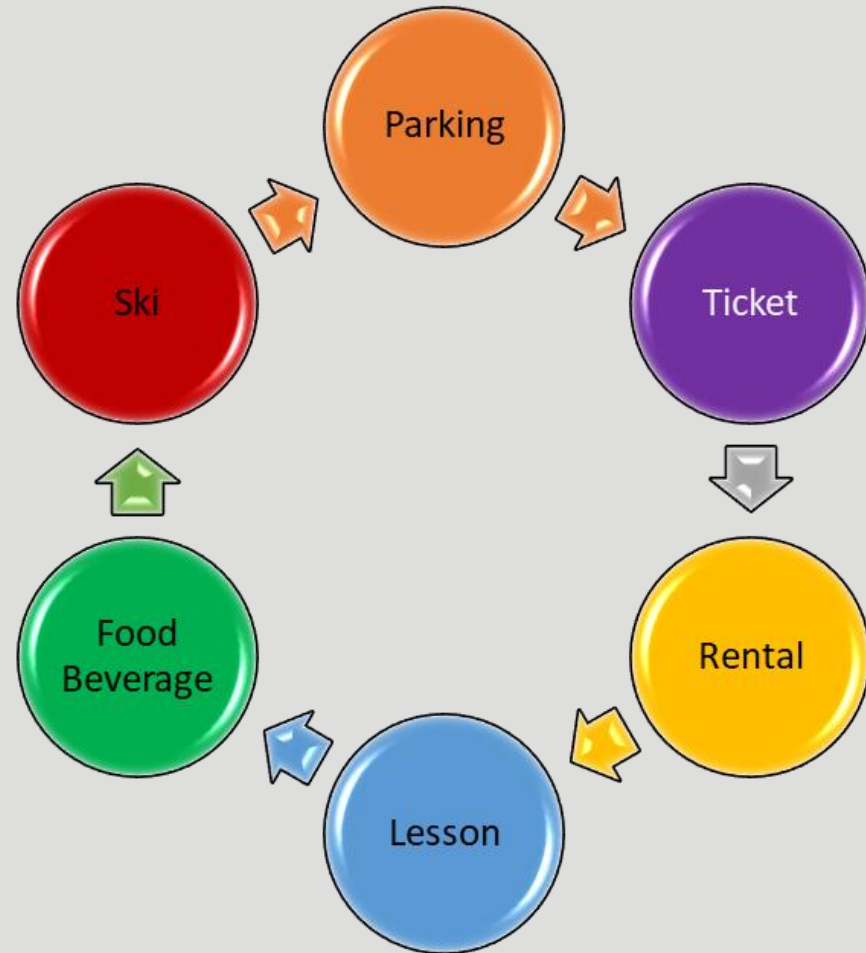


Load/Unload Parking 2024/2025

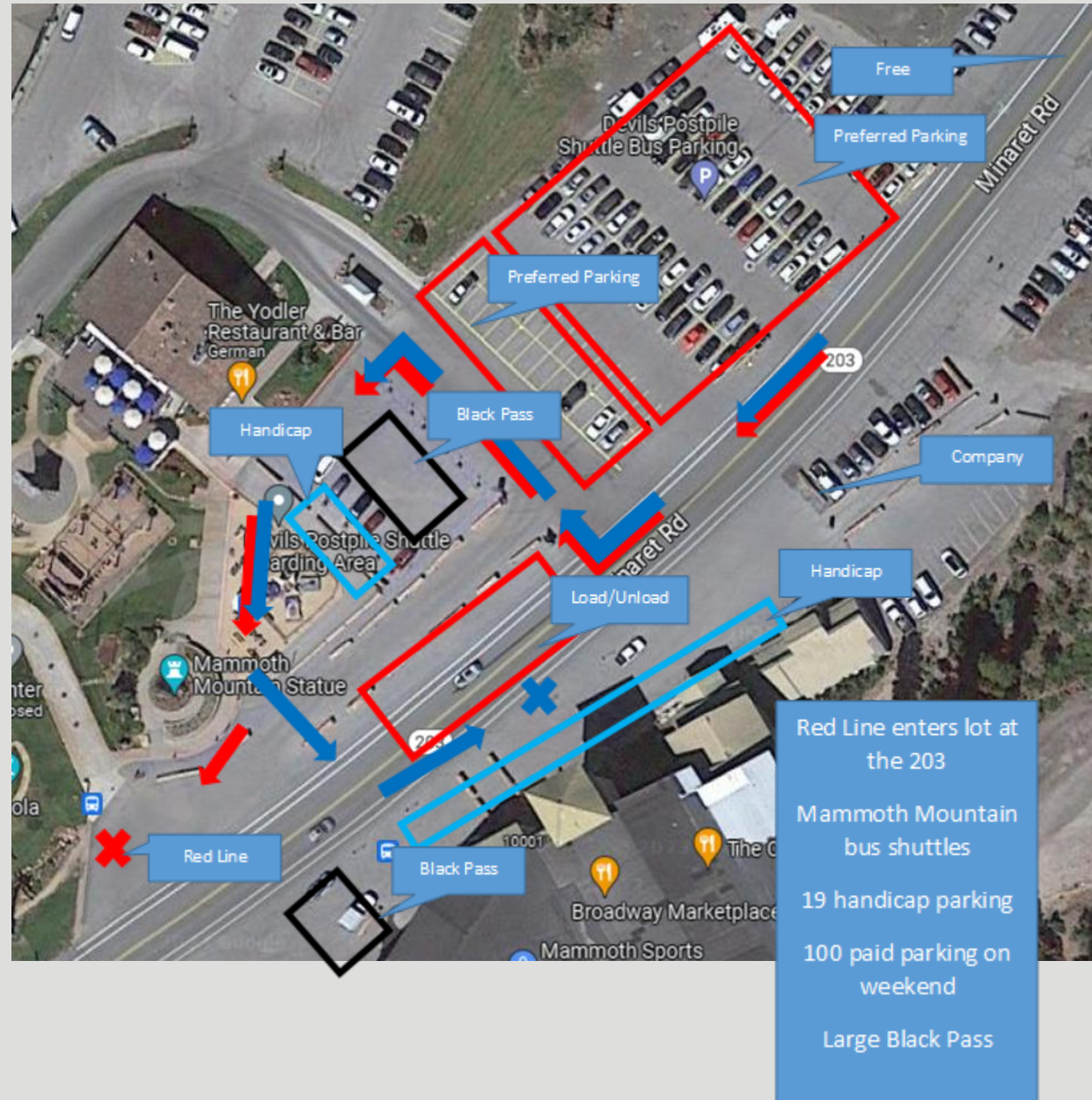


Objectives

