



Mammoth Mountain SKI AND SNOWBOARD SCHOOL HANDBOOK

Daily Operations

I, _____, agree to read and follow all procedures outlined in this
Handbook. I also agree that it is my responsibility and that I have the ability to seek
assistance and further training from a member of the school management if there is
anything within this handbook I do not understand or are unclear of.

Signature

Date

MAMMOTH MOUNTAIN SKI AND SNOWBOARD SCHOOL
2007 – 2008



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OVERVIEW

The Ski and Snowboard School Department Handbook is intended to document the procedures of this department. Personnel should consult Human Resources, the Employee Manual, or the Employee Information Kit for general employment information. The Manual and Information Kit are the written sources of general employment information. To the extent that anything in the Ski and Snowboard School Department Handbook conflicts or is otherwise inconsistent with the provisions of the Employee Manual or the Employee Information Kit, the provisions of the Employee Manual or the Employee Information Kit control and prevail. The operational policies contained in this workbook are not intended to, and do not imply a contract of employment between Ski and Snowboard School personnel and MMSA, nor do they guarantee employment for any specific length of time with the Company or the Ski and Snowboard School.

This Handbook may be withdrawn or revised at any time. The procedures contained in this Handbook may require that action be taken periodically to reaffirm, revise, or withdraw these practices. Any deviation from the enclosed procedures is to be dictated by the circumstances of each unique situation and by the policies, procedures, and protocol of the resort.

Please complete the accompanying Handbook Agreement Form and the Workbook and submit to school administration prior to commencement of employment.

Mammoth Ski and Snowboard School Mission

Great teachers creating lifelong skiers/riders through safety, fun and learning.

Mammoth Ski and Snowboard School Vision

To be the number one sports school in North America

Job Description:

The principal functions of ski and snowboard instructors are:

- To provide a safe and fun environment for our guests to learn new skills.
- Create experiences for our guests that they want to repeat again and again.
- To assist other departments throughout the Company when needed.

Duties and Responsibilities:

1. Teach group and private lessons using the American Teaching System and “Your Responsibility Code.”
2. Participate in training
3. Follow all school procedures
4. Assist supervisors in daily operations

DAILY OPERATIONS

Instructor policy

Clock in-

Please clock in no earlier than 15 minutes prior to your scheduled lineup.

Locker room-

- Put a lock on your locker. Please keep your valuables locked in the locker.
- No family or friends.
- Keep the area around your locker clean.
- No food in the locker room.

Upon termination of employment, please clean your locker and remove your equipment.

Season pass and employee ID card-

Carry your pass at all times. You will need this for lift access and all discounts.

Lesson and line up times-

Please review the current brochure for lesson start times. Line up is 15 minutes prior to lesson start time.

Group lessons-

Our policy is to have manageable class sizes. During peak times class sizes will be larger than at non-peak times. Instructors should personalize group lessons by providing individual feedback in every lesson.

Private lessons-

Private Lessons may contain one to five guests. Privates sell out on a regular basis. Booking well in advance is recommended.

Uniforms - You may not wear any part of your uniform on your day off.

Hang tags-

The Hang Tag is the child's report card for the lesson. You must fill this out and personalize each child's card.

Class lists-

Fill out a class list for all group lessons and give to your supervisor before leaving the area.

Terrain Park guidelines-

The only lessons allowed in terrain parks are specific management approved freestyle lessons (Family Fun Parks are the exception).

Teaching in Family Fun Parks -

All classes must read or have read to them the terrain park safety information before entering these areas. No Exceptions.

On Hill Safety- In order to promote MMSA's Operating Principle that "We will be the Leaders in Safety," Instructors must realize the example they set out on the hill. Instructors should always reduce speed to appropriate levels in slow skiing zones and always ski/ride displaying proper use of Your Responsibility Code. Individuals who are observed displaying dangerous or reckless behavior while skiing/riding will be subject to disciplinary action up to and including dismissal.

Children's Lift Riding Guidelines-

1. SHOW children how to load chair while watching others from outside the lift line.
 2. Tell kids what to do while on the chair: "SIT BACK, SIT STILL, HOLD ON, LOOK AHEAD."
 3. Tell kids how and when to unload from the chair.
 4. Organize kids into pairs and have them take straps off wrists BEFORE entering ski school line.
 5. TWO children per chair, seated on OUTSIDE ONLY so the child can hold on to outside pole/armrest. Three children on quads/six packs with Instructor in middle are OK.
 6. OK for instructor or use your best judgment when having another adult ride with children.
 7. Communicate with lift attendant, ticket scanner, and public as needed. Be proactive!
 8. Tell lift attendant what you need them to do to help your class to load the chair properly, (i.e. pull them out, needs help loading chair, etc.)
 9. Teach children how to load and unload the chair at full speed.
 10. Only ask to have the chair slowed down if necessary.
 11. Praise children when they do it right.
 12. Restraining bars are no guarantee of anyone's safety. If in the instructor's judgment, using the restraining bar compromises the child's safety, then use of the bar is not recommended.
 13. Children's classes riding the gondola need to have an adult in each car. Hosts, patrollers, off duty employees, and adult guests are acceptable.
 14. When possible, the Instructor will ride on the first chair during the groups first time up the chair lift, until the majority of the class is comfortable unloading the lift. During subsequent rides up the lift the Instructor will then ride on the final chair of the group.
- These are guidelines, (as with any aspect in teaching children, safety is paramount – use your best judgment).

