

2025 Summer Host/Naturalist Kick Off

Review information for Hosts and Naturalists for summer roles.

The most critical topics for summer roles and responsibilities of Hosts and Naturalists

- Maintain Safety
- Understand roles and responsibilities
- Participation and how to successfully be a part of our program through appropriate scheduling
- Have FUN!

Safety in the Summer

What should you do to keep yourself and our guests safe?

The most critical topics for summer safety

- Personal awareness
- Summer thunderstorms protocol
- Spatial awareness
- See Something, Say Something

Personal Awareness

- Be aware of your well-being
 - Protect yourself from the sun
 - Sunscreen or other sun protection, for example long sleeves
 - Hat, eye protection
 - HYDRATION
 - Stamina
 - Avoid standing in one place too long
 - Take appropriate breaks
 - Weather
 - Prepare for changing weather

Summer Thunderstorms

- Mammoth's Mountain Operations
 - Monitors any storms in the area and announces activity within 20 miles on the Mammoth Mountain radio
 - Attempt to avoid potential exposure
 - The warning system used and announced over the radio
 - Lightning 12 – 20 miles away generates an advisory alert
 - Lightning 8 – 12 miles away generates a cautionary alert – scenic riders are stopped from loading the Panorama Gondola and all riders at the top or McCoy are immediately downloaded
 - Lightning closer than 8 miles closes all lifts and activities at the Adventure Center but not Mammoth Mountain Bike Park trails or buses
 - Operation **MAY** recommence when no lightning has occurred within the cautionary range (8 -12 miles) during the last 15 minutes

Spatial Awareness

- Be aware of what and who is around you
 - Always be prepared for drivers unfamiliar with our summer driving pattern in loading/unloading
 - Look for small children who might be separated from their families
 - Many guests can be out of their comfort zone; empathize and assist
 - Use the crosswalk to cross the road after 203 opens fully to the Minaret Vista
 - Ask bike riders in the Adventure Center to walk their bikes

See Something, Say Something

- Hosts and Naturalists, or guests who share information, are often able to see something that could be wrong
 - Do not ignore problems as our team can help prevent a bigger problem from arising
 - Suggestions of things to look for
 - Notice a guest who is struggling with the altitude
 - Trip hazards
 - Equipment concerns
 - Loose pets
 - Smoke
 - Call 760.934.2571, ext. 3250 to share most problems
 - Call 760.934.0611 if it is urgent (guest health problems, lost child)

Quiz

- Who is the most important person to take care of?
- What are ways to take care of yourself?
- Why do we need to listen to the radio?
- When does the Panorama Gondola stop loading guests during thunderstorms?
- Why do we need to be careful when heading to the Adventure Center?
- Why should you speak up when you see something that does not appear right?

Host and Naturalist Strategies

- Support our mission to Help our Guests Create Great Memories
- Make an impact on our guests
- Techniques we use to succeed
- Have fun to ensure our guests are having fun!

1. Make our Guests understand we want them here

- Engage the Guest through eye contact, smile and speaking first
- Welcome guest to Mammoth and ask “How may I help you?”
- Thank our Guests for Choosing Mammoth

2. Determine Desires and Promote Services

- Use **L.A.S.T.** (Listen, Acknowledge, Solve and Thank)
- Use clues, such as what guests are wearing, to help guide ideas
- Focus on Mammoth Mountain Activities
 - Suggesting activities beyond Mammoth Mountain are also great suggestions
- Know where to get answers when you are unsure

3. Use Your Best Judgment

- What's best for our Guests
- What's best for the Mountain
- What's best for You

4. Have a plan, but adapt as necessary

- Prepare your day, depending on your assignment
- Learn ways to solve problems using Mammoth Way standards for your assignment
- Recognize new information can be used to adjust responses to guest's needs

Focusing on our Guests - Promote Our Business

- Build your Mammoth and local area knowledge to offer guests the best responses
- Always focus on Safety
- Maintain flexibility to move wherever the guest needs are
- Maintain efficiency, disengaging appropriately to provide assistance to as many guests as possible

