

TAMARACK HOST MANUAL 2025-2026

HOST MISSION STATEMENT:

“WE ARE HOSTS, BE THE REASON GUESTS RETURN”

Mammoth Resorts Mission: “Give our people what they want”.

OUR GUESTS: “We give our Guests best-in-class outdoor recreation and authentic mountain lifestyle experiences.”

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Introduction

The Host Program’s mission is to HELP CREATE GREAT MEMORIES.

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

Safety

1. What to do in Case of an Accident/Emergency at Tamarack

- When you come upon an injured guest, offer them assistance.
 - Hosts should only be assisting guests with very minor injuries and cuts.
 - Offer a bandage, gauze and tape. Encourage them to handle it and have them apply the bandage.
 - If you must assist, be sure to first put on rubber gloves to protect against bloodborne pathogens and a mask if needed.
- In the case of a collision with people or dogs:
 - Both parties need to remain on scene until they have exchanged personal information.
 - If both are okay, they may go on their way.
 - If someone needs help, have everyone stay on scene and call the Yurt or 911.
 - Always call the Yurt staff.
 - You may assist with the following:
 - Get the person's name, age, address and take a photo of their pass or ticket.
 - Fill out an incident report.
 - Have anyone who witnessed the incident fill out a witness report.
 - Turn in the paperwork to the Yurt Manager to go to Ski patrol.
- If Major Emergency assistance and transport is needed:
 - **Radio or call the Yurt for help immediately** (760.934.5293, ext. 6).
 - Tell Yurt staff where you are and the nature of the injury, i.e., injured arm, injured leg, possible heart attack, etc.
 - **IMPORTANT: if the guest is unconscious or non-responsive there are specific protocols that need to be followed. Call 911! Call the Yurt for an AED! Always Call the Yurt! Yurt staff is trained in 1st aid.**
 - There is an AED at Tamarack Lodge in the very back right corner of the office in a marked upper cabinet. There may be an AED at the Ski Center/Yurt soon.
 - Yurt Staff can arrange for an ambulance if needed or transport via snowmobile with a toboggan. Only Yurt staff may run a snowmobile.
 - If you cannot get through via radio or phone, stay with the guest and send 1, 2, or 3 people to get help at the Yurt. Be sure the people you send know where you are, how to get to the Ski Center/Yurt and can ski well enough to make it down easily. Write them a note if needed. Stay with the guest until help arrives.
 - Be sure to fill out an incident report very completely so you do not forget the details as soon as possible.
 - Contact a Host Supervisor as soon as possible.
- Utilize appropriate clothing, eye protection and sunscreen as determined by the weather, and the role.
- Use Personal Protection Equipment such as gloves when picking up potential biohazardous material, trash, or touching any surfaces that have not been cleaned recently.
- Tamarack Hosts ski or snowshoe within your ability and conditions; follow the approved routes for your Ski/Snowshoe Host Level.

1. Mammoth Way Service Experience Standard/Success Activities

1) Touchpoint: Hosts

- a) Professional Appearance Requirements (PAR)
 - i) Personally clean and professional appearance
 - ii) Current nametags must be always worn on outermost garment
 - iii) Uniform clean, proper fitting and in good condition
 - iv) Jackets zipped closed 2/3 way with all pockets zipped closed
 - v) Smoking, vaping, and tobacco chewing are not allowed in uniform.
 - vi) Company uniform pants and jackets worn on duty or while traveling to or from duty only
 - (1) Not allowed while off the job, and never allowed while drinking alcohol
 - (2) When uniform pants are required when working a shift, they can be worn while recreating after or before the shifts.
 - vii) Garments may only show official Mammoth Resorts logo or message; no other logos featured on garments.

2) Touchpoint: Cleanliness

- a) Keep Area Clean
 - i) Never walk by litter without picking it up.
 - (1) Carry rubber gloves and use them when picking up trash.
 - (2) Always wash your hands thoroughly, regardless of using gloves.
 - ii) Ensure the neat appearance of outside areas.
 - iii) Help ensure walkways are easy to negotiate and as much as possible, clear of snow, ice and extraneous equipment for safety and cleanliness.
- b) Assist Guests with Trash
 - i) Provide appropriate trash receptacle at the Hut/Spur.

