



**SNOWBOWL
STAFF MANUAL
2025-2026**

71st Season!

SNOWBOWL'S MISSION is to provide a safe and fun skiing experience at a great value. We add value to the skiing experience by providing excellent customer service. By treating your Guests with courtesy and respect and giving them the attention they need, we will help ensure that they have an enjoyable skiing experience, and will return to our area again.

FEEL GOOD ABOUT SAYING **"THANK YOU FOR SKIING SNOWBOWL"** - IT IS BECAUSE OF OUR SKIER GUESTS THAT WE HAVE JOBS.

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WELCOME SNOWBOWL STAFF

We are pleased to have you as a member of the 2025-2026 Snowbowl staff. You were selected from many applicants. We want your experience at the Bowl to be as productive and as fun as possible, and we trust that you will give us your best performance. We consider each of you a PROFESSIONAL, capable of delivering professional service to our guests, maintaining a professional attitude and conducting yourself in a professional manner.

OUR PURPOSE is to serve our skier-Guests in the best way possible. OUR GOAL is to ensure that everyone has an enjoyable skiing experience and will return to our area in the future. Remember: Word of mouth is the most influential source of advertising. Each one of us can help ensure that the word of mouth advertising for Snowbowl is positive by our actions and attitudes.

Each of you is an important element in the image and success of Snowbowl. To the Guest, YOU are Snowbowl -- your attitudes and actions represent who we are and what our values are. Keep in mind that you are representing an entire organization, and what you do affects what people think and say about Snowbowl, and whether or not they will return.

It is crucial that all of us PAY ATTENTION TO OUR GUESTS. Each of us is Snowbowl's "eyes" -- all of us see what is going on at Snowbowl in different places at different times. Be on the lookout for someone who may be having difficulties and needs assistance. Pointing out directions to an easier way down the mountain for a beginner or newcomer, or helping a skier with their equipment will leave a positive impression about you and Snowbowl. Snowbowl can be an intimidating mountain to beginners and newcomers. Do your best to make our Guests feel comfortable on our mountain. Show them that we CARE (and appreciate that they are skiing our mountain).

Snowbowl is known for its friendly staff, and we take pride in this. We know you can do your best when you feel good about working at Snowbowl, so we want to do our best to make Snowbowl a rewarding and fun place to work. If a problem arises, please discuss it with your department manager, or Brad Morris, or drop a note in the suggestion box.

If you have an idea or comment on how Snowbowl can better serve our customers or employees - please let us know. The suggestion box (located on the main floor of the lodge) is a handy place to drop your ideas. Every one will be read and we will give you a response, usually within a week.

AREA FACILITIES

PARKING LOT: Parking is a challenge at Snowbowl; vehicles need to be parked tightly, so that what space we have is used efficiently. We recommend that everyone carpool - skiers and employees. On weekends it is MANDATORY that staff carpools. If you see another staff member or skier waiting for a ride, please pick them up. Try to get your riders and carpools set up ahead of time.

LODGE: MAIN LEVEL

TICKET WINDOWS: For purchase of lift tickets and employee meal coupons. We have three ticket windows on the north side of the Lodge.

SNOWSPORTS SCHOOL: Northwest corner of the building. Information desk and lesson sign-ups. Our PSIA certified Snowsports School is staffed to teach all ages and skiing levels including telemark and snowboard skiing. Sarah Duncan is the director and R. Scott Duncan the technical director.

DOUBLE DIAMOND CAFE: Opens one-half hour prior to opening of lifts and closes about when the lifts close. Serves breakfast (famous for breakfast burritos), fresh squeezed orange juice, full lunch, home-baked goods, daily specials and snacks. Brad Morris manages the café.

SUGGESTION BOX: Near north-end door. Place your suggestions here and encourage Guests to do the same. Snowbowl wants and needs new ideas to stay ahead. ALL suggestions are reviewed and responded to.

LOST AND FOUND: We do not have a formal or secure Lost and Found, but items that are left are placed in a box next to the Ski School area. If a guest calls about an item, write down their name, phone number and description of the item (we have a form in the ticket office to use for this to help you get the correct information). Advise them that we will look out for the item but that we do not have a place where we can guarantee its safety, and they should try to get it the next day. Lost and Found items are not "common property" for anyone to use, especially staff. They are to be saved for their rightful owner.