Quiz

- Have _____ to ensure our _____ are having fun!
- Ask guests “How _____ I help you?”
- Determining Desires and Promoting Services is initiated using _____._____.
- Using your best judgment means determining
 - What’s best for the _____
 - What’s best for the _____
 - What’s best for _____

Quiz

- Have a _____, but _____ as necessary
- Solve problems using _____ standards
- Build your Mammoth and _____ knowledge to offer guests the best responses
- Always focus on _____
- Maintaining efficiency occurs when _____ appropriately

Mammoth Way

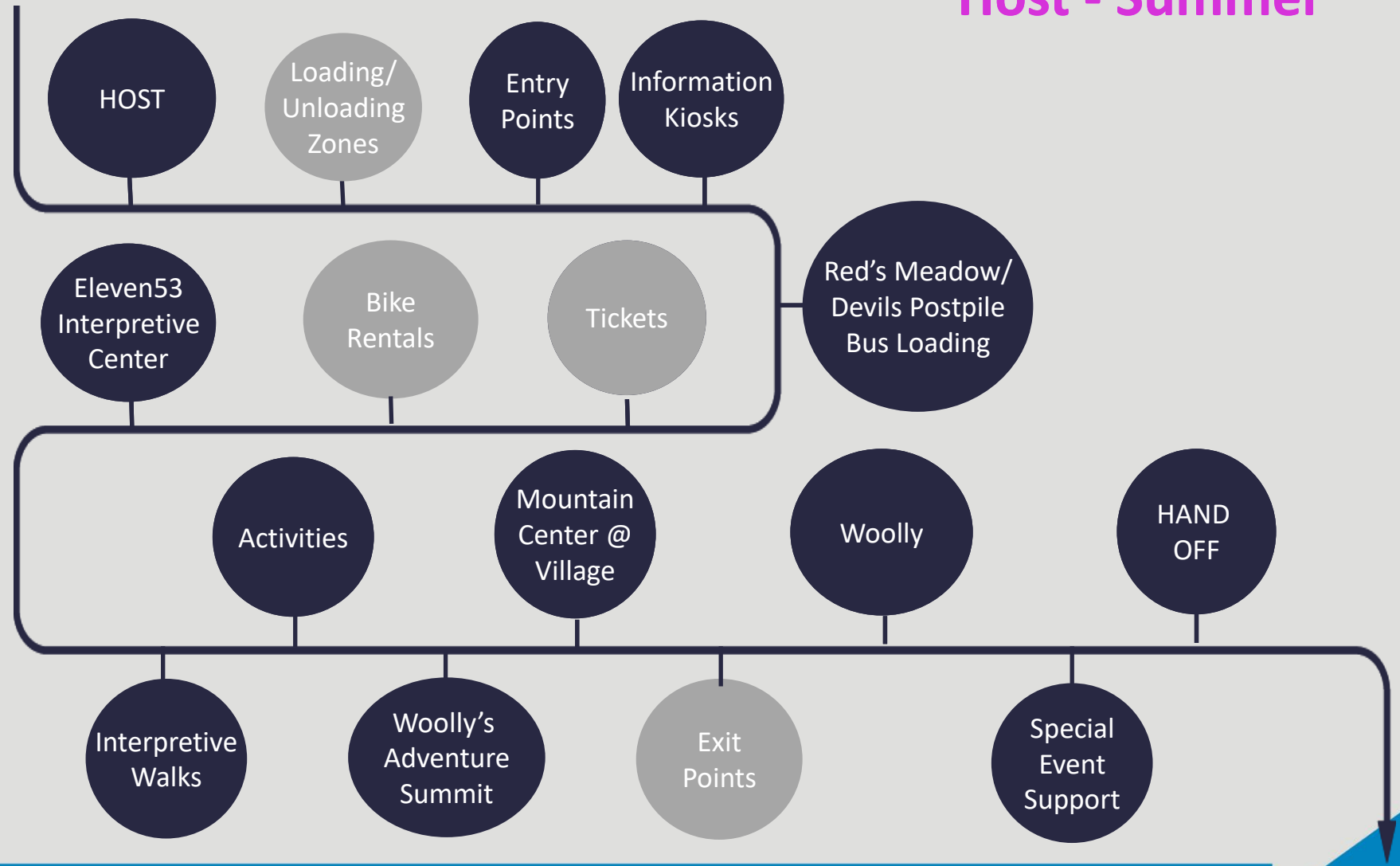
We succeed by utilizing it!