3) Touchpoint: Guest Entry Points

- a) Greeting Guests at the Tamarack Cross Country Ski Center/Yurt
 - (1) To the Ski Center/Yurt for ski and snowshoe rentals, retail shop, restrooms and for snacks.
 - (2) To the appropriate terrain and trails for xc skiing and ski skating.
 - (3) Up the path through the cabins for snowshoeing or walking with dogs on a leash and without dogs.
- b) Greeting Guests at the Hut/Spur
 - (1) To the appropriate terrain and trails for xc skiing, ski skating, snowshoeing, back-country skiing, walking with and without dogs.
 - (2) To the off-piste trails and public access/Lake Mary Road for snowshoeing or walking with dogs on a leash and without dogs.
 - (3) No sledding is allowed in the MMSA/Tamarack permitted area – Direct guests to the appropriate sledding areas

4) Touchpoint: Tamarack XC Ski/Snowshoe Hosts

- a) Work with the other Hosts to create a plan so everyone gets a little time to ski /snowshoe during their shift. Be flexible as you may have shorter time to ski/snowshoe when it is really busy.
- b) Hosts should ski along Lake Mary Road and report conditions to the Yurt and other Hosts as needed. Always report any safety issues.
- c) When possible and time allows, ski the outlying trails, i.e., Twin Lakes Loop, Sidewinder, Falls Track, Vista, Horseshoe Loop, etc.
- d) Only ski trails you feel very confident on so you can assist guests.
- e) Engage Guests along the trail.
- f) Assist guests in emergencies.
- g) Provide directions to skiing guests to efficiently facilitate their individual needs. Direct them to appropriate ski trails for their ski level.
- h) If a guest is having difficulty negotiating a trail, especially going downhill under control, recommend they take a lesson. Encourage guests to take lessons from a certified instructor. They can sign up at the Yurt. In some cases, you may suggest they walk down on the public access trail until they reach an area they can handle safely. You may let them know, skiing down with one ski in the track and wedge with the ski near the skating track will help them to keep their speed under control. The maps have information about lessons.
- i) Pick up debris (pinecones, branches, etc.) in the tracks and on the skate lanes and toss into the woods. Bring any trash back down to a trash receptacle.
- j) Clear all signs of snow and stand up any signs that are falling or have fallen down so they are easily readable.

2. Operating Guidelines

1) Job Requirements

- a) **SCANNING**
- b) It is our responsibility to scan all guests who are skiing with appropriate equipment and utilizing our groomed trails. Scanning should be conducted as they travel both up and down along Lake Mary Road, ensuring coverage in both directions as they pass our location.
 - i) All Hosts must be friendly and outgoing – Hosts Really Like People.
 - ii) Be as familiar as possible with Mammoth Mountain, June Mountain, Tamarack and their policies.
 - iii) Knowledge of the towns of Mammoth Lakes and June Lake is helpful.
 - iv) Hosts must be punctual, responsible, and conscientious.
 - v) Review of the Host website, <http://www.host-mammothmountain.com/> must be frequent and thorough to stay informed of schedules and policies.
- c) Tamarack XC Ski Center Hosts
 - i) Must at least be able to stand and/or walk for shifts.
 - ii) Must wear appropriate clothing for any weather conditions.
- d) Cross-Country/Snowshoe Ski Hosts
 - i) Competent cross-country skier or snowshoer.
 - (1) Tamarack early season training and clinic participation is recommended.
 - ii) Always Follow the Responsibility Code.
 - iii) Willing to ski/snowshoe/stand in any type of weather.
 - iv) Physically able to assist a guest on the hill.

2) Employee 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 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 always anticipate guest needs. Remember, Hosts create great memories in our effort to become the most visited mountain resort in the country.
 - i) Direct guests to the Mammoth Mountain website under Contact Us to allow them personal input/feedback through emails.
 - ii) When guests would like to offer Comments and Compliments not using website
 - (1) If a guest wants to communicate information immediately, be sure to write comments in your 3"x5" notebook or in your phone notes.
 - (a) Include their name, email address and/or phone number for follow up.
 - (2) Guests can submit their feedback online. www.800mammoth@mammothresorts.com
 - (3) Report comments and compliments to Host Management Team Member.
 - iii) Complaints
 - (1) Always respond in a positive manner when handling complaints; look for alternative suggestions and solutions before passing the guest to a higher authority.
 - (2) If a guest asks to speak to management, bring them directly to the Yurt/Tamarack Ski Center.

