. If the driver allows guests to stand, confirm the type allowed (for example, backpackers going only to Agnew Meadows, families with small children or any guests)
 - f. Buses have 37 seats plus standing. It is up to the driver to decide the number of standing guests. The bus holds approximately 55 guests.
- d. Exceptions to the Mandatory Shuttle Bus
 - i. Vehicles meeting any of the following criteria may drive into the Valley (fee required):
 - ii. Visitors with a valid disability placard or license plate
 - iii. Campers staying in a valley campground
 - iv. Guests of the Reds Meadow Resort
 - v. Vehicles towing stock trailers or carrying watercraft (watercraft must be suitable for use on valley lakes. There are no boat launches in the valley.)
 - vi. Hunters transporting weapons or large game
 - vii. Vehicles arriving before 7:00 am or after 7:00 pm or any other time when the shuttle buses are not operating when the road is open.
 - viii. Any backpackers who are dropping off a food cache at Reds Meadow: they are only supposed to drop them off and then come right back

I. Resolve Bicycle Repair Problems

- a. Locations
 - i. Adventure Center
 - ii. The Mountain Center at the Village rental shop for rental bikes
 - iii. Non rental bikes at the village direct them to the 2nd floor of the Mountain Center inside the Retail/Repair shop area
- b. Bike Tuning Station**

- i. Adventure Center or the Mountain Center and direct guests to this area for simple repairs

Touchpoint: Woolly's Adventure Summit

Greet guests at the base of the walkway to the Mountain Coaster and Tubing Lanes

- a. Determine if guests need a wrist band or if they came from the Adventure Center with one
- b. Please do not quote prices, send all guests into the lodge to educate themselves on pricing
- c. Release of Liability Waiver (Summer) must be signed by all guests before participating in Activities
- d. Determine if guests need additional help or directions for other experiences
- e. Use appropriate thanks for visiting

Touchpoint: Mountain Center at the Village

Promote Current Activities and Programs

- a. Use weekly Rap Sheets and daily Activity Sheets, posted to [Host website](#) to offer current information regarding activities and weather
- b. Promote Adventure Center Activities and support guest reservation system, showing the on their guest cell phone
- c. Provide information regarding bus services both at the Village and around our local area
- d. Provide information on dining and shopping locations
- e. Provide locations of ATMs and restrooms
- f. Keep all conversations to appropriate length
- g. Support line management at buses, when time allows
 - i. Familiarize yourself with schedules of Eastern Sierra Transit Authority (ESTA) buses using [Summer Trolley stops and times](#)
 - ii. Familiarize yourself with schedules -and reservations of the Yosemite Area Regional Transportation System (YARTS) using [YARTS Mammoth to Yosemite Valley schedule](#)

Touchpoint: Explore Mammoth Station at McCoy Museum – Naturalists spend time at museum when appropriate

Promote Explore Mammoth Stations

- i. Attend morning meeting to gather accurate information
- ii. Arrive at McCoy Museum no later than noon

- iii. Encourage participation when no guests are in museum area, greeting guests arriving at Gondola Mid Station
- iv. Promote animation within Museum area, directing guests how to access displays
- v. Provide directions and information regarding Weather Station and Long Valley Overlook

Ensure safety around museum artifacts

- i. Check out and return a radio daily, tuned to 2 for information regarding lightning
- ii. Allow children and adults to climb into the Winch Cat and the red snow vehicle by using the steps and safety equipment
- iii. Do not allow roughhousing on or in equipment

Communicate accurate information regarding bicycle and hiking trails in the area

- i. Know which bicycle and hiking trails are open and usable
- ii. Ask for skill levels when directing guests to specific trails to insure compatibility
- iii. Confirm guests understand thoroughly where hiking trails are to keep them off bike trails, where possible