CO2 Hazard – Mammoth Mountain Ski Area has locations where CO₂, (Carbon Dioxide), is naturally emitted from the ground. CO₂ is heavier than air and can accumulate in tree wells and other depressions or confined areas. High concentrations of CO₂ can lead to a loss of consciousness and death. MMSA has an active monitoring system located in areas of historical CO₂ emissions. These areas are clearly marked with the proper signage for that area. These areas can be accessed by multiple chairlifts. Look for the warning signage at the top and bottom of the lift. Instructors are not authorized to ski in uniform or take students into the areas on either side of the runs Secret Spot or Lower Road Runner on Chair 12. Please refer to a trail map for further clarification of this location.

Bathroom break policies-

Do not take children into the bathroom stall! You may help the children out of their outer garments if they need it. BE SURE TO DO THIS IN A PUBLIC AREA. In the case that a child needs help inside a non-public bathroom (i.e. Woollywood Children's Center), be sure that there is another staff member with you. Keep the stall door open or ajar. This is to protect you.

Transfer of custody- Do not leave a child unattended! Tell the child the name of the new custodian and tell the new custodian the child or children's names. The less times that a child is transferred, the less likely that he/she could become lost.

Parent pick up-

Instructors will identify the parent or guardian by child recognition. Once identified, write the relationship of the person picking up the child on the class list. If it is a friend, write the name of the person. If you have reservations or doubt as to the veracity of the claimed guardian please see the area supervisor for approval of release.

Teaching Off the Clock-

Teaching off the clock, (other than while being paid by the school), and accepting payment privately is a violation of the law. Individuals caught doing this will be subject to dismissal and/or possible prosecution.

Interdepartmental conduct-

You are an ambassador for the school and profession of ski and snowboard teaching. Be courteous and professional in your dealings with other employees. If you have feedback for a member of lift operations, please tell this to a supervisor. Please avoid giving corrective feedback to an employee from another department directly.

Small World Child Care-

Please familiarize yourself with the operation of this department. Please direct guest questions to 760.934.0791 or the office in the Mammoth Mountain Inn.

Sign out-

An accurate and legible sign out sheet is required at the end of each day.

School Coordinators-

Coordinators assist in the daily operations setup, lunch areas etc and help when special circumstances arise that instructors are unable to deal with. This assistance may not always be available. Coordinators are an integral part of our team and should be treated with respect.

Free skiing/Riding Policy-

You may free ski before, during or after work in your uniform on a scheduled workday **if** you first punch out and are off the clock. Individuals who violate this policy you will be subject to disciplinary action up to and including dismissal.

We will check on any employee as to whether they are punched in or out at any given moment. Remember "Freedom, Trust, Responsibility." You are responsible for your own safety. "Easy does it".

Skiing/riding to another lodge to teach –

If traveling to another lodge and you are on the clock, there are designated runs you must use:

From Canyon to Main: Ch. 16 to Easy Rider to Ch. 2 to Broadway.

From Main to Canyon: Ch 6 to Stump Alley to Ch. 10 to Solitude to Downhill.

From Canyon to Little Eagle: Ch 8 to Chickadee to Bridges

From Little Eagle to Canyon: Ch 15 to Chickadee to Swell

LEGAL STATEMENT

Any mention herein of “skiing” or “skier” is also intended to apply to snowboarding or snowboarder, or any other snow sliding equipment.

PLEASE BE ADVISED: The California Labor Code provides that employees are to be considered to be within the course and scope of employment and therefore entitled to be indemnified or covered by insurance, including Worker’s Compensation Insurance, **ONLY** while working. The Labor Code and the Corporations Code specifically define the terms and conditions of defense and indemnification as being typically limited to personal injury and property damage claims. The Labor Code also specifically states as follows:

Labor Code Section 3352(f):

“Employee” excludes the following:

“(f) Any person employed by a ski lift operator to work at a snow ski area who is relieved of and not performing any prescribed duties, while participating in recreational activities on his or her own initiative.”