3) Uniforms

- a) Tamarack Ski Center Hosts
 - i) All employees must arrive prepared for work, except to put on ski boots or snowshoes.
 - ii) All Tamarack Hosts receive a Mountain issued light jacket and heavy jacket and black uniform pants for the season along with traction devices.
 - iii) Tamarack Host vests, more appropriate for cross-country skiing in warmer weather, are available in the employee break room below the Yurt/Ski Center for daily use. You may keep the vest overnight **ONLY** if you are working the very next day.
 - iv) Uniform jackets and/or light jacket may not be visible off ski area premises or on premises when not working, unless while traveling to and from work.
 - (1) A uniform jacket may be worn to and from your car or while on the bus.
 - (2) Whenever wearing a jacket, you must always represent your role professionally.
 - v) Wear uniform pants or black pants that are professional; damaged, soiled, pet hair covered, baggy, excessively tight/revealing or worn-out clothing is not acceptable.
 - vi) Hats may display any official Mammoth Resorts logo or official message, or be plain, without other promotional logos; manufacturer logos must not be prominent.
 - vii) The following supplies should be carried with you - Minimal 1st aid supplies are in each pack in a large Ziplock bag: Band-Aids, extra-large Band-Aids, small alcohol wipes, gauze pads, tape, gloves, masks, silver rescue blanket, hand warmers, safety pins, pen and paper and 1 Incident Witness card.
 - viii) Radios assigned daily
 - ix) Uniform jackets may NOT be worn while skiing/skating before and after your shift on workdays or on days off.
 - x) Uniform pants
 - (1) Worn on scheduled workdays and can include to and from the Tamarack Ski Center.
 - (2) Can be worn to ski or ride on scheduled workdays before or after shift.
 - (3) Uniform pants may not be worn while skiing/skating on your days off.
 - (4) Black cross-country ski pants, tights, black skirt over tights or Mammoth uniform pants are appropriate.

4) Radios/Cell Phones

- a) The radios are to be used at work, using proper radio protocols.
- b) You may not use radios if you are not working
- c) Cell phones are allowed as a tool but cannot interfere with your work
- d) Do not take personal calls while in uniform in public spaces
- e) Tamarack radios must be worn in a hip holster, clipped to a belt, in a chest pack, hanging on a pack chest strap or in the jacket IF RADIO CAN BE SECURED.
- f) **Read the Radio protocol for radio use prior to using a radio.**

5) Schedules

- a) Tamarack Hosts are made for an entire month, according to your available days, as entered in the When I Work application for the Mammoth Mountain Host Program.
- b) All Hosts are required to offer 60 days of availability over at least 4 months of the season
 - i) Within the 60 days of availability, at least 40 must be included in the "Maximum days I'd like to work" on the Host website form.

- c) Schedule availability for December, January, February, March and April is due on the preceding 10th and 20th of each month for all locations.
- d) Priority is given to those who submit their schedule on time - if you submit a schedule after the deadline, the scheduler may not be able to accommodate your input.
- e) Adhere to schedule after it has been posted, following all assigned shifts or finding coverage if you have become unavailable.
- f) Updates including additional shifts and cancellations are made frequently – check When I Work (<https://appx.wheniwork.com/scheduler>) daily for updates or set your When I Work preferences for either email or text message notifications to stay informed.
- g) Schedule changes due to personal reasons need to be initiated individually, utilizing the When I Work application.
- h) If you must reschedule a posted shift, YOU are responsible for finding a replacement.
 - i) If it is an emergency, notify a 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 showing a preference to work and reach out to those team members; ask only those team members qualified to fill your role.
 - (1) When another Host offers to fill the role, complete a “Swap Shift” request or a “Drop Shift” request, only choosing the Host(s) marked.
 - (a) Make a note on the request you have already communicated with the Host(s).
 - (b) If another team member is willing to fill your shift but not listed on the When I Work list, contact Management to request an internal change.
 - (2) If unable to find a replacement, notify Management immediately.

6) **Illness**

- a) If you are unable to report to work due to illness or for other reasons, telephone Main Lodge (760) 934-0736 AND Tamarack Ski Center (760) 934-5293, ext. 6 at least one-half hour before shift start.
- b) Do not attempt to show up for work if you are sick!**
 - i) Regular Sick time is available after your initial 90 days of employment for Mammoth Resorts and can be used for any legitimate illness or injury for yourself or a family member.
 - (1) Seasonal receive no more than 48 hours/year; unused hours are not accrued.
 - (2) Seasonal employees are only allowed 24 hours sick time/year.
 - (3) Sick hours are not a “vested” benefit; unused hours are not paid upon termination.

7) **Time Clock**

- a) Workday is used to keep an accurate record of hours and days worked.
- b) Tamarack Hosts use their 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 Workday app
 - (2) Enter your Employee Number and Password
 - (3) Use appropriate option for entering time (Punch In/Meal Out/Meal In/Punch Out)
 - (4) Be sure to answer attestation questions asked when using Punch Out.
 - ii) Time clocks are located at:
 - (1) Tamarack Lodge in the office.
 - (2) Tamarack Ski Center Break room under the Yurt.