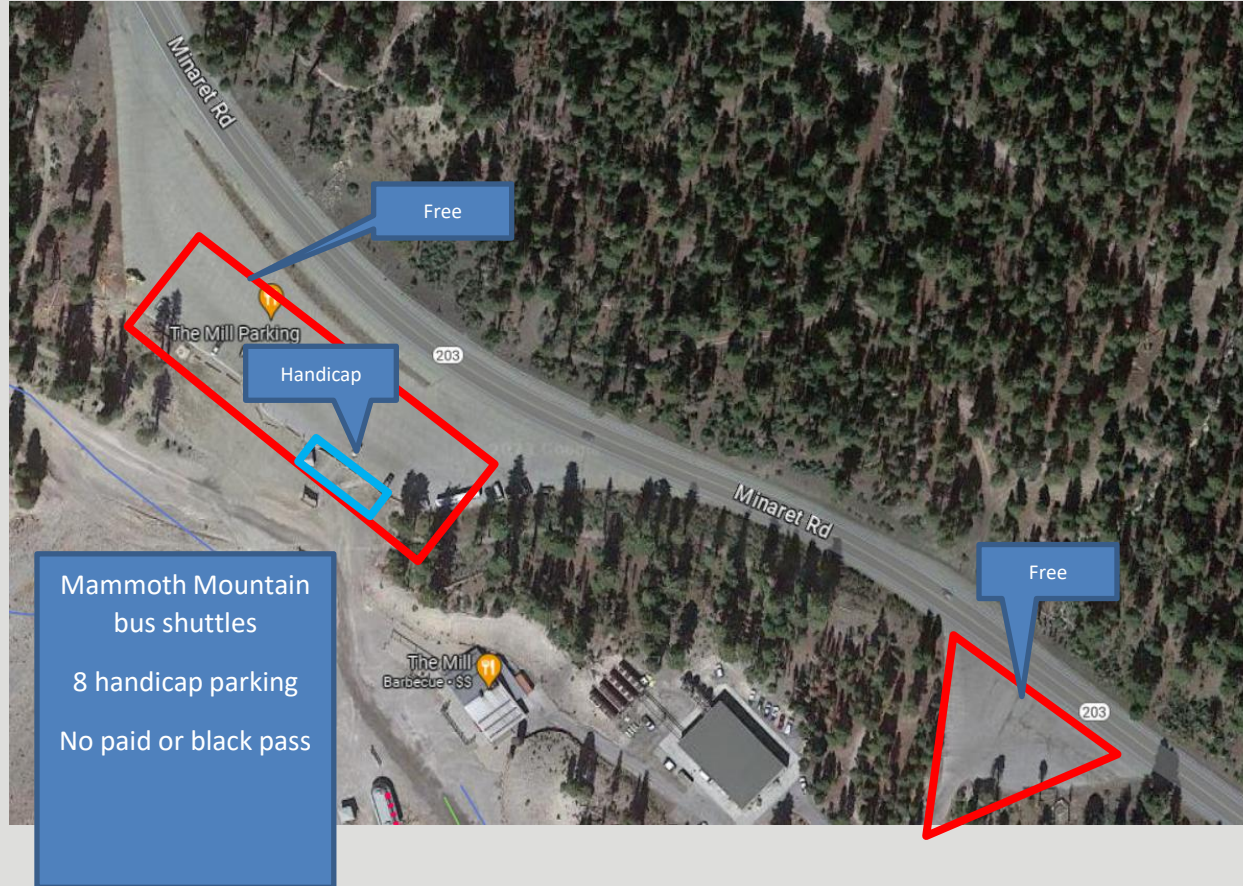
- The Parking Lots
- Hosts Role and Goals
 - Goal #1 - Keep Traffic Moving
 - Goal #2 – Welcoming first interaction
- Traffic Flow Philosophy
- Black Pass/Handicapped/Preferred/Bus Zones
- Safety
- Customer Service

