



Mountain Messenger

January 2012 Team Member News & Views

Department Spotlight: Rental

Improved experience and first impressions through innovation were the goals that Rental Manager Kyle Krawiec sought by bringing the entryway of the rental experience to the front of the plaza. But he and his team were doing much more. Ski industry research shows that there is a large number of people will try the sport of skiing once, but not come back based on challenges of that first day, often cited is the rental procedure. The industry has developed a Model for Growth to not only attract new skiers, but keep them coming back with exceptional experiences. Big Sky's new rental improvements perfectly support the Model for Growth and not only help Big Sky Resort but the industry as a whole.

"We've been thinking long term for the last few years of ways to make rental easier for guests, particularly finding us," said six season veteran, Krawiec. "Last spring a lot of the team contributed ideas for improvements and we approached Taylor (general manager) with our vision and he supported the improvements."

For those who hadn't been to the Rental shop before this winter, one must consider that the first point of the rental experience was into an entryway, which funneled through to a tight hallway, complicated by an elevator door, only to position the guest in the middle of the renter flow between skis and boot fitting stations, several yards from registration.



This season, marked by large banners (between Performance Demo and Yeti Dogs), the guest walks into a large, open space, the ski product on the wall, met with great signage describing the rental procedure with electronic registration kiosks.

Don Marszalec couldn't be more proud of the transformation created by the team and all those who supported the improvements with Maintenance and IT needs. He has been known to refer to the project as providing a "hot fudge sundae" for our guests.

"With Kyle and Dylan (Hall) who know the guests and know the job, my role was to clear the way and support the improvements," said Marszalec. "Innovation is often the best when the ideas come from those who work closest to the guest, who better knows their needs?" Congratulations to the entire Rental Department, the proud recipients of this month's Department Spotlight.



Guest Service Specialist of the Month: Shane Maloney, Grooming

The Guest Service Specialist of the Month, Shane Maloney, receives a \$50 gift card to Big Sky. Thanks, Shane, for all of your hard work!

I would like to nominate **Shane Maloney**. Shane has been instrumental in helping out Basecamp with building the Tube Park. His knowledge and innovative design has shaped it into the most creative tube hill I have seen at Big Sky. On top of that, his enthusiasm for its successful operation made him extremely easy to work with and convey operational ideas. Without a doubt, the Tube Park has his name all over it and will be reflected with its success this year.

-Nick Efta, Basecamp Manager



OUR MISSION:
Consistently Create Exceptional Experiences for Our Guests

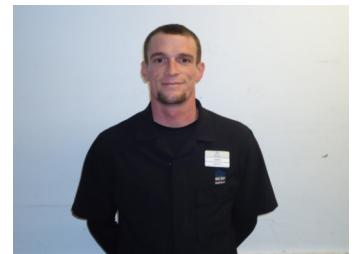
OUR VISIONS:
*The Biggest Skiing in America
Best Mountain Meetings
Basecamp to Yellowstone*

Guest Service Specialist of the Month: Honorable Mentions



I want to nominate our Snowreporters **Elizabeth Bruen** and **Carrie Lee** for Employee(s) of the Month. Both Carrie and Elizabeth always get-r-done regardless of the circumstances and they always do it with a smile on their face and a calm presence no matter what. They also do this at 5am in the morning, I think you would hard pressed to find others in the community with this dedication, not only is Elizabeth a valuable returner, but she stepped up to develop new proposals growing the position and training Carrie. On any given day the snowphone may receive 1000 or more calls, most before 9am. The Snowreporter is responsible for selling snow every day, whether or not we have gotten any, and bringing the crowds up to the resort to spend money at our outlets and contribute to all our paychecks. -Chad Jones, Public Relations

I would like to nominate **Justin Graham**. He has the can do attitude no matter what is asked of him, he always gives 100% to assure guest satisfaction in anyway and every way he possibly can. Justin always knows the Boyne Basics every single day. Justin always treats every single guest as a VIP no matter how little or how big the chore ahead. He never complains and always helps whether it's in the Huntley, the Whitewater or Outside Condos. -Gary Burden, Housekeeping



I would like to nominate **Daniel McLain** for employee of the month. He has worked at the Whitewater Inn front desk since June and has proved to be a great asset to the hotel. He is always willing to help out when and wherever needed. Daniel works well with others and is very easy to get along with. He is also great with guests and always provides excellent customer service. Recently he worked full time grave when we needed it with no complaints and always has a positive attitude. He has been a pleasure to have working at the Whitewater and for this reason I think he deserves to be employee of the month. -Patti Berley, Whitewater Inn Manager