“The Mammoth Way is the cornerstone of our guest experience. Derived by looking thru the eyes of the guest, we identify touchpoints, standards, and success activities with programmed and spontaneous measurement, feedback and celebration.”

Mammoth Way – Guest Experience Trail

The trail where our guests might interact with Hosts this summer is defined as the Guest Experience Trail. The trail, as defined by Touchpoints, is hardly ever linear, especially for Host interactions. Touchpoints that are grayed out are areas we guide our guests to, unlike the High Impact Touchpoints, which are bold and are the areas where we impact our guests the most. Each location has specific Service Standards, supported by Success Activities, efforts that are easily seen as fulfilled or not.

Host - Summer



Experience Standards

- Standards create the feeling you want your guests to have through your interactions
 - Often repeated Standards include
 - Warm, Friendly Greeting
 - Accurate Information and Directions
 - Engaging Guests
 - Promoting Activities and Events
 - Animating the Resort
 - Enhancing Safety

Success Activities

- Observable, repeatable, pinpointed activities to perform to achieve Experience Standards
 - Activities include the following examples
 - Upbeat, professional, positive attitude
 - Make our guests feel we want them here
 - Share appropriate, timely information
 - Support Mammoth Policies and Procedures
 - Determine needs and desires through pinpointed questions
 - Maintain communication with Mountain Operations for safety

Quiz

- Mammoth Way is the _____ of our _____ experience
- List 3 High Impact Touchpoints
- Standards create the _____ you want your guests to have through your interactions
- Success Activities are repeatable and pinpointed. True or False?

Host Scheduling with “When I Work”

1. Be sure to provide input on time
2. Complete the Safety Topic/Maximum Days form each month
3. Edit your availability when it changes
4. When your schedule changes and you can no longer cover the shift, follow the steps to cover the shift you were assigned
5. IF YOU ARE SICK, PLEASE DO NOT COME TO WORK, but let us know you need to cancel as soon as possible

Availability

- Enter Availability on your Monthly Calendar
 - Availability includes your days marked “I Prefer to Work” and your days marked “I’m Unavailable to Work” on the Monthly Availability calendars
 - You can enter the entire season or one month at a time
 - Availability can be edited at any time
 - For scheduling purposes, your availability is not viewed until the 10th day of the previous month (i.e. July 10 for August scheduling)
 - Edit days you prefer to work, including your preferred time
 - Edit days you know you can not work
 - Leave days you could work but are not your preferred days as blank day

Availability – Find out information on what is needed

- Shift Information on the Host website provides
 - Information regarding Shifts needed to be filled
 - Monthly Safety Topics certification, which also includes details used to create the monthly schedule
 - Only months that are “lit” can be opened



Adding Availability

Availability For August 2021

SATURDAY	SUNDAY	WEDNESDAY	THURSDAY	FRIDAY
31 Preferred All Day	1		5	6
7	8		12	13
14	15		19	20
21	22	23	24	25
28	29	30	31	1
				2
				3

VIEWING My Availability

Need Help?

