

Lodge Hosting

JSL Entryway Host Greeting

Host Orientation/Kick Off

October 25, 26, 27 2024

JSL Host - Cheerful Welcome to JSL Guests

- Clock in/out at Eagle - Wear high visibility vest
- Check at JSL front desk when arriving and leaving
- Stand next to the “Guests Only” sign about one car length into driveway entrance
- Adapt location depending on weather, sun, traffic, etc.
- Offer friendly greeting to every driver and vehicle
- Politely restrict access to authorized vehicles
- Send unauthorized vehicles around loop of JSL drive to exit

JSL Host Position



Vehicles Authorized to Enter the JSL Driveway

- JSL guests, including those staying in properties above JSL
- Emergency, police and fire vehicles
- Buses, taxis, Uber, Lyft, and shuttles
- Delivery vehicles both commercial and requested by a JSL guest (i.e. pizza, etc.)
- Vehicles dropping off or picking up JSL (but not Eagle) employees
- Mammoth Mountain vehicles, JSL vehicles and other repair or service vehicles

Important Safety & Functional Concerns

Host's primary purpose is to ensure safe and smooth flow of vehicle and pedestrian traffic

- Blinding sun to drivers
- Uncontrolled pedestrian flow through and near intersection
- U-turns in intersection by vehicles to park on Meridian
- Drivers and pedestrians asking questions of the Host greeter
 - respond briefly and disengage quickly but politely
- Don't direct traffic in the intersection of Meridian and the Eagle parking lot entrance

Quiz Questions - 1

1. The most important aspect of JSL greeting is:
 - a) *Providing accurate information to all questions*
 - b) *To ensure safe and smooth flow of vehicle and pedestrian traffic*
 - c) *Prevent unauthorized vehicles from entering the JSL loop*
 - d) *Allow only "Service Animals" into JSL*
2. At the beginning of the shift the Host should:
 - a) *Clock-in at Eagle Lodge*
 - b) *Move the Host Nametag to a high visibility vest to be worn during the shift*
 - c) *Check in with the JSL Front Desk staff*
 - d) *All of the above*

Quiz Questions - 2

1. If it is snowing heavily the Host should:
 - a) *Consider driver visibility and adjust working position accordingly*
 - b) *Direct traffic to help drivers avoid sliding into each other*
 - c) *Ask the Front Desk staff if it is okay to leave early*
 - d) *Wear appropriate clothing, goggles and personal traction devices*
 - e) *A and D*
2. If a van with 8 members of a ski club arrives to unload passengers near the Eagle – JSL driveway the Host should:
 - a) *Demand that the vehicle leave immediately*
 - b) *Allow the club members to unload this time only*
 - c) *Direct the van around the loop to the Eagle parking drop-off area*

Quiz 1 - Answers

1. The most important aspect of JSL greeting is:
B - To ensure safe and smooth flow of vehicle and pedestrian traffic

2. At the beginning of the shift the Host should:
D - All of the above
 - a) Clock-in at Eagle Lodge*
 - b) Move the Host Nametag to a high visibility vest to be worn during the shift*
 - c) Check in with the JSL Front Desk staff*

Quiz 2 - Answers

1. If it is snowing heavily the Host should:

E – *a) and d)*

a) Consider driver visibility and adjust working position accordingly

d) Wear appropriate clothing, goggles and personal traction devices

2. If a van with 8 members of a ski club arrives to unload passengers near the Eagle – JSL driveway the Host should:

C - Direct the van around the loop to the Eagle parking drop-off area



A MAMMOTH RESORTS PROPERTY