LODGE: LOWER LEVEL

SKI PATROL & FIRST AID ROOM: West side. Staffed by professional ski patrol and volunteer (national) ski patrol. ALWAYS REPORT ALL ACCIDENTS SEEN TO ANY SKI PATROLLER. Call 406-215-2636. If you can not reach a ski patroller go to the TICKET OFFICE. Art Wear is the patrol director.

RESTROOMS: Public restrooms are located in Last Run Inn and the Lodge. There is an employee restroom in the basement of Nila Lodge and a modern outhouses at The Grizzly Chalet base of Snow Park and LaVelle lifts.

LOCKERS: Coin-operated and seasonal lockers. Lockers can be rented for the season through ticket office.

LAST RUN INN

The Last Run Inn is an old styled tavern. Homemade soups and stews, sandwiches, and pizza from the wood fired oven are available. The bar is open late morning to early evening, and is available for breakfast/brunch groups or businesses. Barbecue on the bar deck serves lunches on weekends and holidays. Garland Davis is the manager of the Last Run Inn. Garland's Bloody Marys were voted "Best of Missoula".

NILA LODGE: GARDEN LEVEL

Time clock, lift operators' office and the Snowbowl administrative office are located here. Sarah Duncan is our marketing manager (Gia Fairchild manager emeritus) and the lift operations manager is Morgan Griffiths. Private apartments are also located on all floors of the Nila Lodge. PLEASE RESPECT THE PRIVACY of the people who live here and be considerate regarding the noise level.

DAYCARE: Regular daycare services are not available this year, but the Ski School offers full-day or half-day programs like Little Rippers, Team Extreme and Boardheads which incorporate skiing, indoor and outdoor play time, snacks, and lunch (full day). Sugar Bears is a super way to introduce children to the sport of skiing.

GELANDESPRUNG LODGE and SKI SHOP

SNOWBOWL SKI SHOP (First floor): Located across from the ticket office and the Lodge on the first level of the Gelandesprung Lodge. The Ski Shop has a full range of up-to-date rental equipment including snowboards and telemark gear, as well as great selection of Snowbowl hats, shirts, and souvenirs, goggles and other skiing accessories. Chris Fritsch is the manager of the Ski Shop.

GELANDESPRUNG LODGE (Second & Third Floors): Lodging right at the base of the mountain. Featuring affordable, comfortable rooms (some with private baths, others with shared baths), with a common kitchen area and a hot tub. It's great lodging for skiers who want to make first tracks. Jess Fritsch is the manager of the hotel.

MAINTENANCE SHOP

Equipment maintenance happens in the brown building next to the Nila Lodge; please keep this area clear so the machinery can be moved. Pat McKay is the maintenance manager. If you notice something that is not right, let him know.

ON MOUNTAIN

Nearly all of Snowbowl's terrain is on the Lolo National Forest which issues a special use permit under which Snowbowl operates. The Site Operating Plan, jointly written by the Forest Service and Snowbowl, describes operating parameters and can be found in the Ticket Office and Patrol warming cabin.

GRIZZLY CHALET: This is the A-frame located at the top of the Grizzly Chair (Chair 1). Offers a wood burning stove, modern outhouse, and a great view from the back deck.

CHERRY HOUSE: Located at the top of LaVelle Chair (Chair 2). Ski patrol station. GET INFORMATION (location, etc.) AND REPORT ALL ACCIDENTS YOU SEE TO SKI PATROL. WE CANNOT STRESS THIS ENOUGH.

SNOWPARK UTILITY BUILDINGS: At the top and bottom of the Snow Park lift are two utility-shelter buildings. Check out the lower one, it was made out of lumber milled from trees cut clearing the new trails.

Sustainable Slopes and the Environment

Snowbowl is a charter member of the National Ski Areas Association's Sustainable Slopes Program. We recycle, try to reduce disposables, use energy efficient lighting and are looking for ways we can conserve on our natural resources. We are concerned about climate change and the effects of greenhouse gases. Please car pool and avoid prolonged idling of your vehicles. Your comments, suggestions and participation are appreciated.

USE OF THE PHONE

Snowbowl has only two incoming general lines and they are busy with incoming calls, especially in the morning. We must keep the lines free. Please avoid making outgoing personal calls.

