



Snowbowl Snowsports School Staff Manual 2025-2026

In addition to the Snowbowl Employee Manual, this manual outlines policies and procedures specific to the Snowsports School. Please reference this document as your initial resource with regard to policy questions, and follow up with the management if you require clarification on any point.

Expectations and Responsibility:

1. Check-in is at 9:30 in front of the Ski School Desk. Afternoon sign in by 12:30. Spring hours sign in will be 10am and 1pm. ***You will not be issued a ticket if you are late signing in.***
2. It is mandatory that you teach in a Ski School uniform approved by Ski School Directors.
3. Be prepared for your lesson, and stationed at your group's meeting location at **least 10 minutes before** the start time of the lesson.
4. Know, adhere and lead by example to all items in the [Skier's Responsibility Code](#).
5. No drugs, alcohol consumption of any marijuana products prior to teaching a lesson. Violation of this rule may result in disciplinary action ranging from suspension to immediate termination.
6. Maintain accurate attendance records and keep program lesson plan cards current.
7. Communicate with the program coordinator with any class needs or questions.
8. To qualify for an MSAA pass, you must have completed the Employee Manual and Ski School Manual quizzes, taught within the last week and be in good standing with all Snowbowl and Ski School policies.
9. Commit to your schedule, and request time off **two weeks in advance**.
10. The locker room is a communal space, keep it clean, and please only keep 1 pair of skis or 1 snowboard in the locker room at a time, and be respectful of your co-workers gear.
11. No harassment, bullying, or "picking on" of any type.
12. Make sure you and ALL of your students have lift tickets OR a Season Pass with them.
13. Show up with a good attitude, and be a team player.

Ski School Training:

New Instructors:

As you accomplish each task requirement, you will track your progress on the New Instructor Checklist which will be kept in your personal file at the Ski School Desk. You must have completed reading the entire manual, received a 90% or higher on the Employee Manual and Ski School Manual Test, and have been signed off on all check list items before beginning to teach alone and receiving your full headcount pay. Below is an overview of your training topics:

NEW INSTRUCTOR CHECKLIST

GENERAL TRAINING:

- Added 2 full days of training
- Completed all Paperwork (I-9, W2, Employee Profile)
- Completed both PSIA Online Trainings (New Instructor & discipline specific)
- Has reviewed and knows Responsibility Code
- Passed the Employee Manual test with a 90% or higher
- Knows where to find Incident Forms & proper protocol if there is an injury

TEACHING TRAINING:

- The Never-Ever progression & concepts for beginners
- From Rope Tow to now What?
- Dealing with Snowbowl Terrain
- Shadow a beginner lesson in your discipline
- Complete 2 other lesson shadows:
 - #1 Date: _____ Instructor: _____ Ability Level _____
 - #2 Date: _____ Instructor: _____ Ability Level _____
 - #3 Date: _____ Instructor: _____ Ability Level _____

RETURNING INSTRUCTORS—Refresher

Returning instructors will verify your checklist items but are not required to obtain a mentor or complete shadowed lessons. Any exceptions that would require these tasks to be completed again will be communicated by the management.

- Verify PSIA renewal and checklist tasks with evidence of completion of these items (e.g. the New Instructor Checklist from previous season).
- If you wish to expand your discipline to both snowboarding and alpine you will need to attend a clinic in teaching “never evers” in your new discipline.
- You must update your profile and availability in our system before getting your season-opener lift tickets.

Ski School Risk Management and Safety Awareness:

Risk management policies outlined in the Snowbowl Employee Manual apply to all staff, including instructors. Key policies include:

Safety Awareness: As a Snowsports Instructor, you represent Snowbowl and are expected to uphold professional and safety standards. Prevention is key to minimizing risks, and these guidelines will help ensure a safe and successful season. If you need clarification, don't hesitate to ask.

General Conduct: Your behavior on and off the mountain reflects directly on Snowbowl. Always adhere to and model the Responsibility Code, ensuring a positive, professional image. Instructors are expected to follow the same rules as the public at all times, and violations may lead to disciplinary action, including termination. Set an example by teaching good skiing etiquette and always remain in uniform while actively teaching. Remember that while you are sitting in the lodge, or at the Bar, people will recognize you and associate you with Ski School, please remain respectful to all mountain co-workers and members of the public.