Add Preference

STARTS*
August 1, 2021

☐ I'M UNAVAILABLE TO WORK ☒ I PREFER TO WORK

ALL DAY ☐ TIME*
8:00AM - 5:00PM

REPEATS ☒ EVERY
Week

REPEATS ON
☒ S ☐ M ☐ T ☒ W ☒ T ☒ F ☒ S

ENDS*
August 31, 2021

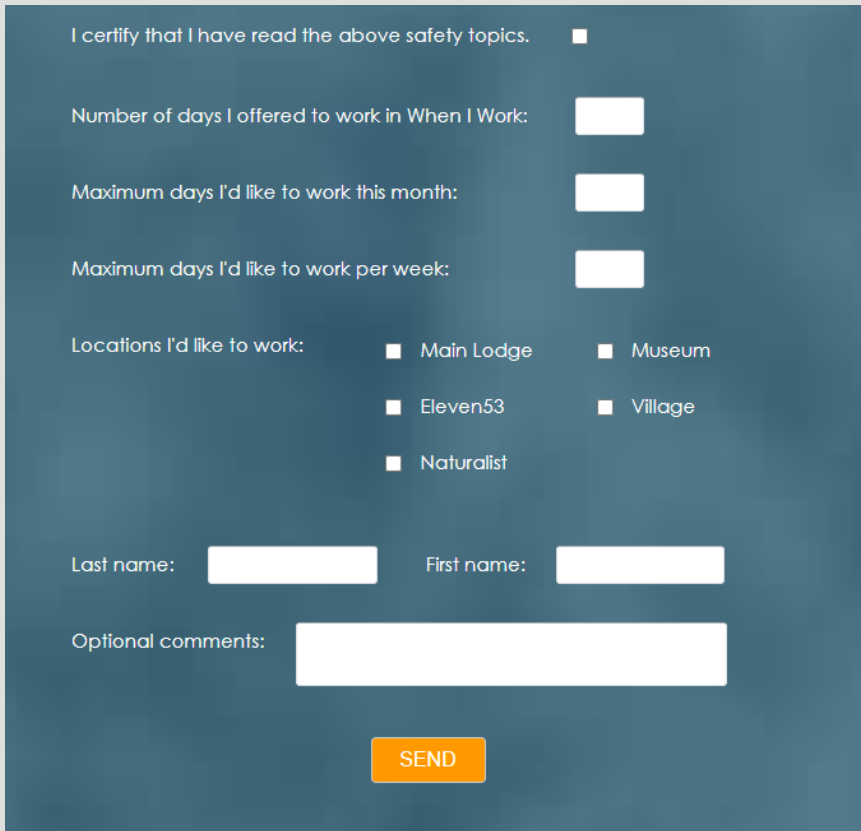
NOTE

CANCEL SAVE

- When adding a date for “I Prefer to Work,” the **DEFAULT** shows as “I’m Unavailable to Work”
- The time of day you prefer to work is changed from 9:00AM – 5:00PM by either selecting “All Day” or changing time manually
- Repeat Days can be entered after entering just one day, if desired
- Notes are only visible if the availability calendar is opened for the specific day (or days if repeat was used), making it very difficult to obtain when scheduling

Safety Topics and Maximum Availability Form – Complete it by the 10th of each month!

- Complete the information following the Safety Topic certification



I certify that I have read the above safety topics. ☐

Number of days I offered to work in When I Work:

Maximum days I'd like to work this month:

Maximum days I'd like to work per week:

Locations I'd like to work:

☐ Main Lodge	☐ Museum
☐ Eleven53	☐ Village
☐ Naturalist	

Last name: First name:

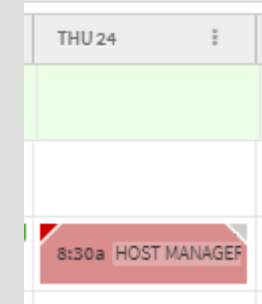
Optional comments:

- ❖ Total days you as preferred to work (Required)
- ❖ Of all your offered day, how many would you prefer to work? This number should be equal or lower than total days offered (Required)
- ❖ Maximum days you want to work within any week (optional)
- ❖ All locations you prefer to be scheduled at (required)
- ❖ Name (required)
- ❖ Any comments to help define your schedule (optional)

Changing Plans and Availability

- After the schedule is completed and published around the 15th of the month, your planned activities are likely to change
 - **Edit your availability to reflect your new plans**
 - When a shift needs to be filled, displaying your current changes helps other Hosts when they are looking for replacements
 - When the Management Team is covering an emergency absence, this information is critical

- Choose to “Update Jun 24” unless all dates are changing



- This schedule page shows a gray triangle for June 24 only, indicating unavailable time, with a red triangle, indicating a conflict.

Editing Availability

- Select a day and hover over the information to display “Edit” and select

- Make necessary changes
 - This example will change the day to unavailable from 8:30AM to 12:30PM

Your Availability Changed and you are Scheduled – What now?