Complete Daily Reports

- i. Complete report on [Host website](#), at the end of each day

Touchpoint: USFS Volunteer Naturalist Walks

a. Utilize radios for safety

- i. Check out and return a radio daily, tuned to Lift Operations for information regarding lightning
- ii. Follow Mountain procedures when lightning is announced in each alert area, including getting guests inside buildings when appropriate

b. Support Mammoth Mountain's use of US Forest Service public lands

- i. Welcome guests to their public lands when enjoying trails, scenic rides and trail walks around Mammoth Mountain
- ii. When 2 Naturalists are scheduled, one should stay at the Adventure Center walkway until 12pm, while the other goes immediately to the top to greet guests already there
- iii. When 1 Naturalist is scheduled, leave the Adventure Center by 10:30am for the top of Mammoth to greet guests
- iv. Greet guests casually at the top of Mammoth from the Totem to the Lakes Basin Overlook, including occasional forays to the actual summit
- v. Show guests on maps options for additional walks around the Mountain, including each of the marked trails and the walk to Minaret Summit
- vi. If appropriate, offer trail walks to guests; be vigilant concerning bike riders, communicating their presence
 - 1) Help maintain hiking trails by removing any objects larger than your fist (i.e. rocks, branches) plus all trash
 - 2) Communicate with Brian, Max and Eve any trail damage needing his attention

c. Determine guests' interest to guide discussions

- i. Determine guests' interests through questions to help guide discussion

- ii. Be sure to share the restrictions for access to Red's Meadow/Devils Postpile this summer
- iii. Use your own passion about Mammoth to share – determine what your passion is and prepare to wow the guests
- iv. Suggested topics could include any of the following – plants, animals, geology, weather, history, use of the forests, hikes and other recreation; typically, it is what you love about our area! Here are some suggestions
 - 1) Discuss Mammoth Pass and its significance regarding weather
 - 2) Explain how Mammoth Mountain is a result of 25 eruptive events over 50K years, ending 50K years ago; point out distinct cones
 - 3) Mammoth is now considered a dormant volcano; fumarole activity is a result of venting and is not indicative of eruptive activity
 - 4) Define the Long Valley Caldera and its history
 - 5) Share information about Mammoth mining, including where guests can see artifacts and remains at the top of Coldwater Creek campground road at Duck Pass trailhead, the Mammoth Museum and Twin Lakes Gallery
 - 6) Describe recreational opportunities available in the Lakes Basin, Red's Meadow and along the Eastern Sierra
 - 7) Offer information about the other Learning Stations available around Mammoth and the Discovery Trail path
- d. **Complete daily reports**
 - i. Complete tour report, located on the [Host website](#), at the end of each day
 - ii. Include arrival time and the time you leave the Main Lodge when completing report
 - 1) Track preparation time and include it on the report

Touchpoint: Hiking Trails

- 1. Hiking trail options:
 - a. Mammoth mountain trail (top to bottom)
 - b. Main Lodge trail (McCoy to Main lodge)
 - c. Dragon's Back trail (top to Tamarack)
 - d. St Anton trail (McCoy to St Anton to Discovery to Main)
 - e. Discovery Trail (Chair 11 area self guided nature walk)
 - f. Minaret vista trail (starts behind MMI and goes to vista)
- 2. Responsibilities when working trails:
 - a. Trim overgrowth
 - b. Rake debris
 - c. Place signage
 - d. Repair washouts
 - e. Other duties as assigned by supervisors

Touchpoint: Woolly and Guide

a. Follow Appearance Guidelines

- i. Brush costume before and after each use
- ii. Wear neck covers while in costume
- iii. Tuck in zipper straps, pulls and all flaps
- iv. Inform management team of needed repairs
- v. Wear solid color, dark sneakers with long black socks, or boots, when walking
- vi. Use disinfectant spray in head, body and gloves at the end of shift
- vii. Store costume appropriately, hanging body pod on hanger, as well as hanging head
- viii. Keep “Woolly’s Cave” areas clean
- ix. Make a plan to transport costume to special event off site

b. Guide Responsibility

- i. Determine plan for scheduled event, including routes and equipment needed
- ii. Assist Woolly with dressing
- iii. Announce Woolly’s presence
- iv. Promote and coordinate photos, including understanding lighting details
 - 1) Do not allow photos with alcohol or tobacco products, either physically or displayed prominently on clothing/signs
- v. Use time management to keep Woolly on schedule

c. Provide Warm, Friendly Greeting

- i. Wave to guests
- ii. Shake hands, give high and low five’s, knuckle bumps, hugs and blow kisses with hands
- iii. Be on the alert for guests who might be intimidated by Woolly and steer away
- iv. Guide asks guests if they want to meet Woolly
- v. Create enthusiasm

d. Promote Guest Interaction with Animation

- i. Communicate through friendly gestures
- ii. Hug guests at waist or above
- iii. Keep mannerism family friendly; no lewd behavior
- iv. Walk in a jovial and energetic manner
- v. Hands are always above waist when walking

e. Create Photographic Memories

- i. Jump up and down with excitement when asked to have picture taken
- ii. Pose in a manner to face light but not allow eye screens to become transparent, in a way to best show off Mascot in photos
- iii. Be aware of the background
- iv. Keep hands visible
- v. Kneel to take pictures with children; keep hands on shoulders
- vi. Be cautious of holding small children, babies and dogs; hold only children too small to walk
- vii. Do not promote alcohol or tobacco in any way, including holding alcoholic drinks or containers