- c) Tamarack Hosts must punch in no more than 15 minutes before shift start time.
- d) Everyone working over a 6-hour shift must punch out for lunch break before the beginning of the 5th hour.
 - i) Lunch breaks must be 30 minutes or longer.
 - ii) Punch out as soon as you leave your role.
- e) At the end of the shift be sure to punch out, answering the attestation questions truthfully.

8) **Meeting Start times**

- a) All start times are posted on When I Work assignments
 - i) Tamarack host start times may be adjusted due to snow and avalanche danger on Lake Mary Road. Check When I Work Chat for guidance on when to show up on heavy snow days. Mammoth Connect updates may help as well.
- b) All positions need to arrive prepared to work, as defined below:
- c) Tamarack Hosts
 - i) Clock in and arrive at the Yurt no more than 15 minutes before start of shift.
 - (1) Utilize the extra time to put on your ski boots and prepare equipment.
 - ii) Arrive at your start area, in boots and with equipment.
 - (1) Be prepared with traction devices, if needed for walking up the parking lot and if job requires.

9) **Breaks**

- a) All Hosts are responsible for following break rules and answering attestation questions truthfully by following the rules appropriately.
- b) Every employee is entitled to a 10-minute paid rest period during every 4-hour shift, preferably around the middle of the 4 hours; shifts of 8 hours receive 2 breaks during each 4-hour period.
- c) Every employee working over 6 hours must take an unpaid lunch period of 30 minutes or longer, starting by the 5th hour of your day.
- d) Tamarack Ski Center
 - i) Ski Center break room is located under the yurt and has a refrigerator, microwave and a large water dispenser but no running water.
 - ii) Employees can eat in Tamarack Lodge if you purchase food from Lakefront.
- e) Be sure to respect the cleanliness of our areas in all lodges, especially the tables/counters, refrigerators and microwaves.

10) **Equipment**

- a) Tamarack Hosts may use their own ski equipment.
- b) Tamarack Ski Hosts who do not have their own equipment may borrow gear from the Tamarack Ski Center daily while working. Be sure to arrive early to pick up equipment before your shift start time.
- c) Tamarack Hosts are responsible for their own equipment storage
 - i) Host may store skis and poles in the storage area under the Yurt outside of the Break room. All equipment stored below the Yurt, must be **clearly marked with your first and last name** on the equipment, for skis your names need to be either visible in the binding area or directly in front of bindings. Your name needs to be on your pole shaft.

3. How to be a Great Tamarack Host

A. Prepare for your shift

- Brings snacks and a lunch for yourself, if needed.
- Bring a water bottle.
- Bring the appropriate uniform for weather conditions. Bring extra clothes, if needed. The weather changes rapidly and by mid-afternoon in the early season it can be quite cold.
- Bring your cell phone. You may need it. Reception is spotty especially in the upper basin but cell phones often work in the parking lot and at the top of Old Mammoth Road as well as various other locations.

B. Parking

- Host Parking
 - Parking is limited at the Spur/Hut area and by the Lodge/ Ski Center so plan accordingly. Hosts are encouraged to take the orange shuttle line from the Village to Tamarack to leave more parking spaces for guests.
 - You may park at the Spur or on the road going toward the Ski Center. If parking at the Spur, be sure to park in parking spots perpendicular to the road, not parallel to the road or your car may be ticketed.
 - If you park on the road going toward the Ski Center, please park along the right side of the road by the fisherman cabin and do not park closer than the dumpster near cabin 1. Do not park in front of the cabins.
- Guest Parking
 - Guests may park wherever it is marked for parking.
 - Guests may not park at the end of Lake Mary Road going toward the gate that is marked, "No Parking". This is for turnaround and emergency vehicle access.
 - Many guests want to park along the right side of Lake Mary Road up to the gate. Signs say "park off pavement" which is not possible in the winter. There is No Parking along the road. Advise guests that they may receive a ticket if they park along the road. The road is patrolled by town police.
 - There are Town Hosts who help advise and guide guests on proper parking spots.

C. Arrival for your shift at the Yurt

- Clock in on your phone, at the timeclock in the breakroom under the Yurt or at the time clock at Tamarack Lodge inside the office door behind the front desk.
- Head to the Yurt and let the Tamarack staff know you are there.
- Sign in with the date and your name on the whiteboard on the back of the refrigerator over the radios. You will erase your name when you leave at the end of the day.
- Pick up Radio.
 - If you are the first Host of the day, be sure the Yurt Staff has a radio turned on and located where they can hear it. Also check the radio in the office is on and out of the charger.
 - Be sure your radio is in a pocket and well secured so they do not get lost.