THE PARKING LOTS

Main Lodge



The Mill/Chair 2 & Chair 4

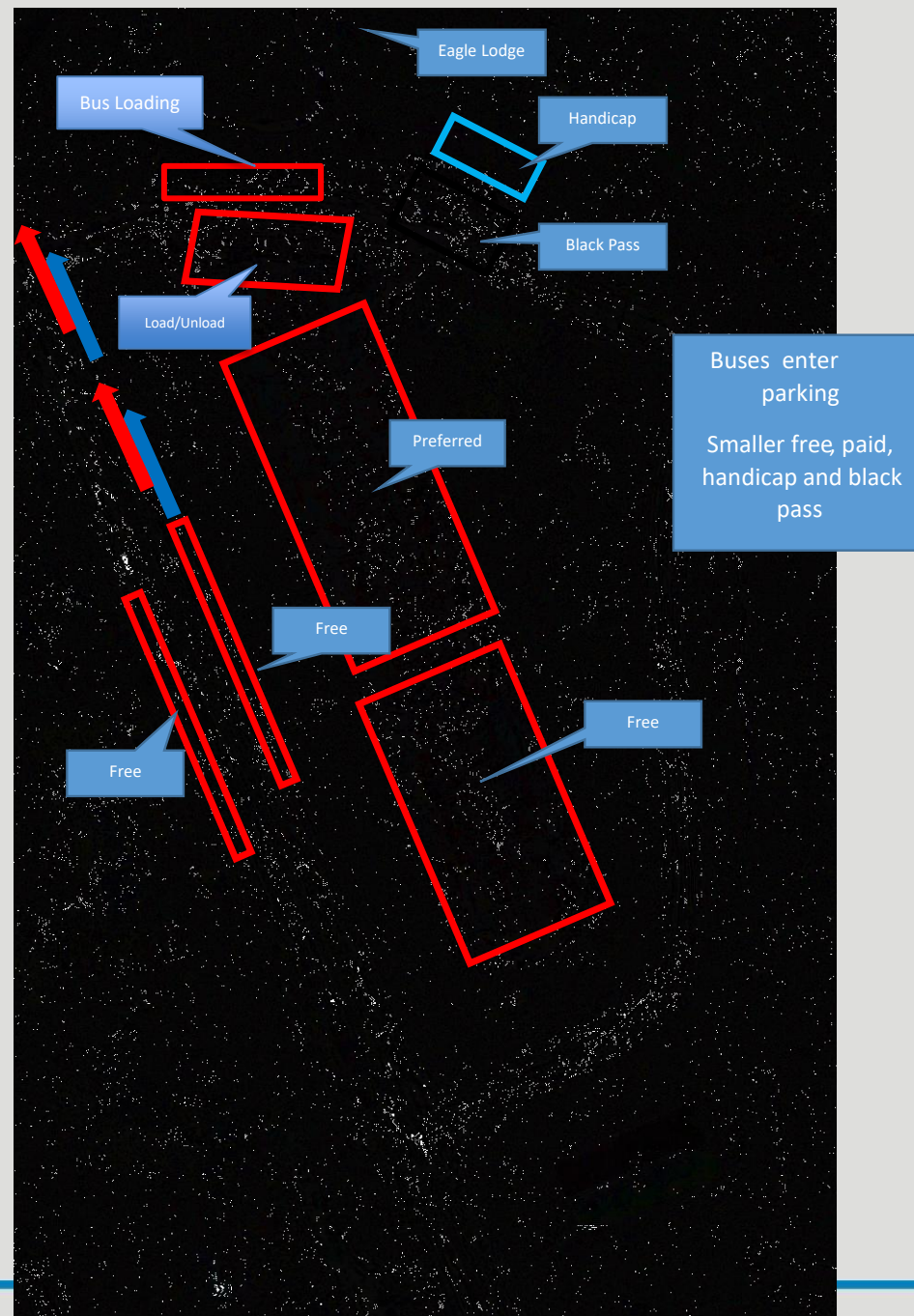


Mammoth Mountain
bus shuttles

8 handicap parking

No paid or black pass

Eagle Lodge



Canyon Lodge



THE ROLE OF THE HOST

Host Goals In This Area

Three goals:

1. Keep traffic moving
2. Provide a welcoming first interaction
3. Make it a safe place

Our Role In Front Line Loading/Unloading

- Hosts will be working Front Line (loading/unloading)
 - Direct vehicles
 - Welcome guests for a positive first interaction
 - Inform of policies – where to park and not
- Shifts
 - AM shift – TBD by department scheduler
 - PM shift – TBD by department scheduler

Goal 1- Keep Traffic Moving

- Direct vehicles to open unloading spots
 - Pull forward as far as possible to use the space most efficiently
 - Try to fill from Right to Left
 - Leave open lanes for cars to pass through
- Inform policies to keep traffic moving
 - Protect the Mammoth Black Pass
 - Answer Handicapped Parking questions
 - 10-minute time limit