- You have options to request a change to your schedule
- **Until you get another Host to cover your shift, you are responsible for covering it!**
- To make a change to the schedule, it is your responsibility to manage, unless it is an emergency
 - Emergencies include illness, family who lives with you who is ill, other family tragedies

Drop Shift

- When unable to cover a shift due to availability change, **Drop Shift** allows you to offer a shift to an employee who is available
- **You are responsible for covering the shift until you have a co-worker assigned to cover the shift**
 - On My Schedule (found below your Profile), select your schedule, select “Get Shift Covered” then “Drop Shift”
 - Employees who are qualified to cover your shift appear
 - Check the schedule to see if those employee(s) really are still available and might want to work by looking at their schedule

Drop Shift

- Call, text or email Hosts who have a green triangle showing on the schedule but no shift scheduled or who otherwise appear to be available
 - Hovering over the green triangle shows available time
 - As long as the Host has not enabled Privacy, phone numbers and emails are visible when selecting the Coworkers tab
- Select the Host who agreed to cover your shift and submit it, including a note you confirmed the Host is covering the shift
 - Respect other Hosts by asking if they are available and interested before choosing them
- Host Management Team approves the Drop Shift
 - The replacement Host receives notification of the request, providing them the chance to accept the shift, as planned

Swap Shifts

- When unable to cover a shift due to availability change, **Swap Shift** allows you to offer a shift to an employee who is available and to cover a shift of theirs
- **You are responsible for covering the shift until you have managed with a co-worker to cover the shift**
 - On My Schedule (found below your Profile), select your schedule, select “Get Shift Covered” then “Swap Shift”
 - Employees who are qualified to cover your shift appear with the assigned shifts you are qualified to cover
 - Check the schedule to see if employee(s) are actually available and want to work by looking at their schedule and comparing it to your available days

Swap Shifts

- Call, text or email Hosts to confirm they are able and willing to swap a specific shift with you
 - As long as the Host has not enabled Privacy, phone numbers and emails are visible when selecting the Coworkers tab
- Select the Host who agreed to swap shifts and submit it, including a note confirming you are swapping shifts
 - Respect other Hosts by asking if they are available and interested before choosing them
- Host Management Team approves the Swap Shift
 - The replacement Host receives notification of the request, providing them the chance to accept the shift, as planned

Oh No – I Woke with a Sore Throat, Now What?

- Emergencies happen. **IF YOU FEEL UNWELL STAY HOME!**
- Send a Drop Shift message on When I Work to communicate you are not feeling well
 - Select all Hosts to cover shift
 - Management Team will deny and set the shift up as an open shift to see if anyone is available at the last minute
- **Use this Drop Shift method for short, emergency notice only**
- Communication can also be sent through Work Chat

Quiz 😊

- When is availability on When I Work Availability calendars due?
- What information is needed on When I Work Availability calendars?
- What page on the Host website provides information about the planned needs for creating the monthly schedule?
- Where do you include the maximum number of days you prefer to work for the month, as well as the locations you are interested in working? When is that information due?

Quiz 😊

- Your son just called you to say his daughter qualified to compete in a state level championship game and you do not want to miss it. You are not scheduled to work but you offered availability. What do you do on the When I Work Availability calendar?
- A close friend called to say they are coming to Mammoth and want to go fishing with you, but you are scheduled to work. Describe the steps you must take to drop your shift.
- State the difference between Drop Shift and Swap Shifts
- You wake up with the first cold of the year and you know it's not allergies. What is your responsibility regarding the shift you are scheduled to work?

Important Resources

- Host Website - <https://host-mammothmountain.com/>
 - Contains manuals, Eleven53 presentations, training materials, maps, and more.
- Summer host manual (*host website>reference materials*)
 - Contains detailed descriptions of expectations, success activities, applicable policies, and general info.
- Guest Experience Trail / Mammoth Way (*found in manual*)
 - Guide to providing the best guest experience possible.
- Daily briefing (*found on host website home page*)
 - Resource for finding today's activity and ticket prices

**Thank you for reviewing the 2025
Summer Host/Naturalist Information**

Have A Mammoth Day!