Judgment: Use sound judgment, particularly on more challenging terrain. When in doubt, error on the side of caution. Listen to your students and do not try to persuade them into riding anything they are uncomfortable riding. Our goal is to foster an environment where participants **want** to come back and continue to progress. Make sure that we are not overwhelming students with information, or adding new drills/ tasks on the last run of the day. Make sure you are checking in with your students' stamina, and how they are feeling while they are with you.

Lift Riding Procedures:

- All instructors must follow specific lift riding protocols with students. If you are riding the lift with children, the obviously lighter rider or child should always sit on the outside seat of the chair, for Grizzly, LaVelle and Snowpark.
- Children 10 and under **must** ride with an adult.

- Set clear meeting points at the top of the lift and make sure everyone is aware of where to regroup (Snowbowl maps make a great meeting location).
- Make sure you are stopping your group in a safe manner.
- Always take extra time to explain the loading and unloading process and ensure your student(s) feel comfortable for any first time lift riders.
- No swinging, reaching out, or horseplay is allowed on the lifts. It is the Instructor's responsibility to ensure these rules are being followed during a lesson.

Adjusting equipment:

- Alpine bindings should **only** be adjusted by certified technicians in the Pro Shop.
- Check all equipment before lessons.
- Snowboard instructors are encouraged to help students find a good riding stance and learn how to adjust their stance.

Customer Service Policy: At our Ski School, we are committed to providing a positive, welcoming, and supportive experience for every guest. Our goal is to ensure that each participant, whether beginner or advanced, feels comfortable, valued, and confident as they learn and progress.

Key Principles:

1. **Respect and Courtesy:** All staff will interact with customers in a friendly, respectful, and professional manner, prioritizing the needs of the student.
2. **Safety First:** We prioritize safety in all lessons and activities, ensuring students are properly equipped and informed about procedures to maintain a safe environment.
3. **Personalized Service:** We strive to understand each guest's goals and needs, offering tailored instruction that helps them achieve success at their own pace.
4. **Clear Communication:** We will provide clear and timely information regarding lesson times, location, and any changes. Customers should feel comfortable reaching out with questions or concerns at any time.
5. **Problem Resolution:** If issues arise, staff will address them promptly and professionally, working to resolve any concerns to the satisfaction of the guest.

Handling Group Lessons: The safety of your students and providing a safe learning environment are the highest priority of an Instructor. Stay aware of each student's condition and the terrain. Here are some key points:

- **Count students frequently** (before and after ANY movement on the hill)
- Keep the group together.
- Always be mindful of the groups visibility, especially in congested areas. Do not stop in places where it is difficult for other skiers to see you.
- Use volunteers to assist with students who fall or need help with lift riding.
- For beginners, assess their ability carefully and start on easier terrain. **Never** rush students into more difficult conditions.
- Communicate clearly about lift procedures, meeting spots, and group expectations.
- When in doubt, don't- stick to what you know will work and be a safe route.

CONGESTED AREAS: Minimize your time in congested areas, keep moving and if you need to stop, stop the group along the edge of the run where you can easily be seen by skiers uphill of you. Do **NOT** do demonstrations in congested areas. Do your teaching and demonstrations on wide, non-congested areas where all riders uphill of you can obviously see you. Be considerate of other people on the mountain, make sure that you are not taking up the entire width of a run for a drill/task.

TERRAIN: MSB's terrain can be challenging for beginners, so it's recommended to start one level below the stated ability level. Take a gradual approach—it's easy for students to lose focus if they're not riding the lift, but it's far more valuable for them to build strong foundational skills before progressing. Learning under stress or fear is ineffective, so begin with easier terrain to ensure they gain trust and master essential skills. Focus on one aspect at a time, gradually increasing difficulty only when they're ready.