Touchpoint: Special Events

a. Follow Event Schedule

- i. Read When I Work shift Notes for assignment to know assignment details
- ii. Arrive prepared for role in proper uniform and gear
- iii. End times listed are approximate; if staff leadership is there, follow their lead for the end of event
- iv. Take responsibility for transporting costume

b. Utilize Event Staff Leadership for Directions

- i. Leadership can be a member of the Host Management Team, or a manager from the department responsible for event
- ii. If management from both departments is on site, follow the lead of the Host Management Team

Touchpoint: Management Team

c. Provide Current and Accurate Information

- i. Gather accurate daily information
- ii. Set up and make daily assignments
- iii. Inform staff of daily and weekly information utilizing morning briefing sheets, Rap Sheet and updated board information (Safety topics, PP, et al...

d. Carry out Mammoth Way Standards

- i. Make recorded observations of Hosts daily
- ii. Provide effective, timely feedback
- iii. Build KRA reviews throughout season
- iv. Award Mammoth Bucks for stellar performance
- v. Participate in department wide recognition programs

e. Manage Daily Operations

- i. Oversee and assist with daily operations, including trail maintenance
- ii. Complete all necessary reports before the end of day
- iii. Relay important information for next day's review
- iv. Share communication with appropriate departments regarding their programs before business close
- v. Prepare next day's Activities and Briefing Sheets, etc...

f. Facilitate Additional Training Opportunities

- i. Determine clinic opportunities to provide training throughout the season, including, but not limited to
 - a. Safety
 - b. Guest interactions
 - c. Red's Meadow Bus
 - d. Eleven53
 - e. Adventure Center Activities

- f. Woolly's Adventure Summit
 - g. Hikes
 - h. Bike skills
 - ii. Track all training events for all Supervisors to input and share
- g. Work as a Host when it's appropriate, especially when you are assigned as a Host**
- h. Keep Area Clean**
 - i. Lead by example in picking up trash
 - ii. Keep office space clean and neat
 - iii. Clean up food crumbs from office
 - iv. Empty trash daily
 - v. Set and check mouse traps

Operating Guidelines

Job Requirements

1. General

- a. All Hosts and USFS Volunteer Naturalists must be friendly and outgoing
 - i. Be as familiar as possible with Mammoth Mountain and its policies
 - ii. Always use non-political communication
 - iii. Knowledge of the towns of Mammoth Lakes and June Lake is helpful
 - iv. Review When I Work (<https://appx.wheniwork.com/scheduler>) and it's messages frequently to stay informed of schedule changes
 - v. Review Host website, (<http://www.host-mammothmountain.com>) frequently and thoroughly to stay informed of changing policies
 - vi. Must be punctual, responsible, and conscientious
 - vii. Must be able to stand and/or walk for long time periods during shifts
 - viii. Wear appropriate clothing for any weather conditions

2. Host and Naturalist attitudes

- a. Guests' wants and needs always come first
- b. Your conduct leaves an impression with our guests
 - i. It is your role to talk to and assist the guests in any way you can
 - ii. Your language and attitude should be above reproach
 - iii. Courtesy must be obvious and overstated
- c. Make sure to portray a positive attitude and anticipate guest needs at all times; remember, Hosts and Volunteer Naturalists create great memories in our effort to become the most visited mountain resort in the country.
- d. Your close contact with the guests makes you very susceptible to guest comments, compliments and complaints. Be a sounding board, supporting company or USFS policy when there is a need to respond
 - i. Comments and Compliments
 - 1) If a guest wants to communicate information immediately, be sure to write comments in your phone notes to share with management
 - (a) Include their name, email address and/or phone number for follow through
 - 2) Direct guests to the Mammoth Mountain website link SELECT "About" and scroll to "Contact Mammoth Resorts" at the bottom of the home page to encourage comments or compliments 800mammoth@MammothResorts.com
 - ii. Complaints
 - 1) Resolve complaints through immediate and timely efforts
 - 2) Always respond in a positive manner when handling complaints; look for alternative suggestions and solutions before suggesting another employee
 - 3) If a guest asks to speak to management, bring them directly to Management Team member, either within department or at Ticket Counters
 - 4) If unable to resolve complaint when a Management Team member was unavailable and the guest chooses not to wait, write thorough notes in your

phone notes with guest contact information to share with your Host Management Team member