TELEPHONE COURTESY: Customer contact by phone is as important as in person. Near each phone is a sheet that has answers to the most common

questions, phone extensions and phone directions. These pointers may help you whenever you use or answer the telephone for Snowbowl business:

~ Answer the telephone promptly; "Hello"

~ Close the call courteously. Thank him/her for the call and say good-bye pleasantly -- no matter how busy you are.

Sad to say but our long time phone operator, "Top Cat" is no longer with us.

ALL EMPLOYEES SHOULD FAMILIARIZE THEMSELVES WITH PHONE PROCEDURES AND CALL TRANSFERRING.

PERSONAL EQUIPMENT AND PROPERTY

Each department has some space available for your personal gear, check with your supervisor, but please do not leave items on the floor or in areas our guests use (i.e. the Lodge and the Last Run Inn). If something is valuable, it is best not to leave it at the ski area. Check your renters or home insurance policies to make sure valuable items are covered, as Snowbowl (like most businesses) does not have insurance coverage for personal property, and if you leave personal property at Snowbowl, it is at your own risk.

New for 2025-2026 Season

Extensive trail work and snowmaking upgrades were the themes again this summer. The masticator was back with a vengeance—Art put 600+ hours on his unit hitting just about every trail except the steepest ones. The old snowmaking pipeline going to Paradise was replaced and more snow guns are being added. The "A" lift project started with cutting the lift line, profile survey and engineering and design. The "A" lift will come out of edge of Snow Park to Grizzly chair

SNOWBOWL FACTS

- Base elevation 5000 feet, Grizzly Chalet at 7000 feet, and the top is 7600 feet.
- 2600 feet continuous vertical drop - the second greatest continuous vertical drop in Montana.
- Over 2300 acres within the ski area boundary, with over 90% of the terrain skiable. 20% beginner/novice, 40% intermediate, and 40% advanced.
- 55 meter Gelande Jump, home of the Snowbowl Cup

- Billy Kidd rates the Grizzly/Grizzly Chute as one of the ten longest and steepest runs in the U.S. Who is Billy Kid?
- Host of 1967 U.S. Nationals in Slalom, Giant Slalom, and Downhill. Nancy Green, Canadian and eventually Olympic Gold Medal winner, won the Women's Downhill. Nearly half of the downhillers DNF.
- Northeastern boundary of the ski area borders the Rattlesnake Wilderness Area -- 30,000 acres.
- The longest run, Paradise, is over three miles long.
- Host of the 2003 US National Freestyle Championships with moguls and aerial events all on Sunrise Bowl. Missoula's own Olympic gold medalist Eric Bergoust designed the aerial site.
- Tree skiing runs of up to 2000 vertical feet and over 1000 acres.
- Snowbowl opened December 1961, preceded by Snow Park in 1954- now both are together with the opening of the Snow Park lift.
- Snow making system covers the base area, Sunrise Bowl, rope tow, Spartan Headwall, Bowl Out Run, Paradise and Longhorn.
- Snow report line - Call 549-9696.
- Web site: www.montanasnowbowl.com

CREDIT CARD AND PRIVACY CONSIDERATIONS

There maybe circumstances where you have custody of guests or other employees personal or credit card information. It is Snowbowl's policy to only use this information to carry out what is required for our business. It is important to safeguard this information in a secure place and only authorized staff are permitted to have access to this information, computers or credit card terminals. Credit card information should never be transmitted electronically (i.e. email). In the event that this information is compromised immediately notify your supervisor who will notify the authorities.

PROFESSIONAL APPEARANCE AND CONDUCT

The ski industry is a PEOPLE business. Although snow, terrain and proper operations of equipment are crucial to success, the appearance and conduct of staff is equally important to inspire the trust and confidence of our Guests.

1. **Present a neat, clean, professional appearance.** Skiers come to Snowbowl to have a safe and fun experience. They expect friendly,

professional employees who have a neat and clean appearance. Lack of personal hygiene may result in job loss. Conduct yourself in a professional manner; those employees who have name tags should wear them at all times. Use language that will not be offensive to our Guests or your fellow employees. **NO SMOKING WHILE WORKING OR IN THE BUILDINGS.**

2. **Safety and accident prevention are of prime importance!** Set an example to the Guests and fellow employees by complying with safety rules, programs, and procedures at all times. If you see a way to make the ski area safer, please tell your direct supervisor ASAP, or put a note in the suggestion box. If you adopt a SAFETY AWARENESS attitude, you can play an active role in keeping our area safe, and in educating the skier to ski with care. You can stop an accident before it happens. **PLEASE REPORT ALL ACCIDENTS TO THE SKI PATROL.** Call the patrol directly at 406-215-2636. It is very important that an accident report is filled out, whether the skier remains to fill it out or leaves the area before one is filled out.

