

Lodge Hosting

Kick Off Meeting
October 26-27, 2024-25

If you feel sick...

STAY HOME

Drop your shift on When I Work

Note that you are sick

Host Attitude

- Our strongest quality at the Host program is our ability to adapt to situations in a positive way
- Have a **plan** and **adapt** to reality in a **positive** manner

Have a Plan

- **Know what you are doing** for the day and be prepared
- Review the **rap sheet** and **daily briefing sheet** before coming into work
- Attend briefing meeting in office when you first arrive

Change can be constant

- Every day can be totally **different** from the day before
- Be prepared to **adapt to situations**



Have a Positive Attitude

- If you come to work with a **positive attitude**, it makes it easier on guests, your co-workers and yourself
- Be considerate of your co-workers. Rotate with each other
- Have **fun** with it!



Resort entry points

- Offer warm friendly greetings
 - Make them feel welcome
- Answer any questions and promote programs/activities
- Direct guests to where they need to be
- Ask if they purchased tickets online
 - Scan barcode in ticket pickup box
- Watch for guests who look confused – ask how you can help them



Ticket Areas

- Answer questions and direct guests to ticket counter if needed
- Utilize ticket pickup boxes (PUBs) for guests who purchased online and have their confirmation email with barcode
- Look at equipment (are they wearing sneakers – might need rentals or scenic ride ticket)
 - Can purchase ticket from rentals if also renting equipment
- Adjust maze to crowd's needs

Locker Areas

- Explain locker options to guests
 - Small boot lockers, tall single-day, tall multi-day
 - Know prices and how/where to buy each
 - Boot lockers (as of today, \$15 at Main, \$20 at Canyon & Eagle), tall single day (\$5 per lock token), tall multi-day (\$15/day at Main, \$20/day at Canyon); be aware prices may change at Canyon if the multi day electronic lockers are installed
- Direct guests to guest services or locker token machines
- Assist guests who are having trouble with their locker
- Communicate locker issues to guest services

Locker Areas

- Explain locker options to guests
 - Small electronic lockers, tall single-day (token), tall multi-day (keyed at Main, electronic at Canyon)
 - Know prices and how/where to buy each
 - Small Electronic lockers
 - \$15 at Main
 - \$20 at Canyon & Eagle
 - Tall single day (token, Main lodge only)
 - \$5 per lock token
 - Direct guests to guest services or locker token machines
 - Tall multi-day (keyed at Main, electronic at Canyon)
 - \$15/day at Main
 - \$30/day at Canyon)
- Assist guests who are having trouble with their locker
- Communicate locker issues to guest services

Guest services/Lost and Found

- At Main Lodge Guest Services is across the lobby from the ticket sales counter
- At Canyon Lodge Guest Services is on the 3rd floor past the restrooms
- Explain locker options
 - Token lockers, day lockers (token and electronic), season lockers



Guest services/Lost and Found

- If you spot a glove, hat, car keys, cellphone, etc. pick it up and call out, “Did anyone lose a [glove]?” The owner may be in earshot
- If the item isn't claimed, take it to lost and found
- Do not return face coverings, heavily soiled items, or shoes/boots to Lost and Found
- Take extra care to return wallets, credit cards, licenses, etc.

Areas to Know About

- Ski School
 - Class meeting locations
 - Can get rentals and tickets from Mammoth Kids if purchasing a lesson
- Rentals
 - Pickup locations: lodges, MMI, Westin, Mountain Center
 - Demos only available at lodges and Mountain Center (village)
 - Prices for rentals and demos
 - Can pick up ticket at rentals

Areas to Know About



- Food and Beverage
 - Which locations are open today? (daily briefing sheet)
 - Direct guests to Mammoth app (online ordering & information)
- Retail
 - Mammoth Sports at Main, Canyon, Eagle, Mill parking lot, and Mammoth Kids
 - McCoy's Mountain Style and Mammoth Sports in village
 - Mammoth app can provide information as well

Expectations

Chair 1 and 16 Line Control

- ▶ Assertive and friendly
 - A loud voice doesn't have to be unkind
 - Don't let people walk all over you
 - Keep it light; make some jokes
- ▶ Keeping the lines in order
 - Traffic lights are more effective than stop signs
 - Do not let any full groups of single riders out
 - Must keep the flow moving or it will become overwhelming
- ▶ Making things fair and even
 - Being consistent doesn't keep everyone happy but it does keep it fair
 - After alternation keep guest tight with minimal gaps
- ▶ Managing the black pass lane
 - ▶ Ski school with student
 - ▶ Do your best to keep ski school and race team together (both must be in uniform/ in a lesson)
 - ▶ Black pass
 - ▶ Ask guests to see their black pass (exp. Pass included) but continue to get other groups through
 - ▶ Disabled sports
 - ▶ DSES needs to be with instructor

Dog Policy



- Bona fide “Service Animals” are permitted in our buildings. To determine if a dog is a Service Animal, you can ask these two questions
 - **Is this a trained Service Animal?**
 - **What is the service the dog is trained for?**
- When a guest suggests you are out of place asking, remind them our policy is to allow trained service animals, as defined by the Americans with Disabilities Act. We are concerned that pets might be injured in our areas due to our crowds and equipment with sharp edges. It is an awful experience to witness. Thank the guest for following the ADA rules and respecting those who need their service animals.
- We suggest you follow the Ask, Explain (our policy), Thank and Retreat guidelines.
 - Always feel free to find a supervisor or manager from our program for support.
- Service Dogs who could cause harm or injury to others are never allowed to stay on our premises. Contact Security for assistance.
- **No animals are allowed on the slopes**, regardless of the animal's role.
- **Pets are allowed** in the **Mammoth Mountain Inn** and in the **Westin**; they are not allowed in any of our other lodging facilities.



A MAMMOTH RESORTS PROPERTY