ALL ON DUTY skiers who are authorized to ski with a MAMMOTH MOUNTAIN SKI AREA LIFT TICKET/EMPLOYEE SEASON PASS should understand the foregoing. All accidents which occur while free skiing and which are not a result of performing a prescribed duty are not considered to be incurred in the course and scope of employment. Consequently, any such employee injuries will not be covered by worker’s compensation insurance. Similarly, any employee causing injuries or damages to others under these circumstances, will neither be defended nor indemnified by the company.

INCIDENTS ON THE HILL

Forms – All forms must be complete and filled out legibly and neatly. All forms require your signature. Appropriate forms are cited below.

Employee accidents –

If you are injured in the course of your employment immediately notify your Supervisor, Manager or the Human Resources department. You must fill out the Workers Compensation Claim paperwork and assist a supervisor to fill out an Employee Incident Form the **day you are injured**.

Guest injuries –

Notify your supervisor as soon as possible and fill out the Incident Report Form.

Incidents where you are a witness –

Notify your supervisor and fill out a Statement Form.

APPENDIX A

Emergency Procedures

Lost Child Policy- Radio call "10:83"

In the event that a child in your class gets separated from you, call the appropriate Sports School office using a telephone at the top or bottom of all lifts:

Woollywood	3258
Canyon Lodge	3487

Be prepared to give the following information:

- 1) Your name and class level.
- 2) The child's name and approximate age.
- 3) A description of the child (clothing, hair, etc.)
- 4) Your current location.
- 5) When and where the child was last seen.
- 6) Which trails and chairs the class had been that day.

- The office will keep you on the phone and notify a supervisor. You must remain where you are with your class unless otherwise directed.
- The supervisor will declare a "10:83" and all available staff will initiate a search.
- The supervisor may extend the "10:83" alert to other relevant departments (Lift Operations, Ski Patrol, Security, etc...)
- When located, arrangements will be made to reunite the child with their class.
- Only the supervisor who declared the "10:83" may cancel it.
- All notified departments must be informed of the "10:83" resolution.

Lost adult student procedure-

If a guest gets separated during the lesson, inform a supervisor as soon as possible.

Student injuries-

In the event of an injury in your class, use the following procedure:

1. Place your skis upright and crossed in the snow above the scene of the accident. If you are on a snowboard, lay it upside-down across the hill above the scene. Do not attempt to move the injured person.
2. Do not try to lift or carry an injured student.
3. To notify Ski Patrol, have a passer-by inform the lift attendant at the nearest lift station. Make sure you communicate the nature of the injury and a clear description of the location. The lift operator will call patrol. You may send a member of your class for help if you are sure that the student knows where to go, and is capable of skiing or riding the terrain.
4. Ski Patrol will administer necessary first aid.
5. Report any accident that occurs during your class as soon as possible to a supervisor or manager.
6. Fill out an Incident Report, "blue sheet," with the supervisor. Please be sure that the report is **legible, checked by a supervisor and that you sign it.**

As a Ski and Snowboard School employee, you must become familiar with all emergency procedures. Please review the MMSA Employee Manual.

APPENDIX B

Class handling

On the hill-

- After you're first run (warm up, no teaching), check back in with your supervisor for late students.
- Take breaks only when necessary.
- Take frequent "head counts" of your students and give directions of where to go if separated from the group.
- Practice and teach safe skiing.
- Avoid teaching across the hill on busy trails.
- Use appropriate class formation techniques (instructor leads, student leads, buddy up, etc.). This will minimize the risk of a collision.
- Do not stop your class under a chairlift.
- Teach your class to stop behind and below you.
- End your class back at the area, on time. Make sure they KNOW what they learned. Invite them back for another lesson with enthusiasm!

All Day Lesson Includes Lunch – Mammoth Kids 7-12

- Lunch may be taken at McCoy Station, Main Lodge or Grizzly Court (Canyon Lodge).
- It is your responsibility to supervise your kids.
- Get food and present lunch copy of class list to the cashier for payment.
- Remember, lunch count and class list must match at the end of the day.
- Bathroom breaks...ask EVERYONE!
- Lunch will last no longer than 1 hour

All Day Lesson Includes Lunch – Mammoth Kids 5-6

- All children eat lunch at Woollywood or Canyon Kids.
- Lunch will begin at 12:00 noon and end at 12:50.
- Stay with your group during the lunch period.
- Bathroom break is important before heading back outside...EVERYONE TRIES!!!
- Re-dress children to go outside – give yourself plenty of time for this.

Children attending PM Group Lessons may be integrated into the All Day Lessons at 1:00pm.

Half Day Lessons – Mammoth Kids 3-4

- Operations of this program will be unique to each lodge/location.