TRAFFIC FLOW PHILOSOPHY

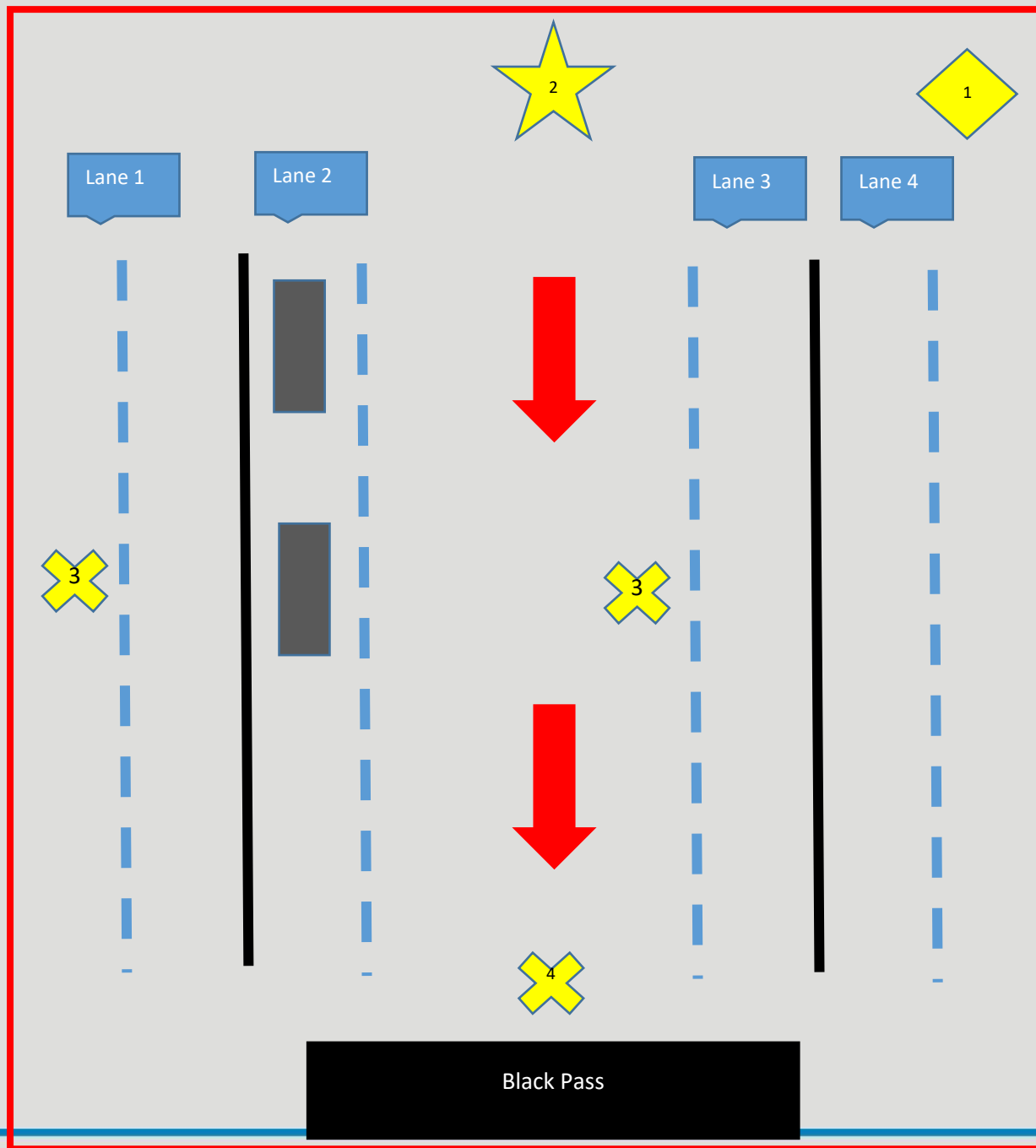
Front Line Layout

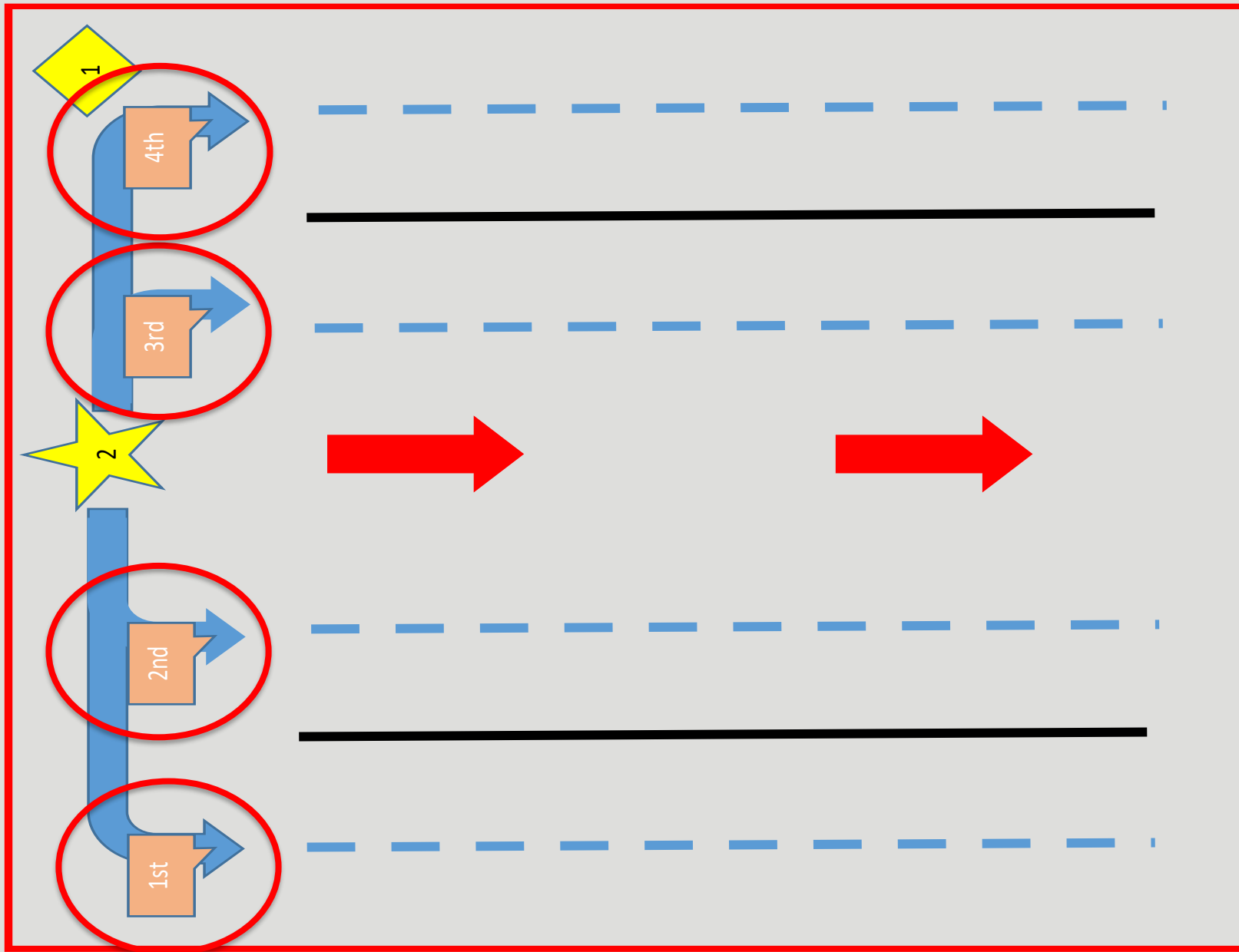


Maine Lodge Front Line with open passing lane

Flow Positions

1. Traffic Flow Director (only on very busy days)
2. Point Person – direct traffic to lanes
3. Lane Attendant – direct cars to parking spot
4. Mammoth Black Pass Ambassador – ensure Black Pass only





Right to Left

Try to fill lanes
from Right to Left.

