

Big Sky Resort Mountain Host Orientation Meeting

Sunday, December 8, 2024
Huntley Lodge - Auditorium

Our Mission: We Consistently Create Exceptional Experiences for our Guests.

New Hosts 8:15 am – 4:30 pm
Lunch for All -- 11:15 – 11:45
Returning Hosts 11:15 – 4:30 pm

Mountain Host Resort Liaison:

Ean Darwin, Basecamp Operations Manager – Scheduling
Joe Keszler, Basecamp Manager – (*Back-up Host support to Ean*)

Steering Committee Members:

Mike Boyer – Roster, Emergency Contacts, Tenure & Status Tracking
Jan Barr – Passes, Vouchers, Trades, Homebase
Rebecca Appenzeller – Recruiting, Hiring, Trades and Meeting Planning
Jim Maddock – Host Website updates and maintenance, Tour Training
Kelly Wosepka – Recruiting, Hiring, On-Boarding and Mentoring

JC Estensen – Group Tour Coordinator, Tour Trainer

Special “Thank You” to the Mountain Hosts who helped set up today!

AGENDA

8:15 – 11:15

Kathy DeVault
Ben Rixe
Carly Miron

New Hosts– Welcome!

Gregory Sobczak
Peter Neithercut
Trevor Wilson

Karla Slade
Kino Morrison
Jim Reznik

Not Present: Mike Rowe, Nina Rowe

8:15 – 8:45

Registration –, Brenda Hart and Jackie Flikkema

- Pick up your name tag & pay \$15 annual fee.
 - *The color on your nametag designates your group for the afternoon break-out sessions.*
- Select jackets & don't forget your new jacket name tags

8:45 – 9:15

Introductions and Overview – Steering Committee (SC) Members

Jan Barr

- Introduce the SC members, Resort Liaison and Group Tour Coordinator
- Roles of and leveraging the Steering Committee
 - Use of “Chain of Command” – coordinated communication, aligned for clarity
 - Opportunities to check in: Face-to-face mid-year meeting, lessons-learned, review how we're doing, improvement recommendations & requests

9:15– 10:15

Host Duties and Expectations

Kelly Wosepka

- New Host Introductions, Mentoring. A little bit more about your SC members

Mike Boyer

- General Mountain Host Expectations
- Select Rules/Best Practices for Mountain Hosts

Jan Barr

- Shift Procedures, Homebase App, Shift Scheduling/Swaps

10:15 – 10:30

Break

10:30 – 11:15 Host Duties and Expectations, continued

Jan Barr

- “Working the mountain” and “plaza duty”

Jim Maddock

- Mountain Host website, Resort website
- Tour Basics, Large Tour Group Coordination, Tour Training

Kelly Wosepka

- Q&A

11:15 – 11:45 Lunch and Returning Hosts Arrival

- Pizza & salad will be provided. We will have waters & a variety of drinks.

11:45 – 12:00 Welcome – Steering Committee

- New & Returning Hosts Introductions

12:00 – 12:45 Neil Johnson, Mountain Services Manager

- Mountain Hosts and a great guest experience
- What’s New at Big Sky?

12:45 – 1:30 Hannah Damberg, Human Resources

- Human Resource Orientation

Breakout Sessions

n.b. - *Please move to your next group expeditiously*

1:45 – 2:30 Small Group Breakout Session 1

1. Host Expectations and Q & A with Mike Boyer & Kelly Wosepka
2. Plaza Walk with Jim Maddock
3. Homebase app, voucher and benefits refresher with Jan Barr

Orange Group
Green Group
Blue Group

2:30 – 3:15 Small Group Breakout Session 2

1. Host Expectations and Q & A with Mike Boyer & Kelly Wosepka
2. Plaza Walk with Jim Maddock
3. Homebase app, voucher and benefits refresher with Jan Barr

Blue Group
Orange Group
Green Group

3:15 – 4:00 Small Group Breakout Session 3

1. Host Expectations and Q & A with Mike Boyer & Kelly Wosepka
2. Plaza Walk with Jim Maddock
3. Homebase app, voucher and benefits refresher with Jan Barr

Green Group
Blue Group
Orange Group

4:00 – 4:30 Conclusion – Steering Committee

- Please return your lanyard and name tag upon leaving so we can utilize them next year

***Thank you for all you do to make this
a valued part of the Big Sky guest experience***

Mountain Host Secure Website: www.bigskymountainhosts.com Password: MountainHost
Big Sky Resort Mountain Host page <https://bigskyresort.com/mountain-host-tours>