John Quinn has been working for Big Sky Snowsports for the last 19 years. During this time he's become a shining example for Big Sky Resort of what guest service looks like. Each season John returns to a winters long schedule full of people requesting to ski with him. His popularity with guests and co-workers alike is testament to his good character, friendliness, and dedication to our Snowsports School and Resort. Whether it's early in the winter season or April towards the end of a 30 day stretch he always wears a smile. He's been absolutely tenacious when it comes to exceeding his duties here at Snowsports. It's for these reasons and many more that I'd like to nominate him as employee of the month. -Chris Jones, Adult Snowsports Program Manager



OUR MISSION:
Consistently Create Exceptional Experiences for Our Guests

OUR VISIONS:
*The Biggest Skiing in America
Best Mountain Meetings
Basecamp to Yellowstone*

Green Committee Safety Committee

-Big Sky increased the number of recycling bins around the resort, especially around lobby areas of hotels.

-Energy saving vestibule installed on west entrance of Summit Hotel.

-Saving energy by investing in the installation of motion detectors for restrooms, storerooms and closet areas.

-Remember, help us save energy by turning lights out, heat down and computers off at the end of the day!

January 14-22 is National Safety Awareness Week when the entire Snowsports industry raises awareness for safety on the slopes for employees and guests.

Please know the code, follow the code.



Thank you for your years of service

31	Taylor Middleton
19	Brant Cory Bechtold
17	Michael Buotte
12	Jake Porter
12	Jedidiah Donnelly
12	Lucas Hancox
11	Brit Barnes
11	Angela Anderson
11	Kathryn Feris
11	Nathan Opp
11	James Michael ruhland
10	Ashley Blake
10	Megan Akins
10	Austin Christensen
9	Kathryn Erbes
8	Melissa Richterich
8	Paulette Neshiem
8	Lee Horning
8	Brett Goodell
6	James Vidrine
6	Christopher Kamman
5	Hunter Waldron
5	Damian Pino Gajardo
5	Gregory Sponseller
5	Lindsay Woodmansee
5	Sean Pickette
4	Ryan Tierney
3	Eric Sheckleton
3	Graedon Brewer
3	Brian Stumpf
2	Greer Schott
2	Kevin Goodan
1	William Hecker
1	Zachary Davis
1	Allen Holmes
1	Christopher Larsen

Happy Birthday

Birthday	Name
1/1	Eldrissia Eljdid
1/1	Abdelmalik Eljdid
1/1	Eliza Goode
1/1	Raleigh Buckmaster
1/1	Kari Granberg
1/2	Peter LaRock
1/2	Timothy Mitchell
1/2	Damian Ortiz
1/3	Tom Conway
1/4	Vickey Bryant
1/5	Irene Barrera
1/5	Dawna Pate
1/5	Daniel Goodman
1/5	Michael Dembek
1/6	Stewart Chumbley
1/7	Justin Broderick
1/7	Justin Graham
1/7	Phillip Patton
1/8	Alvaro Sanjines Arbe
1/9	Thomas Robinson
1/9	Damian Pino Gajardo
1/10	Anna Olsen
1/10	Hannah Austin
1/10	Ian Swan
1/12	Michael Ewing
1/12	James Frisque
1/12	Brandon Bang
1/12	Patrick Morrison
1/12	Nicholas Rubino
1/12	Megan Turner
1/13	Michael Ring
1/14	Scott Patch
1/14	Scott Lizer
1/14	Brian Stumpf
1/14	Alexander Chapman
1/15	Alda Flores Beccerra
1/16	Zachary Barnes
1/16	Benjaporn Udompiyajinda
1/18	Michael Kelly
1/18	Susan Mitchell
1/18	Zachary Knott
1/19	Justin Santella
1/20	Bruce Bristol
1/20	Benjamin Macht