Incidents, Accidents and Everything Inbetween:

Incident Reporting: Our goal as a Snowsports School is ZERO incidents. **All incidents, regardless of severity, must call Ski Patrol at (406)215-2636.** All injuries, including personal injuries need to be reported before leaving the hill, and have the appropriate paperwork filled out. For all injuries please follow the following procedure:

1. Prioritize student care and **contact Ski Patrol: (406)215-2636**
2. Notify Sarah or if she can't be reached, call the desk and notify our desk staff.
3. Stay with the student until Patrol or someone in Ski School Management has arrived, and then you may take the rest of your group down.
4. Communicate with the responding Patroller to fill out any necessary paperwork.
5. Don't move or remove equipment from injured students.
6. Complete necessary forms before leaving the hill for the day. The necessary forms are:
 - a. Instructor Comments - found at the Ski School Desk
 - b. Incident Report- Patrol will have this and will need to talk to the Instructor & have the Instructor sign the incident report as a witness.
 - c. Additional Instructor Comments- not always necessary, however if needed can be found at the Ski School Desk. Can also be used for any witness statements.
7. Submit the forms to the Ski School Desk.
8. Do not leave the mountain OR free ski until all forms have been completed, and you have followed up with Ski Patrol.
9. Debrief the incident with Sarah.

As an instructor, you may be personally affected by an incident that occurs on your watch. If that is the case please confer with your mentor or the management to express your concerns about what happened or how it was handled.

Child Interaction Policies and Information:

To protect both students and instructors, follow these guidelines when interacting with children:

- One-on-one interactions should always occur in public, busy areas.
- If a child must be accompanied to a private area like a bathroom, ensure two adults are present.
- Never transport children in your own vehicle unless there is prior written permission from the child's guardian.
- There is a zero-tolerance policy for alcohol, drugs, or smoking in the presence of students.

Bathroom Visits: Instructors should generally not enter restrooms with students. If necessary, accompany the child to the door and wait outside. Always ensure two adults are present when accompanying a child inside. Snowbowl has 3 vault toilets, located at the top of Grizzly lift, bottom of LaVelle and bottom of Snowpark lift. There is also a bathroom inside of the Last Run Inn, and the base of the Snowbowl Lodge.

Lost Child Procedure:

If a child becomes lost or separated from the group:

1. **Immediate Action:** If a child becomes lost or separated from the group, instructors should stop the group immediately and remain in their current location. Ensure all other group members are accounted for and safe.
2. **Alert Authorities:** Notify the Ski School Desk immediately and, if necessary, contact Ski Patrol to initiate a search.
3. **Communication with Staff:** The child's description (including appearance, clothing, and any distinguishing features) and last known location will be sent to all other working instructors and key staff members via phone or radio.
4. **Search Protocol:** Instructors will conduct a thorough but calm search in the area, checking any likely hiding spots or paths the child could have taken.
5. **Reuniting the Child:** Once the child is found, they will either be escorted back to their group or, if needed, escorted to the Ski School Desk for further assistance.
6. **Parental Notification:** The on-duty manager or designated office staff will contact the child's parents or guardians to inform them of the situation and confirm the child's safe return.
7. **Follow-Up:** After the child is reunited with their group or taken to the Ski School Desk, staff should conduct a brief debrief on the incident to ensure all protocols were followed, and any improvements to the procedure are identified.

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.

Timecards

At the start of every pay period, you will be responsible for creating a new time card. Blank time cards can be found at the back of the time card bucket, if we ever run low on them please inform the Desk Staff.

We highly encourage you to fill out your timecard after every lesson, or at the end of the day to minimize the chance of missing something. You will receive a yellow carbon copy of all daily lessons (Sugar Bears, Ski in Three's, GSF, etc.) you have taught. They can be found clipped to the whiteboard on the door to the ski school desk. You are responsible for collecting these and paperclipping them to your timecard by the end of every pay period, and maintaining accurate numbers. **If you have not filled out a time card by the end of a pay period, you will not receive a check for that pay period**, and management will not fill one out for you.

Perks!

All MSB Employees have access to discounted food and drinks from the Double Diamond Cafe, discounts on Snowbowl Swag and shop work from the Pro Shop, and lift tickets to ride at other Montana Ski Areas (MSAA Cards)!

Discounts at Double Diamond Cafe: To get a discount at the Double Diamond Cafe, we use Bowl Buck Coupons, which can be purchased at the ticket office. Bowl Bucks can either be taken out of your paycheck, or paid for with cash. Each packet of Bowl Bucks is \$20 and contains \$38 in coupons to use as payment when ordering food from the Double Diamond Cafe. Bowl Bucks only work at the Double Diamond Cafe and will not be accepted at the Last Run Inn.

Additional information on Pro Shop discounts & MSAA Cards can be found in the employee manual.