- 5) Direct guests to the Mammoth Mountain website link, scroll to the bottom and select “About” and “Contact Mammoth Resorts” to allow them further opportunity to reach appropriate department, if needed
- 6) When fielding questions about the company, never give out information you are not 100% sure about; do not perpetuate “rumors”

3. Radios/Cell Phones

- a. Radios are to be used at work with proper radio protocol
- b. Cell phones are allowed as a tool
- c. Do not take personal calls while in uniform in public spaces

4. Meeting areas

- a. Main Lodge - Host office on the first floor near Tickets; code to access door is 37360
- b. Woolly’s Adventure Summit – Meet at the front door bottom level of the lodge
- c. Mountain Center - front doors of Mountain Center or Host Podium

5. Schedules

- a. Hosts schedules are made for an entire month, **typically split into the first half of the month published around the 15th of the prior month and the 2nd half published around the 25th of the prior month**, according to your available days, as entered in When I Work
- b. Schedule availability is due on the 10th and 20th of every month
- c. After a schedule has been posted, be sure to adhere to it
 - i. Updates are made frequently – set your When I Work preferences for either email or text message notifications to stay informed or check When I Work (<https://appx.wheniwork.com/scheduler>) daily for updates
- d. If you must reschedule a posted shift, YOU are responsible for finding a replacement
 - i. If it is an emergency, notify the Host Management Team to be accommodated
 - 1) Emergencies include illness or injury to yourself or a close family member
 - ii. When a need arises to make changes to shifts, look over the schedule for another Host or Naturalists unscheduled to work and reach out to those team members; ask only those team members qualified to fill your role
 - 1) When another Host(s) or Naturalist(s) offers to fill the role, complete a “Drop Shift” request or a “Swap Shift” request, only choosing the Host(s) or Naturalist(s) ready to fill shift
 - a) Make a note on the request you already communicated with the Host(s) or Naturalist(s) marked
 - b) If another team member is willing to fill your shift but not listed on the When I Work list, contact Management to create an internal change
 - 2) If unable to find a replacement, notify Management immediately
- e. Notations are made in When I Work when Hosts do not show up or are late and have not called in
 - i. Notifications are made in notes and by using color changes to the shift background
 - ii. Three or more notations are grounds for termination

6. Illness

- a. If you are unable to report to work due to illness or for other reasons, send a message via When I Work or text supervisors, or telephone Main Lodge (760) 934-0736, at least one-half hour before shift start
- b. **IF YOU ARE SICK STAY HOME!!**
 - i. Sick time is available for you to use Work Day
 - 1) Sick Pay requests are available in Work Day, on your personal account
 - 2) Your available sick time is posted to your Work Day account
 - 3) If necessary, contact the Host Management team to request sick time

7. Time Clock

- a. Work Day is used to keep an accurate record of hours and days worked
- b. Hosts use employee number to punch in and out, utilizing remote clock in and out on your mobile devices, or use time clocks, if preferred
 - i. To use remote clock in/out
 - 1) Open the Work Day app or website
 - 2) Enter your Employee Number and Password
 - 3) Select "Clock in/Clock out"
 - ii. Time clocks are located throughout the ski area; the following clocks are most convenient to our meeting locations
 - 1) Main Lodge – at the Tickets and Accounting door on the 1st floor, 2nd floor Lift Crew locker room or 3rd floor Roma's room storage area
 - 2) Eleven53 – Computer in the staff office beyond the restrooms
 - 3) Mountain Center – Inside the closet door between stairs leading to restrooms and Retail/Repair door
 - 4) Adventure Center – Hallway near Disabled Sports office
 - 5) Woolly's Adventure Summit lodge
- c. Hosts punch in no more than 5 minutes before meetings
- d. Everyone working more than 6-hour shifts must punch out for lunch break before the end of the 5th hour (you can work no more than 4 hours and 59 minutes without a lunch).
 - i. Lunch breaks must be 30 minutes or longer
 - ii. Punch out as soon as you leave your role, not after purchasing your food
- e. Be sure to punch out at the end of every shift

