

2024-2025 Plaza Duty Tour

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Early Shift Preparations

Green Tour Flag – Set Up & Removal

- Pick up near day care and assemble, place at tour location. Help drilling hole.
- Disassemble and return including the base to original location

Basecamp

Mountain status

- Trails & Lifts: What's open, closed, groomed. Events, groups
- Get a few maps to give to guests.

Scanner

- Pick up and Return at Basecamp. On a busy day – use both scanners
- Stand near the Snowcrest Building kiosks. Second scanner stand near Basecamp kiosks.
- Scanners are set up by Mountain Services. They can help.
 - Verify Today's Date & Time is Eastern Time (Boyer Time,) select "Validate"
- Green Scan – Good to Go
- Red Scan – Visit Ticket Window
 - If customer received their ticket at window & then asks you to scan – the scanner may still show red – but ticket window already verified & they are good to go
 - If scanner goes to date/time (Black Screen)– swipe up to refresh the screen

Guest Interaction

Plaza - and everywhere on the mountain

- Make eye contact, smile and greet them
- If guest look needy, lost...looking around, baffled, unhappy – ask how you can help.
- Initiate *judicious* contact. Go broad not deep: Optimize the volume of guests you serve versus the length of a conversation.

Host Meetings - at tour flag:

10:30 & 12:30. Be prompt or communicate that you are delayed – aiding a distressed guest.

Sign Duty

- Guest contact at signs is our way of serving a high volume of guests sharing our knowledge.
 - You can really make someone's day at the sign.
 - (Sign procedures are addressed in the Host expectations session and guide)
- Best to be out of your skis, carry at least one pole to use as a map pointer.
- Make recommendations, share cautions. Watch the status lights for lift and trail conditions.
- Be mindful of the host meeting times. Be on time.

Base Presence

- **Long lift line assistance.** Pair up groups of 6 for Swift Current or 8 for Ramcharger where the lines are starting to form (near the end of the line.) Help the lines stay orderly, concise.
 - Keep lines from creeping into traffic areas. Ask guests to side-step out of the way.

- Help guests as needed.
- Be present to deter line cutting.
- **Loose skis and boards near racks** – Place gear on racks to reduce traffic congestion. Patrol request.

Tickets

Long Lines at Ticket Windows

- Questions for Guests;
 - Did you order passes online?
 - Did you receive an e-mail confirmation?
 - Open Email. Scroll to Bottom to find QR Code for Kiosk
 - Scan QR code on kiosk to print pass(es)

Ticket Kiosks

- Locations: Basecamp, Snowcrest ticket line, Exchange inside south entrance.
- Kiosks can print Season Passes and Day Tickets
- Resetting Kiosks: Tell Basecamp, Report problems via the Daily Text or follow cheat sheet

Ikon Pass

- Reservations Required at: bigskyresort.com/ikon
- If customer has the pass – straight to lift
- If customer needs to print a pass at Big Sky – they must get it at Base Camp or the Ticket Window

Mountain Collective

- All Mountain Collective guests must make reservations.
- Kiosks can also print Mountain Collective passes if the guest has already made their reservations
- Visit: bigskyresort.com/mountain-collective

Guest Safety

Injured Guest on Plaza

- Call Ski Patrol (406) 995-5880 or if it's an Emergency Dial 911
- Huntley bellmen can no longer transport guests to the medical clinic due to liability issues
- AED locations - Snowcrest at top stairs, Exchange near elevator on Main floor
- Ice Grit available in Basecamp

Services

Basecamp:

- Ticket office. Assist with all resort services. Snow shoe tours. Concierge.

Cash to Debit Machines (Visa)

- Locations: 1st and 2nd Floors of The Exchange
- Debit Card cannot be reloaded. Card be used anywhere Visa cards are accepted

Rentals

- Reservations for rentals can be made in advance

- First come, first serve. Lockers in rental area.
- When lines extend outside the Rental Shop a staff member will check them in and assign a time when they can return their gear to keep the lines short.
- Next Day Rental Pick Up: 2:00pm – 4:00 pm only

Ski / Board tuning and repairs

- Lower level (parking lot level) of Exchange building. Near paid lockers / cubbies.

Lockers for Day Skiers vs. Rental Shop Lockers

- Day Skier lockers located on the lower level of The Exchange
 - Cubbies as well as lockers (for a fee) available
 - Bag lunches can be eaten in this locker room and in the plaza Gondolas.
- Rental Shop Lockers are only for the use of customers renting skis/boards

Lost and Found

- Village Center front desk. Please take lost items there promptly.

Eagle Mount

- Assisted skier volunteers. Tour tips can be brought here.

Upper-level services

Ski School

- Direct guest to “red coats” ...at the on-the-snow signs for lessons
- Visit Ski School office for on-mountain registration and assistance

Ski Valet

- Guests renting from Big Sky Rentals can store their skis overnight free of charge

Lone Peak Playhouse – Child Care

- Snowcrest, Second Floor and Madison Base
- Ages: 6 months to 8 years. Reservations for those under 1 year of age highly recommended
- Information: bigskyresort.com

Retail:

- **Exchange downstairs:** Big Sky Sports, Hat Shop, Logo Shop, Gift Shop, Crystal Images
- **Plaza** – Peak Pros – boots, Board Room – All things Snow Boarding

Food & Beverage

- **Exchange upstairs:** grill, pizza oven, poke bowls sushi, bar, coffee and pastries
- **Exchange downstairs:** Westward Social, Hungry Moose, Montana Jacks
- **Plaza** – Yeti Dogs, Treeline Coffee
 - NEW – Gondola cars next to Yeti Dogs – with tables, for dining, brown bag.
- **Near Plaza** –Huntly, Caribiner in the Summit
- **On Mountain:** Everetts 88, Shedhorn Grill, Dan’s Cookies
Everett’s 88 Reservations strongly recommended

- Opens for lunch December 7, 2024
- Bag lunches permitted on patio. To-go cocktails available in the bar.
- Opens for lunch, December 7, dinner December 11, 2024

Miscellaneous Location Questions “Where can I find..”

- Bathrooms, Ski School, Coffee, Cheapest beer, Lunch, Huntley, Summit, Ski Repair
- Transportation: Parking Lot shuttles – run until 6pm
- Skyline every 30 minutes. Schedule and routes online.