3. **Keep a look out for any guests who may need assistance,** even when you have punched out and are skiing on free time. Don't forget we were all beginners once and even the "pros" can have a situation when they would appreciate a little help. The easiest way down from the top is to download.

4. **Please be on time every day you are working** Snowbowl staff is not extensive, and we depend on everyone who is scheduled to work. Three late-to-works may result in dismissal. If you must be absent, please notify your department head as soon as you know you will be absent, preferably at least a day in advance, not 5 minutes before you are scheduled. Two or more unexcused absences could result in termination. More than three days absence may require a written explanation from a physician. Make up your mind now that you are here for the season.

5. **Proper guest and staff interactions.** In this day and age how you act and communicate with other staff members, guests, especially children is very important. Protect yourself and Snowbowl from accusations and worse by following the guidelines herein and those of your department. Snowbowl has a "zero tolerance" policy regarding sexual and physical abuse, which is any contact of a sexual nature between a youth and staff or injury that is intentionally inflicted. Here are a few basic rules. Avoid offsite contact with guests and limit communication to strictly business functions. Interactions with youths should occur only in open public areas. Avoid physical contact that can be misinterpreted, especially friendly types of gestures-limit those to pats on the shoulder, high fives and handshakes. . If you witness inappropriate behavior, interrupt it and report it to a supervisor or other authority. Staff guilty of violating policy will be suspended or terminated.

6. **Report Suspected Abuse** By law, Forest Service and insurance requirements, suspected child abuse must be reported. Abuse could be physical, sexual, emotional or neglect. Your department will have more specific training and reporting directions. Child Abuse Hotline 866-820-5437 and Montana Child and Family Services 406-523-4100.

7. **Do not work if you are “under the influence” of drugs/chemicals or alcohol.** The use of drugs/chemicals or alcohol during work hours is prohibited. Skiers, your fellow workers and your own body are depending on you for your safety. There are jobs at Snowbowl that most times seem routine but there is the potential of serious and even life threatening situations developing very quickly. It is crucial that you can think clearly and make the right choices at these times. If you need to take medication that may impair your performance or for any other reason maybe impaired, inform your supervisor immediately. Do not work. Any one working in a position affecting public safety or working in potentially hazardous work environment that is found or suspected to be "under the influence" of alcohol or other drugs/chemicals will be sent home and probably terminated.

8. **Contribute to the team effort.** There will be times when you may be asked to do an additional job other than that which you were hired for. In the unexpected situation or emergency that requires your service, your willing and quick cooperation will be greatly appreciated. All employees are expected to help with snow removal. *No employee will be allowed to go skiing (even if you are off that day) until the deck areas and stairs associated with your department have been cleared of snow.*

9. **Operational breakdowns or accidents should not be discussed.** If you are approached by a Guest about a breakdown, politely tell them that it is being worked on as quickly as possible. Provide only specific information only if it has been “released” by your supervisor or another manager. If you are approached by a guest about an accident, politely tell them that you do not have accurate information and thus you cannot provide information for them. The spread of false (or personal and confidential) information can lead to problems for you, your fellow staff members and Snowbowl. It is usually best to just refer them to the ticket office. This is especially important when dealing with the media.

9. **Be informed about what is happening at the Bowl.** This handbook covers most of the basic information. Calendars of events are posted around the area and at the time clock. If a Guest asks you a question you cannot answer, please direct them to someone who can answer their question, and/or make a point to find out as soon as possible. Refrain from just saying "I don't know". If you have questions, please ask!

We want to give everyone the chance to do their best, and in most instances of substandard performance or violations of company policies, a verbal or written warning will be given. However, Snowbowl management must have a degree of flexibility, as there are varying degrees of seriousness. While it is meant to be an exception rather than the rule, immediate suspension without pay, or termination with no prior warning, may be a justified course of action.

We need to be most concerned about activities or actions that endanger the safety of our Guests and staff, the improper use of Snowbowl's equipment and vehicles, or discourtesy to Guests. If you have any knowledge of such a situation, or ideas on preventing such situations, and improving Snowbowl, please discuss them with your supervisor or drop a note in the suggestion box.