- Pick up a Backpack with First Aid supplies
 - Backpacks to borrow for the day are in the break room under the Yurt. Check the supplies in the pack. Backpacks should be re-supplied with anything you used at the end of your shift.
 - Minimal 1st aid supplies are in each pack in a large Ziplock bag: Band-Aids, extra-large Band-Aids, small alcohol wipes, gauze pads, tape, gloves, masks, silver rescue blanket, hand warmers, safety pins, pen and paper, 1 incident Witness card. Hosts should only be handing guest bandages as needed and radioing/calling for help with any other emergency situations.
 - Maps are in the Yurt. Leashes and doggie bags are in the Hut.
 - If you prefer, you may use your own backpack or fanny pack with the same supplies.
 - Take needed items to the Hut when you go: garbage bags, doggie bags, leashes and maps.
- Checking in with other Hosts
 - Day and Afternoon Hosts need to contact all on duty Hosts either in person at the Hut or via radio as soon as they arrive to coordinate skiing times and rotation at the Hut. There is a white board in the Hut to assist with coordination and for leaving messages for other Hosts. All Hosts should be offered the chance for skiing during their shift whenever possible depending on business.
 - If you do not reach the other Host(s) by radio, go to the Hut as soon as possible and talk to the Host or check the white board if a Host is not there.

D. Daily Host Responsibilities

- Go to the Hut and Set Up for the day.
 - On the way to the Hut on the path through the cabins, be sure all snowshoe signs (little yellow signs with a snowshoer on them) are visible one to the next. Clear the snow away and pull them up higher if needed.
 - Check the sign at the start of Ulei's trail just below the Hut that states the trail is only for skiers. Clear it and pull it up higher if needed for visibility.
 - Tools should be in the Hut. The shovel may be set outside the Hut on snowy days. Set the handle into the snow, shovel up against the Hut to the right of the door so everyone can find it. Contact the Yurt staff if there is no shovel or broom.
 - At the Hut, use the snow shovel to make a path and/or steps to the Hut.
 - Be aware that the snow can build up on the roof and create a cornice. In this case, stand beside the Hut and use a shovel to break the cornice. Do not release the cornice from in front of the door below.
 - In snowy periods additional signs should be stored inside the Hut to prevent them from getting blown over and buried. Put the signs out in the designated locations in the morning:
 - "No Sledding" – place facing the road beside the path coming up from the road where the groomer will not hit it.
 - "No Sledding" – place facing the Hut beside the snowshoe path going up Panorama Dome where the groomer will not hit it.

- “Dogs Must be on a Leash” (this sign has the code number) – place facing the road beside the path coming up from the road where the groomer will not hit it.
 - “Stop” sign – place on the left of the Dome/Vista Trail Right in front of the big tree.
 - Place the A-frame, trash can, and rubber mat outside the Hut at the beginning of the trail above the gate.
 - Be sure all signs in the Hut area are clear of snow and visible by guests as they enter the area.
 - A chair can be placed outside as well if needed. Guests may use the chair for putting on their gear.
 - Ensure there is a path and or steps for guests to walk from the road to access the trails.
 - If you are the day or afternoon Host, be sure to check in with the Hosts on duty and check the whiteboard at the Hut.
- Heater in the Hut
 - Oil heater can be left on to keep the Hut warm to be used as an emergency shelter if needed.
 - Engage All of Our Guests
 - When guests arrive be sure to stand up and greet them.
 - Check guests who are using the Tamarack trails to be sure they have a current season trail pass or a day pass. Their pass should be displayed where it can be seen.
 - **All ticketed guests’ passes must be scanned.** Guests without passes must be sent to the Yurt to purchase a day ticket or pass.
 - Guests using the public access trail or snowshoeing do not need a trail pass.
 - Ask the guests about their plan, their goal for the day, where they are headed, etc.
 - Sometimes it is best to welcome guests and ask them if they are familiar with our trail system although some local guests may not want to chat.
 - Actively listen to guests to determine their need for directions and recommendations about trails to ski or snowshoe on.
 - Notice what guests are wearing to help guide your suggestions (sneakers, hiking boots, snow shoes, skis, snowboard, back country or XC skis) to direct them toward proper trails.
 - Make sure guests and visiting employees have the correct pass.
 - Tamarack Ski Center and trails are a Mammoth Mountain permitted area. Although it is on Forest Service land, this means Mammoth Mountain controls the use of the area and trails similar to Mammoth Mountain Ski Area. There is public access up Lake Mary Road for walkers with and without dogs, snowshoers, backcountry skiers and splitboarders. Only those who do have a trail pass and are using skis that fit in the tracks may use the groomed ski trails.
 - Ask guests to see their pass if not displayed where it can be seen.
 - MMSA employees need to go to the Yurt to pick up their complimentary Tamarack season pass before they ski.
 - IKON pass holders can go to the Yurt to purchase their Tamarack pass. They receive 20% off prior to Tamarack opening.