This may not
always be possible,
but it is a good
practice to attempt

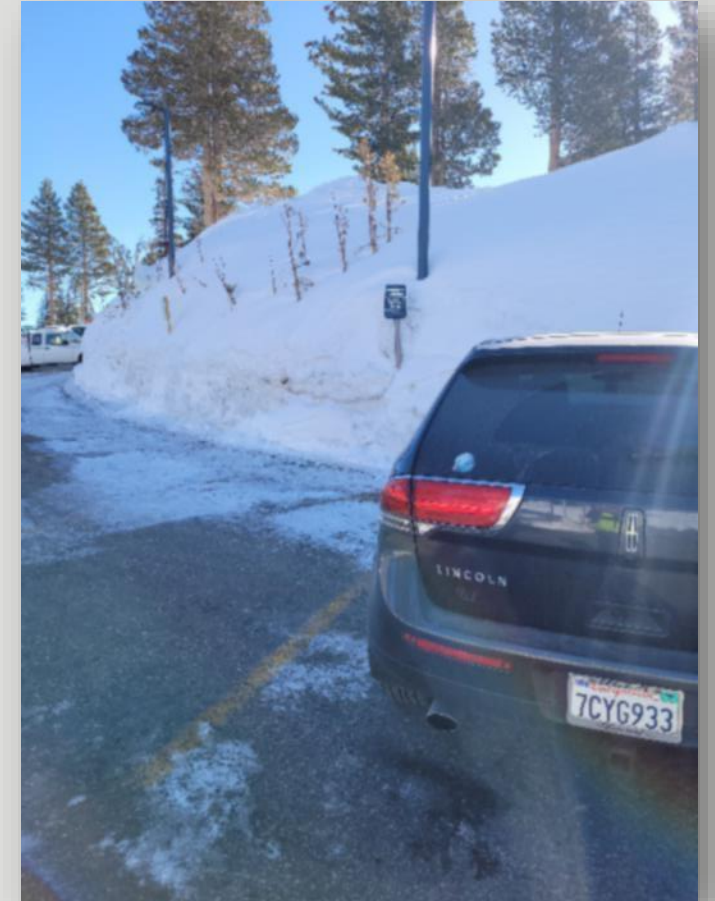
Goal 2 – Welcoming First Interaction

- Cultivate a fun, welcoming atmosphere
 - Very first interaction, make a good impression
 - Start day off on the right foot
- We never know their situation
 - Driven 6 hours with kids screaming the whole time
 - Avoid beginning aggressively but know when to become firm
 - Know when to be friendly – you get more with honey

THE PARKING ZONES

Mammoth Black Pass

- Mammoth Black Corporate and Premium Pass Holders ONLY
- This does not include Mammoth Black Limited holders
- Keep an eye out for
 - Vehicles parked in Mammoth Black area without proper pass
- Inform driver of policy (Mammoth Black Pass parking only)
- Radio for enforcement assistance if needed
- *Review Mammoth Black training*



Handicapped Parking

This section is for your knowledge if you choose to say something.
You are not expected to enforce.

Handicap Parking

- A qualified permanently disabled person may obtain a blue Disabled Person (DP) placard or DP License Plates for all their vehicles.
 - Lost the use of one or more lower extremities or both hands
 - A diagnosed disease that substantially impairs or interferes with mobility
 - Unable to move without the aid of an assistive device
 - Specific, documented visual problems, including lower-vision or partial-sightedness



Handicapped spaces are indicated by blue lines and handicapped sign.
Loading dock (NOT A PARKING SPOT)

Handicap Parking

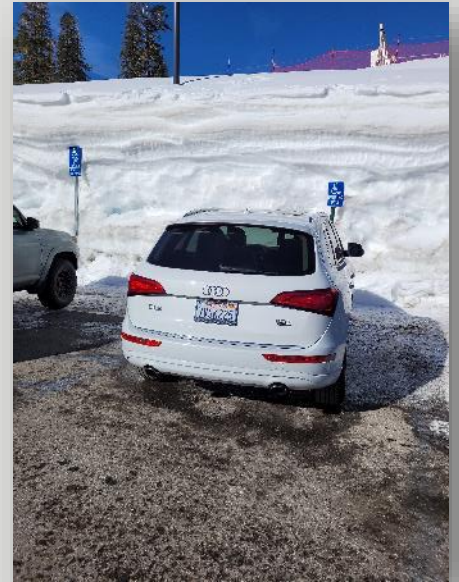
- Illegal to:
 - Lend a placard to anyone else
 - Use someone else's placard
 - Forge a licensed medical professional's signature
 - Possess or display a counterfeit placard or license plates
 - Provide false information to obtain a placard or license plates
 - Alter a placard or placard identification card

Questions You Can Ask

- Is the person who the placard is assigned to present within the vehicle?
- Do you have the accompanying paperwork with the placard in the vehicle?
- Check the expiration date
- Do not try to be law enforcement. If you feel there is a flagrant violation, notify your supervisor who may escalate to the Mammoth Lakes Police Department.