Presenting Snowbowl in a positive light on your off time is important too. Remember, it is the skiers who create our jobs!

JOB SAFETY PROGRAM & WORKMAN'S COMPENSATION

Snowbowl is very much interested in the safety of not only our guests, but also our fellow employees. Snowbowl has a Safety Program to reduce the possibility of accidents now and in the future, investigate accidents and take corrective actions on all work-related accidents.

Specific safety issues, rules and regulations for your department will be discussed during your department meetings. In general, use your best judgment and common sense at all times, and if in doubt about safety on any action, do not do it. Use the proper safety equipment: safety glasses; goggles; gloves, etc. Winter conditions make for slick surfaces and slips and falls are common, so be especially careful carrying and lifting things. We have sleds, snowmobiles and other equipment to help move things.

Skiing safety is a special issue for us. If your job requires skiing, you are ski on the designated routes/trails for that particular activity and to ski in control and in a safe manner at all times. Your skis, boots, and bindings should be properly maintained and adjusted. The Ski Shop staff can give you advice on equipment maintenance and have discounts for employees on repairs. Employees are encouraged to have their bindings checked (usually free for employees).

Snowbowl employees are covered by Workman's Compensation while working. Injuries occurred while working must be reported within 24 hours to department supervisor or Brad Morris. Workman's Compensation Insurance determines whether an injury is covered or not (Snowbowl has no control over this). They will not cover injuries while not working, such as injuries

occurring while skiing during breaks or on days off. If the injury did not clearly occur while working, it is best to check with Workman's Comp before seeking medical treatment. For minor injuries check with the Ski Patrol.

“Near Misses” If you see situation where no one got hurt or property was damaged but could have been. Please let us know—both your supervisor and Brad Morris or Sarah Duncan. There are blank forms by the time clock you can use too.

Snowbowl has an Early Return to Work Program so if you are injured we will find a different job for you while you are recuperating.

MOUNTAIN SAFETY

Snowbowl employees are expected to act responsibly while working and skiing at the area. Employees must set an example to other skiers by following rules, observing posted signs and avoiding areas closed to skiing. All Snowbowl employees should be familiar with the skier's responsibility code and abide by it.

YOUR RESPONSIBILITY CODE

1. Always stay in control. You must be able to stop or avoid people or objects.
2. People ahead or downhill of you have the right-of-way. You must avoid them.
3. Stop only where you are visible from above and do not restrict traffic.
4. Look uphill and avoid others before starting downhill or entering a trail.
5. You must prevent runaway equipment.
6. Read and obey all signs, warnings, and hazard markings.
7. Keep off closed trails and out of closed areas.
8. You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
9. Do not use lifts or terrain when impaired by alcohol or drugs.
10. If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

KNOW THE CODE. IT'S YOUR RESPONSIBILITY.

Snowbowl's primary goal is for our Guests to have a SAFE, enjoyable skiing experience. Mountain rules and penalties are enforced to help reduce accidents and ensure the safety of our staff and Guests. The responsibility for warning Guests of mountain rules rests solely with the ski

patrol. This first warning may result in loss of skiing privileges for the day. A committee of senior managers will decide any penalty that requires further suspension from the mountain.

PENALTIES FOR MOUNTAIN VIOLATIONS

<u>Type of Violation</u>	<u>Employee</u>	<u>Pass/Ticket Holder</u>
1. Avalanche closure or or permanently closed areas.	Suspension w/o pay to possible termination.	1 week off mountain.
2. Trail closure.	" "	1 week off mountain
3. Collision (if witness w/violator says he's clearly at fault).	1. Warning* 2. Suspension.	1. Warning* 2. 1 week off mountain.
4. Reckless skiing (out of control)	" "	1. Warning* 2. 2 weeks off mt
5. Line crashing.	" "	1. Warning* 2. 2 weeks off mt
6. Fraudulent use of ticket or pass.	Termination	Loss of pass/ticket. Possible police rpt.
7. Disorderly conduct.	1. Warning* 2. Termination	Off mountain. Possible police rpt.
8. Alcohol or drugs.	Termination	Off mountain. Possible police rpt.
9. Unloading lift at any point other than terminals.	Termination	Loss of pass/ticket.

* WARNING - The first warning may result in loss of skiing privileges for the day.