8. Start times

- a. See When I Work assignments

9. Breaks

- a. Every employee is entitled to a 10 minute paid break every 4 hours
- b. Every employee working more than 6 hours must take a lunch of 30 minutes or longer, starting before the 5th hour of your day
- c. Avoid high impact lunch times
- d. You MAY NOT cut any lines at any time

10. Ending times (based upon guest demand; shifts can end earlier or later than posted times)

11. Evaluations

- a. Supervisory staff provides formal evaluations for all seasonal employees by the end of season

Compensation and Benefits

1. Monetary Compensation

- a. Hosts are paid an hourly wage equal to the California minimum wage and are Mammoth Mountain employees
 - i. Benefits issued are based on the promised level of commitment made at the beginning the 2025 summer season and maintained throughout the current season, pending good standing
- b. Mammoth Mountain Employee Pass (only pertains to Hosts, not volunteer Naturalists)
 - i. Employee and qualified dependent season passes are issued upon agreement to provide a minimum of **20 days availability**
 - ii. Season pass may be revoked if the level of commitment is not being reached due to minimal availability during the season
 - iii. If the commitment is not reached by the end of the Host season, pass will be revoked
- c. Family vouchers
 - i. As a benefit, Hosts are eligible to receive one assigned Host voucher for use at Mammoth for each five hours worked
 - ii. Vouchers allow guests to purchase 50% discounted Bike Park or Scenic Ride tickets
 - iii. Requests for vouchers must be made at least 72 hours in advance, by email to hostvoucherrequest@mammothresorts.com, and include the quantity (a voucher for each guest/day is required) and date vouchers are needed
 - 1) Once the request is made, a return email from Host@mammothresorts.com is sent with the unique codes for each voucher requested and the private website link to the form requesting details about the guest's visit
 - 2) The code for each requested date and guest must be included on the website form
 - 3) Vouchers, redeemable for tickets, become available for either the Host or guests at all ticket sales locations to pick up to redeem for usable tickets
 - iv. This is a highly valued benefit - **Do Not Abuse It in Any Way**

2. Naturalist tickets

- a. Naturalists are offered a full price ticket for each day volunteered
 - i. Tickets can be used throughout the 2025 summer and during the 2025-26 winter season
 - ii. Tickets are good for one day of use for the Mammoth Mountain Bike Park, Scenic Gondola, Mammoth or June Mountain Ski Area or Tamarack Cross-Country Ski Area or a discounted round of golf at Sierra Star Golf Course
 - iii. Requests for tickets must be made at least 72 hours in advance, by email to hostvoucherrequest@mammothresorts.com, and include the quantity (a ticket for each guest/day is required) and date the tickets are needed

- 1) Once the request is made, a return email from Host@mammothresorts.com is sent with the unique codes for each ticket request and the private website link to the form requesting details about the guest's visit
- 2) The code must be included on the website form
- 3) Tickets become available for either the Naturalist or guest(s) to pick up at all ticket sales locations
- iv. This is a highly valued benefit – any indication of tickets being sold results in immediate termination

3. Food Discounts

- a. Hosts and Naturalists are eligible to receive food discounts
 - i. Food discounts are for you only and not available for family members or guests
 - ii. Hosts must present your Employee Pass or ID and
 - 1) Discounts are available both on and off the clock
 - iii. Naturalists receive food discounts, only during scheduled days while in uniform and only for themselves
 - iv. 50% discount – Broadway Marketplace, Eleven53 (when working), Mountainside Bar and Grill during breakfast, Sierra General Store (MMI), Snow Summit Food & Beverage locations, The Lunch Box, Yodler and WAS
 - v. 25% discount - Chip Shot Café, Eleven53 (when not working) and Mountainside Bar and Grill for dinner
 - vi. 25% discount – All Village restaurants under Levy management (Vulcania and Patty Shack in the Village, plus Whitebark at the Westin), available to you and a guest (for Host use only)
- b. There are no *regular* discounts at Lakefront

