

Working with Guests

ANTICIPATE THE GUESTS ARRIVAL

- Look professional and have a positive attitude
- Keep uniform clean and presentable
- Keep a clean work area
- Clean as you go in and around the lodge

GUEST INTERACTION

These guidelines apply to phone conversations and interactions with guests and co-workers. Employees who regularly deal with guests over the phone will receive additional departmental training.

- Address guests respectfully and enthusiastically
 - Keep interactions professional and do not discuss personal matters in front of guests
 - Use professional language avoiding slang
- Go out of your way to show courtesy to guests
 - Step aside when possible, hold the door, assist with gear, etc
 - Engage guests whenever possible
 - Eye contact
 - Smile
 - Small talk
 - Thank you
- Take ownership of guest issues
 - Whenever possible, handle the issue yourself
 - If you cannot handle an issue, accompany or direct the guest to the appropriate department
 - Follow-up when possible with the guest or department
- Personalization
 - Ask questions to learn guest preferences
 - Offer recommendations on MHM products or services that could meet guests needs

CONFLICT RESOLUTION

When faced with an unhappy guest or co-worker use the Three A's to help bring the conflict to a positive resolution

- Assess
 - Let the guest/co-worker explain their frustration
- Acknowledge
 - Show you understand and would like to help by paraphrasing the frustration they are having
- Action
 - Provide a resolution to the guest's/co-worker's issue, if you cannot resolve the issue ask your supervisor or the Guest Services Department for assistance

Additional Required Knowledge

DAILY OPERATIONAL SCHEDULE

Mt. Hood Meadows is scheduled to operate daily from opening through April 12th, with additional days Fri – Sun through May 10th. Lifts are scheduled each day at 9 AM, and operate until 4 PM Monday and Tuesday, and until 9 PM Wednesday-Sunday once night operations begin.

RFID TECHNOLOGY

RFID stands for Radio Frequency Identification, and this technology can be found at the access gate of every lift. The RFID gates are triggered by the wireless chip embedded in every pass. We ask guests to follow these simple rules for the best experience:

- Place the pass on the upper left hand portion of your body in a pocket by itself
- Carry only one pass at a time including passes from other resorts
- Do not punch, fold or tear your pass

PHYSICAL LAY-OUT OF THE LODGE AND MOUNTAIN

It's expected that every employee goes through the lodge tour, has a general understanding of both the lay-out of the lodge and mountain as well as the services that Mt. Hood Meadows offers. Employees should be able to direct guests to the general places they need to go in and around the lodge. This includes the following: Ski & Snowboard School, Guest Service Locations, Retail Shops, Daycare, Rental Shop, Restaurants, Providence Emergency Services, the Dog Park, Ski Check, Day Lockers and the closest bathroom.

HOW TO REPORT AN INJURY TO PATROL

All employees must know how to report incidents, accidents and missing person(s). See attached Procedure.

- Always call patrol and never direct the guest to the medical facility
- Don't give out ice. Call patrol to assess the situation and they can request the ice
- Never move the injured party
- If possible, stay with the injured party until patrol or a supervisor arrives

KNOWLEDGE OF THE TRAIL MAP AND WEBSITE CONTENT

The Mt. Hood Meadows trail map and website are excellent resources to use to answer questions from our guests so it is important that employees are familiar with the content in both. Employees are not expected to know the details in both pieces (exact dates, products, prices, etc.), but instead know what information is offered and where to find the information. Please become familiar with the trail map and the website in order to best serve our guests.

- Trail Map - The trail map consists of a map of all lifts, runs, parks and other key sites. Pricing for lift passes, groups, rentals, demo equipment, daily lessons, private lessons and adult clinics can also be found here.
- Website - Current conditions, upcoming events, the Meadows blog, restaurant menus, destination lodging properties, information on all product offerings and the online store can be found here.
- Daily Fact Sheet - This is another excellent resource to use for the daily operational schedule, units of operation and other specific information about the day. Employees are expected to keep updated with the daily changes that can be found here.

Reporting an Incident to Patrol

In order to clarify and streamline incident/accident/missing persons reporting please follow these procedures:

10-50 VIA PHONE

Call Ski Patrol Dispatch at 1299 or 1249

- Give dispatch your name and location
- Identify the location of the incident/accident

Please ask the reporting party to stay with you until you have completed your call to Patrol Dispatch. Dispatch may need to speak directly with the reporting party or need to clarify location.

10-50 RADIO

Call Patrol Dispatch on channel 3 or 1

If someone reports an incident to you:

"Ski Patrol Dispatch this is (your name) at (your location)", wait for Patrol Dispatch to respond; "I have a report of a 10-50 on (reported location)."

Keep the reporting party with you until you have completed the report to dispatch in case there are any questions.

If you are on scene at a 10-50:

"Ski Patrol Dispatch this is (your name) at (your location)", wait for Patrol Dispatch to respond; "I am on scene at a 10-50."

If you witness a 10-50 but are not on scene (i.e. witnessed from the chair).

"Ski Patrol Dispatch this is (your name) at (your location)", wait for Patrol Dispatch to respond; "there is a possible 10-50 at (location of incident)."

PLEASE REMEMBER

- If you witnessed the incident, be prepared to complete a witness statement
- Try to be as specific as possible regarding the location of incident
- Please keep radio traffic to a minimum
- Do not state nature of injury over the radio

MISSING PERSONS

When approached by a guest reporting a missing/lost party please take the following steps:

Call Patrol Dispatch: Radio channel 3 or 1
 Phone extension 1249 or 1299

"Ski Patrol Dispatch this is (your name) at (your location)", wait for Patrol Dispatch to respond; "I have a guest reporting a missing (age skier/snowboarder), last seen on (location of last point seen)"

Keep the reporting party with you until instructed otherwise by Patrol Dispatch. If you are near a phone, Patrol Dispatch will want to interview the reporting party. If you are not near a phone, be prepared to relay the physical description of the missing person.

Follow any additional instructions given by Patrol Dispatch.

Thanks for all of the help! Accurate information shortens patrol response times.