- Black Pass holders should pick up a Tamarack Pass but can ski with their Black Pass if they prefer. Picking up a Tamarack pass allows the guest to display the Tamarack Pass and will not have to stop to show their pass to Hosts while they are skiing and also allows the Ski Center to better track who uses the trails.
 - From the Hut, guests can walk or ski down the trail between the cabins which is groomed with no set tacks to go to the Yurt to purchase or pick up a pass.
 - Snowshoers using the snowshoe trails do not need a pass.
 - Only skiers on the groomed XC striding and skating trails need to purchase a trail pass.
 - Only paying/ticketed guests with skis that fit in the tracks may use the tracks. Guest with backcountry skis may not use the striding tracks or skate lane even if they have a season pass. Backcountry skiers and splitboarders may not go down the skate lane.
 - Wheeled vehicles including any type of bike are not allowed on the public access trail or the groomed ski trails at any time until after the xc ski area closes.
 - Designated enclosed child trailers are allowed on the groomed ski trails if the skier has a trail pass.
- The closest restrooms to the Hut/Spur are down the trail through the cabins to the Ski Center/Yurt.
- Hosts should be at different locations or skiing. Hosts should not be hanging out together except for brief communication times.
- Dogs on the Trail
 - Inform dog owners that their dogs must to be on a leash at all times, if they are not on a leash already.
 - Extra leashes are in the Hut. Hosts should carry leashes in their pack.
 - Explain to guests they need to keep their dogs on the public access trail up Lake Mary Road (marked red on the map) and off of the XC ski tracks and skate lanes at all times.
 - Dogs off leash can be very dangerous for fast moving skiers as well as the dog if they were to run out toward the skiers. Leashed dogs help to keep everyone safer. Dog owners are liable for any injuries to skiers as a result of their dog's behavior. Collisions can injure the animal and skier. There have been dog fatalities in the past.
 - Check to be sure guests have doggie poop bags to clean up after their dogs. Offer bags to guests if needed. They may use the trash basket at the Hut to dispose of the used bags.
- End of the Day
 - The Afternoon Host needs to put the A-frame sign, trashcan, mat, chairs and tools back in Hut.
 - If snow is expected the shovel can be left outside the Hut near the door in a place it can be easily found in order to shovel out the Hut door. Place the shovel securely near the door, handle down into the snow, shovel up, so not to get buried.
 - The trash needs to be taken down to the dumpster every afternoon at end of the shift.
 - Trash left in the Hut, no matter how little, can attract bears.
 - Dispose of trash in the dumpster in the parking lot. Please do not leave trash from the Hut at the Yurt for Yurt staff to have to deal with.

- Any lost and found items should be taken to the Yurt where there is a lost and found bin at the end of every day.
- Be sure the door to the Hut is securely closed especially when weather is expected. You may need to clear the door frame of snow in order to close securely.
- Return your backpack and vest to the break room. Remember to remove your personal items from the backpack and vest pockets.
- Turn off and return your radio to a charger in the Yurt.
- All Hosts should check out with the other Hosts and Yurt staff at the end of their shift.
- Sign out by erasing your name from the sign in sheet.
- The Yurt closes at 4:00 pm so the afternoon Host should head back to the Yurt by at least 3:45 pm in order to return your backpack, vest and radio and check sign.

4. Skiing while Hosting

- Work with the other Hosts to create a plan so everyone gets a little time to ski during their shift. Be flexible as you may have shorter times to ski when it is really busy.
- Hosts should ski along Lake Mary Road and report conditions to the Yurt and other Hosts as needed. Always report any safety issues.
- When possible and time allows, ski the outlying trails, i.e., Twin Lakes Loop, Sidewinder, Falls Track, Vista, Horseshoe Loop, etc.
- Only ski trails you feel very confident on so you can assist guests.
- Engage Guests along the trail.
- Assist guests in emergencies.
- Provide directions to skiing guests to efficiently facilitate their individual needs. Direct them to appropriate ski trails for their ski level.
- If a guest is having difficulty negotiating a trail, especially going downhill under control, recommend they take a lesson. Encourage guests to take lessons from a certified instructor. They can sign up at the Yurt. In some cases, you may suggest they walk down on the public access trail until they reach an area they can handle safely. You may let them know, skiing down with one ski in the track and wedge with the ski near the skating track will help them to keep their speed under control. The maps have information about lessons.
- Clear all signs of snow so they are easily readable.
- Pick up debris (pine cones, branches, etc.) in the tracks and on the skate lanes and toss into the woods. Bring any trash back down to a trash receptacle.