1/20	Elizabeth Bruen
1/20	Kristopher Amrhein
1/20	Bradley Foley
1/20	Chelsea Eddy
1/21	Jayne Ratcliff
1/21	Kevin Smith
1/21	Chris Seftick
1/22	Isai Gomez
1/23	Michael Hogan
1/23	Luke Kutz
1/24	Ryan Tierney
1/24	Cristian Bravo Diaz De Valdes
1/24	Kevin Goodan
1/25	Mary Marshall
1/25	Kimberly Weichers
1/25	Ethan Thomas
1/25	Adam Stubbs
1/25	Emma Kipp
1/26	LeeAnn Theard
1/27	Christine Baker
1/27	Daniel Whitaker
1/27	Kyle Woltjer
1/27	Christopher Ledger
1/27	Matthew Schlepp
1/27	Jeremiah Varca
1/28	Evi Dixon
1/28	Heather Mills
1/29	Kelvin Daniels
1/29	Polet Garcia Torres
1/30	Stella Gilbert
1/30	Katelyn Willis
1/30	Charlie Hayenga
1/31	Matthew Blaney
1/31	Kyla Salisbury
1/31	Austin Ryan

OUR MISSION:
Consistently Create Exceptional Experiences for Our Guests

OUR VISIONS:
*The Biggest Skiing in America
Best Mountain Meetings
Basecamp to Yellowstone*

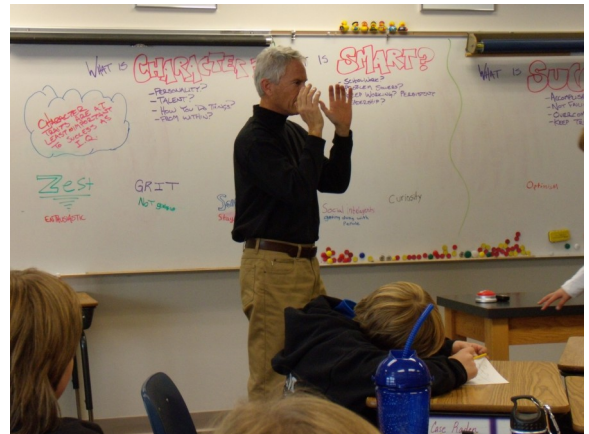
Important Upcoming Events

- 1/2-1/8 – Half Price Week for Frequent Sky Card holders
- 1/6 – Smash Life! Banked Slalom – The Bowl
- 1/10-1/12 – FREE Employee Ski and Snowboard Lessons. See Human Resources for more details.
- 1/11 – Muir String Quartet – Talus Room in the Summit Hotel. Cocktails at 5:30pm; dinner to follow.
- 1/14 – SnoBall and SnoBar – Winter activities in the Plaza followed by the first SnoBar for the year. \$5 cover for SnoBar, 21+.
- 1/18 – Employee Tube Night! Starts at 5:30, free pizza and tubing!
- 1/21-22 – Northern Division YSL race. Big Sky Ski Education Foundation racing on Hangman's.
- 1/21 – The Jamie Pierre SnoBar – Glow Sticks, a DJ and a bar and dance floor made entirely of snow. \$5 cover benefits the Jamie Pierre Memorial Fund.
- 2/2-2/5 – Western Region Masters Regionals Ski Racing. Big Sky Ski Education Foundation ski racing on Hangman's.



Community Partnerships

We feel that every child growing up in a ski town should have the opportunity to learn to ski, and ski with their school friends, regardless of their family's economic ability. So, for years now, Boyne has given all students at Ophir k-8 a free season ski pass. In addition, Big Sky has



partnered with Ophir school's physical education program to provide lessons to all Ophir school kids during January and early February. These local children start developing a lifelong passion for the mountain experience with the help of Big Sky Resort.

Winter 2011-12 Wellness Challenge

The Winter 2011-12 Wellness Challenge starts December 1 and goes through April 10. Get your card in Human Resources today and start earning punches for healthy activities you already do, such as skiing, snowboarding, using your Wellness Studio or gym pass, volunteering, taking the stairs and much more. *Win these great prizes:*
 1 punch earns you a small prize
 10 punches earns you a \$10 Big Sky Resort gift card AND entry to the grand prize drawing for an iPod Touch.



FREE Employee Ski & Snowboard Lessons

Learn a new sport or polish your technique! Sign up in Human Resources today for a free lesson on January 10, 11, or 12. Free rentals for the day of your lesson. Sign up in Human Resources today for a slot. These lessons are designed for beginners through intermediate, but if you have a group of three or more employees who are interested in a high end or telemark lesson, contact Human Resources to arrange your lesson. Get out there and LIVE BIG on Lone Peak!

OUR MISSION:
 Consistently Create Exceptional Experiences for Our Guests

OUR VISIONS:
 The Biggest Skiing in America
 Best Mountain Meetings
 Basecamp to Yellowstone