MMSA Handicap Parking

- 20% more handicapped spots than required by ADA
- Once full there is nothing we can do.
- Having a handicapped placard does not reserve a spot



Preferred Parking

- Parking personnel will be manning Preferred Parking
- Cost is \$35.00 per space
- Contactless Payments via Credit Card
- Contact Parking Manager on duty for any solutions



Bus Zone

- No Parking in Bus Zone
- No Loading/Unloading in Bus Zone
- Bus Zones vary from lodge to lodge
 - Eagle Lodge
 - New bus drop off in Load/Unload zones – Green Line
 - Canyon Lodge
 - Drop off at center island – Blue Line
 - Line from Canyon to Eagle – Yellow Line
 - Main Lodge
 - Drop off under Gondola – Red Line
 - Drop off by Unbound entrance – Mammoth Shuttle



SAFETY

Goal 3 - Safety

- Limited Visibility - Blinding Sun or Snow
- Clear guests for emergency vehicles
- Wear appropriate clothing and accessories.
- Don't stand in front or behind a car
- Wear traction devices when slippery
- Never turn your back to approaching vehicles
- Make yourself visible to drivers



Hand Signals

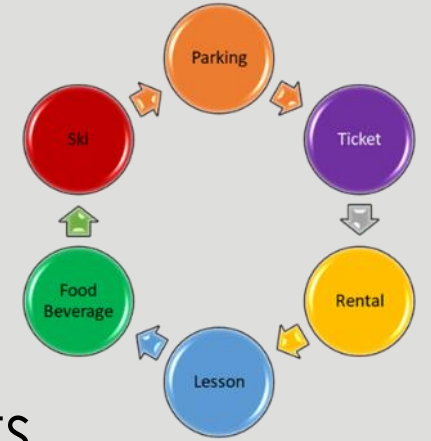


Use Radios

- Learn proper radio protocol
- Begin radio call with
 - 19 – (the name of the person you are contacting)
 - 19 – (your name)
 - 19 – (the name of the person you are contacting)
 - Be succinct and brief
 - Only the facts
 - Reduce unnecessary chatter

CUSTOMER SERVICE

Parking Customer Service



- “Let Me Help You”
 - You are the first and last point of contact for our guests
- Provide guests with great and efficient service
 - Smile
 - Maintain a positive attitude
 - Quick problem solve
 - Personalize your service
 - Help guests
 - Use active listening
 - Proactively Help
 - Conflict Resolution

Alternatives to the Parking

- After parking is full, guests ask,
“Where else can I park?”
- Question to the guest:
“Do you have parking that comes with your lodging?”
- Answer:
“We have an excellent mass transit system in town and it’s free. You may want to go back to your lodging and take one of our city shuttles to the lodge of your choice.”
 - The Red line will take you to the Main Lodge
 - The Blue line will take you to Canyon
 - The Green line will take you to Eagle
 - The Village Gondola will take you directly to Canyon Lodge

Guests may be confused!

- Front line can be chaotic and confusing
- First-time guests may not know what to do
- If a guest stops in the wrong spot:
 - Say “Sorry we didn’t catch you in time. Let me show you where you can park to unload”
 - Never say “You are stopped in the wrong spot. Why did you park here?”
- You may need to become more firm with them, but do not begin aggressively



The Ski Team Parent

At Main Lodge

The Ski Team Parent

1. Inform driver of the limited time in which to drop off race team participants – 10 minutes
2. If you receive a negative response from the driver, use your cellular phone to take a picture of
 - a) Their Pass (you may ask but probably won't happen)
 - b) Their face – not children's
 - c) Their car's license plate and car
3. Report incident to your manager or supervisor and accompany pictures taken
 - a) When reporting, please follow the "Who, What, How, When and Where" method
4. Management will follow up with Race Team management

Things You Should Know About

- Doctor's Pass – Mammoth Hospital has a doctor on duty pass and they usually park near the front
- Green Sticker – this bright green sticker indicates a parking infraction
- Boot fee (\$100) – for serious infractions, security or parking may boot the guest car to collect a fee
- When Eagle and Canyon full, suggest that guests go to Highway 203, Main or The Village Gondola

Have you been paying attention?

1. True or False: Big snow days it's OK to wear your skis in the loading and unloading zone while directing traffic
2. True or False: Always stand in front or behind a car.
3. True or False: Guests who are unloading their children and/or equipment can park their vehicle in the Guest Drop-Off Zone for a maximum of 30 minutes.
4. True or False: It is your responsibility to be parking lot enforcement.
5. True or False: Always wear a reflective vest, traction devices, eye protection, sunscreen and additional protective gear.
6. True or False: Mammoth Black Premium and Corporate pass holders are the only guests who can park in the Mammoth Black parking.