A. Ski Center / Yurt Services

- The Yurt has striding/classic ski rentals, skate ski rentals, boots, poles and snowshoe rentals.
- The Yurt offers striding/classic and skate ski lessons. Guests can see info on the back of the trail map or inquire at the Yurt.
- Ski tuning, repairs and waxing are available at the Yurt.
- The Yurt has many retail items which are mostly geared toward Nordic skiing.
- The Yurt has limited snack food and drinks.
- The Yurt offers Sunset and Full Moon Snowshoe Tours. Guests can purchase tickets at the Yurt. The schedule of tours is at the Yurt.
- Free Naturalist Snowshoe Tours

- Guests can meet outside the Yurt for the free Naturalist Snowshoe Tours which start at 10:30 am on Fridays, Saturdays, Sundays and holiday Mondays as well as throughout the Christmas holidays. Snowshoe rentals are available at the Yurt.
- Promote paid and free tours by informing guest of the days and times of the tours.
- Refer to the back of the Trail map for more details on lessons and clinics, rentals, discounts, tours and route progressions.

B. Tamarack Lodge Services

- There are restrooms at the Lodge to the right of the front desk and down the hall.
 - Skiers and snowshoers should be directed to the restrooms outside of the Yurt when possible.
- Tamarack Lodge has food and drinks for residents and visiting guests. Check with Lodge staff for availability.
- The Lakefront Restaurant and bar are at the Tamarack Lodge. Space is limited so reservations are encouraged.
- There are cabins for Lodging at Tamarack. Direct guests to inquire at the front desk.

C. Shuttle Service

- Be familiar with shuttle bus routes and times.
 - The Orange line comes up to Tamarack from the Village.
 - Download the Transit App or go online for more details:
<https://fivestarlodging.com/wp-content/uploads/2015/07/Winter-Transit-Map.jpg>

D. The Trails

- Engage all Guest along all trails (ski trails and public access trails) when possible.
- Be familiar with the trail system and always carry trail maps and offer them to all guests.
- Know appropriate trails for guests; beginner/green, intermediate/blue, expert/black, snowshoe/yellow and walking/red.
- One Host should be skiing trails whenever possible. All Host should communicate in person or via radio to coordinate times to ski prior to going out to ski.
- Trail Details
 - There are highlighted ski routes on the back of the trail map that guests can explore if they are looking for some guidance with regard to terrain routes for their ability.
 - The easiest area for beginners is the flat tracks leading away from the Yurt (purple on map). Skiers can go back and forth on these tracks to practice their technique before venturing out farther. Lessons are taught here so free skiers should try not to impact lessons. This area is marked in purple on the map.
 - Twin Lakes Loops are the next beginner/easier trails.
 - SBS and Ueli's Allee are the next easiest/advance beginner trails to explore. A skier needs to be able to control their speed to enjoy these trails.
 - Twin Lake Road is marked beginner/green but it is much more difficult than Twin Lakes Loop especially coming down. Skiers should be able to slow down and control their speed before going up Twin Lakes Road.

- The trail up Lake Mary Road from the Hut is also steeper than the beginner loops and skiers should be able to slow down and control their speed confidently.
- Intermediates and experts can check the trail map for fun places to explore. Open trails depend on snow conditions. Intermediate (blue) and expert trails (black) may not be open or groomed due to low snow depths in the fall and spring.
- There are Slow Areas that are marked with large SLOW banners where skiers need to slow down and control their speed. Hosts should be familiar with these areas.
- Be familiar with snowshoe trails.
 - Many snowshoe trails are user made and can lead anywhere so help guests know where they are going.

E. Radios/Cell Phone Use

Standard Radio Protocol

Other hosts, supervisors, ski patrol and guests are counting on us to be an expert at using the radio for communication. Since the reputation of our department is shaped in part by the quality of each Mtn Host's radio transmissions, it is important for all Mtn Hosts to learn and follow these procedures. Take the time and effort to become an expert at radio usage. The primary purpose for following the standard radio protocol is to insure timely, accurate transmission of essential information.

NOTE: This is a supplement to the existing MMSA Mountain-wide Radio Protocol available on the Host website. Make sure you read MMSA Mountain-wide Radio Protocol for the basics about radio use. This information is intended to address specifics related to the Tamarack Host Program and provide information necessary to fulfill your responsibilities.