STAFF BENEFITS

Here's a list of many of the key benefits you can receive while working at Snowbowl. Eligibility varies based on your status (full or part time),

department, etc. For some of these benefits you will need to sign for and if you are not eligible for free benefit your cost will be deducted from your pay. Please ask first if you have questions and please do not put another employee in an awkward position by asking them for a “special deal”. Staff giving away product or “special deals” may be terminated.

1. **Skiing** All full-time staff (ask your manager for what constitutes full time—usually it is at least 25 hours or 4 shifts per week) will be allowed to ski at Snowbowl free of charge when they are not working. *You must have a valid lift ticket to board the lift on your skiing days.* Pick up and sign for your ticket at the ticket office window. This ticket is for your use only. Do not give to another employee or anyone else. Fraudulent use of lift tickets will result in termination. No tickets will be issued unless payroll paper work and photo are done (check the list at the ticket office) and on powder days your area shoveling (decks etc) is done. We pay our ticket checker extra for every person found trying to ski without a ticket. Employees trying to board the lift without a ticket will be responsible for paying the ticket checker's stipend before they ski. Your skiing privileges will be revoked upon termination or if you quit your job. **If you bought a season pass before** being hired, you may be eligible for a partial or complete refund, before you use your pass turn it into the Ticket Office and read the refund policy sheet.

2. **Food**--Employees can purchase meal coupons at the ticket office window. These entitle you to a discount on food and beverage in the cafeteria (not good in the bar). Meal coupons are for your personal use only, not for friends or family.

3. All employees are eligible for a year-end bonus and/ or equipment allowance. These bonuses are contingent upon finishing the ski season and meeting the goals set for your department. Ask for details on how this works in your department.

4. All Snowbowl employees are covered by Workman's Compensation Insurance *while working* - please review the section about the Safety Program and Workman's Compensation.

5. All Snowbowl employees are covered by Snowbowl's liability insurance as well as unemployment insurance.

6. All Snowbowl employees (not on duty) may join *group* ski lessons for free, with the permission of the instructor.

7. All Snowbowl employees are entitled to 20% off company merchandise that is for sale in the Ski Shop. Ski tune-ups and ski repairs are also 20% off.

8. All Snowbowl employees can rent ski and snowboard equipment from the rental shop at half price. This is for your own personal use only, not for your friends or family. **EMPLOYEES ARE LIABLE FOR DAMAGE OR LOSS OF RENTAL EQUIPMENT.** Some of the rental equipment is available for sale to employees at very low prices.

9. Full-time and part-time (based at a minimum on completing the last full pay period, Basic Training and employment paper work) Snowbowl employees are eligible to ski for free at any member ski area of Montana Ski Areas Association (MSAA). Full time staff are eligible for 3 MSAA cards to every ski area (2 at Big Sky) and part-time 2 MSAA cards (1 at Big Sky), MSAA cards must be requested **at least 48 hours prior** to the time you need possession of the card. Cards are not processed every day so if you miss the processing time you are probably out of luck—special “rush” processing may cost two cards. There will be a sign-up sheet outside the office door in the Nila Lodge. Please fill it out with the pertinent information. The completed MSAA cards will be given to your supervisor or will be put next to your time card. If you have any questions on the policy, please ask your supervisor.

OVERTIME PAY/PAY PERIODS

In certain, unusual, or emergency situations it may be necessary for you to work overtime. Such overtime must be **AUTHORIZED BY YOUR SUPERVISOR** before it is performed

Overtime will be 1-1/2 the hourly rate. Overtime computation is based on a one-week pay period. Therefore, you must work more than 40 hours in a week to be entitled to overtime.

The pay period begins on Sundays and ends on Saturdays, for a 14-day period. Payday is the Saturday following the last day of the pay period. Take care of your paycheck, if you lose a paycheck you will be responsible for the fee (\$35.00) the bank charges us to stop the original check and reissue it.

TIME CARDS-EMPLOYEE INFO-PAYCHECK OPTIONS-“OnPay”

It is important that your information is accurate and up to date-**MAKE SURE THE ADDRESS ON YOUR CHECKS IS CORRECT!** Checks, W-2's and other correspondence are lost because of old addresses. You can update your information directly, online via the OnPay web site. State and Federal regulations require employers to keep accurate time cards for the protection of the employee and the employer. You will need a timecard to get paid-make sure your supervisor gets you one.