4. Sport Shop (Hosts only)

- a. All Hosts/employees receive a 30% discount in all on-mountain Sport Shops, McCoy Sports and the Mountain Center
- b. You must present your pass or employee ID for the discount
- c. As an industry expert, discounts are offered through ExpertVoice.com
 - i. After registering and selecting the “team” (Mammoth Mountain Ski Area employees), you are asked to email a modified paycheck stub

5. Sierra Star Golf Course, SNOWCREEK \$39 BEFORE 11 and \$29 after (Hosts only)

- a. Discounted tee times are available for employees, Monday – Thursday, non-holiday, on a space available opportunity
 - i. Before 11am \$69
 - ii. After 11am \$49
 - iii. 9 holes after 2:00 pm \$29
 - 1) Cart fee not included and will remain \$10 per person for MMSA employees
 - 2) Friends and Family points can be used Sunday through Thursday for \$70 and on Friday and Saturday, \$80. Carts \$15

6. Mountain Bike Park (Hosts only)

- a. Full and Part-time employees and dependents have access to trails, shuttles and Panorama Gondola

- b. Upon start of summer employment, complete all necessary on-boarding forms and take your pass to HR for updating

7. Sport School Lessons

- a. Full and Part-time employees and dependents are eligible to take lessons, space dependent, when there is at least one paying adult
- b. Special clinics can be open to either Hosts, or Naturalists with prior arrangements

8. Rental and Repair Shops (Hosts only)

- a. All Hosts receive a 50% discount on standard and demo rentals, for employee use only
- b. Present your ID to receive the discount
- c. Hosts receive an employee rate in the repair shops on equipment repairs

Eleven53 References

Click: [OPERATION PROCEDURES](#)

Click: [eleven53 operations.pptx](#)

1) Emergencies

- a.** Mobile phone
 - (1)** Call (760) 934-0611, the Mountain's emergency hotline
 - (2)** Mountain Operations answers phones daily during summer operating hours
- b.** Radio
 - (1)** 543 - Patrol Channel
 - (2)** 545 - Mountain Operations Channel, if it is not a medical emergency
- c.** Be observant of guests that could be experiencing medical emergencies due to the altitude
- d.** AEDs (Automated External Defibrillators) are located in the Summer at Bike Patrol Main Lodge, Bike Patrol Top of Mountain, MMI Front Desk and Jacuzzi, Woolly's Adventure Center, Grand Sierra Lodge Front Desk, Sierra Star Golf Course and the Garage

Missing/Lost Person Guidelines

Purpose:

Any time a child becomes lost or separated from their guardian; it is very serious. This policy establishes a procedure to resolve lost child situations as fast as possible.

Policy:

Security is the lead department in coordinating a lost child search.

A lost child search takes precedence over other work activities.

All MMSA employees need to be prepared to handle the following missing or found child situations:

1. Any child who is in the care of an employee of MMSA and who becomes separated from that employee.
2. Any child separated from their parent or guardian while visiting MMSA.
3. Any employee who has found a child who has been separated from his/her guardian.

Procedures:

Any child separated from their parent or guardian while visiting MMSA.

- ◆ Any employee who is approached by a parent who is looking for a lost child, will:
 - a) Gather information, including: adult's tele number, child's age, gender, identifying clothing and equipment of the child, where last seen
 - b) Call the emergency hot line number, 760.934.0611
 - c) Stay with that guest until relieved by Security.
- ◆ It may be necessary to escort the parent to a location where Security can meet them, stay with the parent until Security takes over.
- ◆ This is a very tense experience for the guest, so make every effort to calm and comfort them in a professional and courteous manner.

Any Host who has found a child who has been separated from his/her parent.

- ◆ In the event a child who says they are lost, or who appears to be lost, approaches an employee:
 - a) Determine if the parent/child were originally together and/or had a meeting point
 - b) Call the emergency hot line number, 760.934.0611
 - c) Take responsibility of that child, until the responsibility of that child has been transferred to a parent, guardian, Management Team Member, Security personnel or other authorized personnel
 - d) Stay in public view; do not allow yourself to be alone in a room with a lost child
- ◆ Security personnel will evaluate the age and maturity of the child in determining the next course of action (contacting local authorities, etc.)
- ◆ Quite often a search may already be underway for that child and Security can work to re-unite the child with their parent or guardian as soon as possible
- ◆ The decision whether to release or retain the child until a parent or guardian is located, will be the responsibility of Security personnel