- Radios are assigned daily.
- Radios are to be used at work, using proper radio protocol.
- You may not use radios if you are not working.
- Cell phones are allowed as a tool but cannot interfere with your work.
- Do not take personal calls while in uniform in public spaces.
- Tamarack Host radios must be worn in a hip holster, hooked on a belt, a chest harness, hooked on chest strap of pack or in a jacket pocket. Be sure the radio is SECURED.
- Be sure you have the radio on your person and can hear it at all times and respond in a timely manner. It will be very hard to hear the radio if it is in a pack.
- Never use profanity, inappropriate comments or "CB lingo"
- Do not say "over", "roger", etc.
- Be aware of radio use around guests, turn the radio down especially if the conversation is not appropriate for who is near you.
- If two people with radios are close together you will get radio feedback/loud squeals. One person needs to step away or turn down their radio to prevent radio feedback.
- How to use and talk on the radio
 - Turn radio on with the top circular switch.
 - Rotate the channel switch to show Tamarack Yurt. The radio will verbalize what channel you are on. You are now set up to operate on the Tamarack Yurt channel.

- Be sure the radio is on the Tamarack Yurt channel before talking. The same radios are used at Mammoth Mountain so everyone can hear you when they are on scan.
- Always wait for the radio to be clear before talking.
- When calling someone on the radio, press the side call button and wait until you hear a bleep before speaking so the repeater will connect and your whole message will be heard.
- If you hear a low Boop sound, it means the repeater is busy and your transmission will not go through. Try again a few seconds later.
- Talk in a normal voice and hold the radio/mic about 5"-6" away from your mouth to avoid distortion of your voice.
- A repeater system is used so when responding to someone, speak immediately after they finish to keep the repeater open. If you hesitate, key the radio and wait until you hear a bleep before speaking.
- When calling another Host, say:
 - "19 their first name....19 your first name...19 their first name", example: "19 Robin, 19 Sophie, 19 Robin". You are identified as a Host by saying 19.
- Wait until the person you are calling responds before transmitting your message.
- When answering a radio call, respond:
 - "19 your first name...your location", example: "19 Robin, at the Hut"
- When calling the Ski Center: example:
 - "Ski Center...19 Sophie...Ski Center"
- Think before you speak. Once the person you are calling responds, transmit your message. Keep conversations brief and to the point. Use plain language.
- Indicate that a transmission to you has been received and understood by saying "copy" or acknowledge with a simple "10-4." You may repeat the instructions to clarify or to be certain you received all details.
- Do Not say "over" or "roger" at the end of your transmission.
- If your radio is low on battery, it will sound a different bleep and go dead immediately. Time to put it in the charger.
- Be sure to turn your radio OFF before putting back in the charger at the Yurt. Make sure it is against the back bracket and gently set it in the charger. Be sure the light comes on so it charges properly.
- Sign out (erase your name from the sign-in sheet) before you leave.
- Using Plain language is best but a few 10 code numbers may be used:
 - 10 Code**
 - 10-4 Message received, copy
 - 10-7 Out of Service (when going to lunch or end of day) – used at MMSA
 - 10-8 In Service (starting work) – used at MMSA
 - 10-9 Repeat – or just say, "Please repeat"
 - 10-20 What is your location
 - 10-22 Disregard last transmission

F. No Sledding at Tamarack

- There is no sledding allowed in the Mammoth Mountain permitted area of Tamarack Ski Center, trails, and surrounding area.

- There are “No Sledding” signs at the Hut/Spur and at the Yurt. Be sure the signs are not covered by snow and are visible.
- Guests may be disappointed so take the time to explain why it is dangerous to sled near skiers and other guests.
- Direct guests to areas where sledding is allowed and safer.
 - Out the Scenic Loop about ½ mile.
 - Recommend that they wear a helmet when sledding and avoid heavily treed areas.

G. Avalanche Control - Lake Mary Road Closures

- On heavy snow days patrol may need to do avalanche control above Lake Mary Road. In this situation, the gate will be closed until blasting is completed and the road is cleared.
- A post may be made on When I Work under the Tamarack Chat the evening before or early in the morning if avalanche work needs to be done. Watch the WIW chat for updates and to find out when Lake Mary Road will be open and what time to report to work. You may need to delay your start time. **Please Do Not** contact, text or call, Tamarack Director (Dave Schacht) or Manager (Karin Fuller), they are busy.
- There may be information on the Mammoth Connect app as well.

H. Drone Usage

- Based on safety concerns for guests, employees, and resort property, as well as concerns for individual privacy, Mammoth Mountain prohibits the operation or use of unmanned aerial systems (commonly referred to as drones) by the general public – including recreational users and hobbyists. Drone use is permitted only upon obtaining written authorization from Management. This prohibition includes drones used for filming or videotaping, as well as any drone used by media or journalists operating above or within any Mammoth Resorts boundary. Violation of this policy may result in loss of lift privileges and/or prosecution under applicable law. Please contact a resort representative in Administration if you have any questions.