Avoid lost checks, sign up for direct deposit with **OnPay**. Snowbowl uses **OnPay**, an online payroll processing company. When we register your email on OnPay, you will get an invitation to set up an account. You will be able to update your contact information, see your payroll history and sign up for direct deposit.

Most employees will be using the electronic time clock in the Nila Lodge. Directions on its use are on the time clock. When your "punch" is correctly entered the clock beeps twice. If you "missed a punch" or need to correct your time card or you have a change of address, etc use one of the PAYROLL EDIT AND ADDRESS CHANGE SLIPS located near the time clock. Scraps of paper can easily get lost. Turn the edit slip into the office. If a punch is missing or incorrect your pay for that day will be delayed until the next pay period. **You will need a time card to be paid – make sure your supervisor gets you one.**

Your time record must show hours of actual work. Please do not clock in early. You will not be paid for clock-in time prior to the start of your work shift unless approved and initialed by your supervisor. You must punch out after your shift is over and when you are not working (i.e., skiing, lunch). * FOR MOST DEPARTMENTS A ONE-HALF (1/2) HOUR LUNCH BREAK WILL NOT COUNT AS ACTUAL WORK TIME AND WILL BE DEDUCTED FROM YOUR TIME CARD EACH DAY YOU WORK MORE THAN FOUR (4) HOURS. If you work through your lunch break, please inform your supervisor.

YOU MUST PUNCH OUT WHEN YOU ARE GOING SKIING OR OTHERWISE OFF DUTY.

PLEASE DO NOT REMOVE TIME CARDS FROM THE CLOCK AREA OR PUNCH A TIME CARD OTHER THAN YOUR OWN.

EXTRA WORK AND PAY OPPORTUNITIES

Because a ski resort operation is seasonal and weather dependent, the workload varies throughout the season and you may not get as many hours of work that you want. There will be opportunities to pick up extra hours or "short shifts" in other departments like Snowsports School, the Double Diamond Café or other departments. If you are interested in this stop by the Snowsports School desk or talk to Brad Morris.

AGAIN, OUR GUESTS....

We recognize that working in the public limelight can be difficult at times. Some of our guests will try to take their bad days out on us. You can actually neutralize aggressive and belligerent persons with kindness and attention. **BE COURTEOUS AT ALL TIMES.**

If a guest comes to you upset or with a complaint, here are some suggestions on how to handle it:

1. Remember our guests pay the bills and payroll so start off with this thought in mind before you say or do anything, **"the customer is always right"**.
2. Repeat or paraphrase their complaint to make sure you understand and they know you understand.
3. Don't agree or disagree with our guest and don't look for someone or something to blame - just accept what they say.
4. Describe your plan of action, but don't promise anything you are not positive you can deliver. Some possible actions are:
 - a) if it is related to a company policy, especially a safety policy, you can explain the policy.
 - b) refer the guest to your supervisor, Gia, or Brad Morris.
 - c) Encourage them to write down their comments and suggestions and drop them into the suggestion box. You can assure them that the owner reads every comment and will personally respond to their comments.
5. **Thank** the guest for their comments and for skiing at Snowbowl.

You can't win an argument with a customer - even if you are right, because either the customer will end up being upset or embarrassed and then will no longer be a customer. The only way to win one of these arguments is to avoid it.

After you have been involved in a difficult or interesting experience with a Guest, bring it up at your next department meeting, discuss it with your supervisor, or drop a note in the suggestion box. We would like you to feel comfortable handling 99% of the guest problems you would encounter, so any experience or ideas you have will help for future training. Always treat Guests with respect and attention.

"STUPID QUESTIONS" - as skiers have common interests, they will frequently ask similar questions such as questions about the weather or snow, and on busy days you will be asked the same questions over and over again. The daily Mountain Report is a good source for you, as well as our Guests, for answers to many of these questions. The Mountain Report is posted throughout the ski area. You may be asked really "stupid" questions -

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please answer these courteously remembering the questions are important to our customers, but for fun, keep track of the best ones and we will collect them at the end of the season.

General Employment Policy

Employment at Snowbowl is offered on an indefinite (or temporary) basis and not for any specific period of time. It can be terminated by you or Snowbowl at any time, with or without cause or advance notice. Nothing in this handbook or other materials is intended to modify this “at-will relationship” Snowbowl has with its employees.