



<p style="text-align: center;"><b>EXPERIENCED NEW HIRE TRAINING BEAVER CREEK</b></p>
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- ❖ Training is required and your job is contingent upon successful completion of all three days of this training, plus 2 audits. Please be on time and bring the necessary materials. Participation is required.
- ❖ This is paid training, so please sign the clinic attendance sheet each day, (with your trainer) and submit a time card.
- ❖ Your training is meant to be informative, educational and FUN!
- ❖ Ask any questions you might have. All questions are good questions.
- ❖ Please submit the last page to Stacey (Training Dept.) when its complete and the appropriate signatures are fulfilled. You will then receive a gift.

<p><b>WORKSHEET #1</b></p>
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1. Explain what 100% greet, courtesy and what professionalism means to you?
2. Do you know what you should carry in your uniform? Name at least 3 things.
3. What is the BEAVO program? What is the EAGLE VALLEY program?
4. Who is our Director? Who are our General Managers?
5. Who is the Training Manager?

New Hire Name: \_\_\_\_\_

Date: \_\_\_\_\_

6. List 4 things you need to abide by in the locker room?
7. Do you know who the supervisors are for each program?
8. Are you now familiar with the Resource and Guidelines book?
9. What are our company values?
10. Name at least two key elements that will help you to stay healthy through the season.
11. Do you know where the computers are located for you to check your schedule?
12. There are 4 main things to use our computers for. Are you familiar with all 4?
13. Who fills out an incident form? Where do I get one?
14. What is the teaching model? Name the steps.
15. What are the teaching levels and zones?
16. Where are the 2015 Alpine Skiing World Championships?
17. What is the CAP model?
18. What is Parkology?
19. What is the Talons Challenge?
20. What Ski Resort hosts the only Men's World Cup events in the United States?
21. Do you know where you can take class lessons for lunch?
22. What is a greeter?
23. What is a level leader?

New Hire Name: \_\_\_\_\_

Date: \_\_\_\_\_

24. What is Epic Mix? What is Epic Photo Mix? What is Epic Mix Racing? Epic Mix Academy? Epic Guide?

25. What is the instructor's responsibility with Epic Mix Academy?

26. How does the guest access their Epic Mix Academy information?

27. How can we manage fears in students when introducing new tasks?

28. What is a 1083? What do I do if I have one? What do I do if I find one?

## **WORKSHEET #2**

29. What is the difference between encouragement and feedback?

30. Do you know what our skiing backwards policy is?

31. What is the appropriate way to alternate in the BC instructor lift line?

32. List the elements of the Responsibility Code.

33. What are the varying signs of frostbite?

34. Where is the funnel located on the mountain and what time should you avoid it?

35. What is our tree skiing policy?

36. Where do private lessons meet? What route do you take to get to Bachelor Gulch to meet a private lesson?

37. Explain what new terrain/old skill and new skill/old terrain mean?

38. Describe praise versus reprimand.

39. What are the key elements of a lesson summary?

40. What are the 4 T's?

New Hire Name: \_\_\_\_\_

Date: \_\_\_\_\_

41. What are some signs of fatigue?
42. How do you sign up for staff training clinics at Beaver Creek?
43. Describe a safe way to arrange your students on the snow.
44. What type of feedback have you received in training?
45. How many terrain parks do we have at Beaver Creek?
46. How do you become able to teach in the terrain parks? How many levels of Park Passes are there?
47. Do you feel comfortable using your resources and do you know what those resources are?
48. When can a guest access their Epic Mix Academy information from their lesson?
49. Do you have a focus to improve your skiing/riding?
50. Describe the dynamics of a class lesson versus a private lesson?
51. How does Epic Mix Academy help or benefit the instructor?
52. What are some customer service concepts?
53. What are private lesson perks cards?
54. Where can your students store their equipment?
55. When should you download your students?
56. What should you do if you're going to be late finishing your lesson?
57. What is the correct procedure to follow if you are sick and unable to work on a scheduled day of work?

New Hire Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Tasks Completed (This page must be submitted in person to the Training Managers upon completion):**

- Completed your Background Check
- Completed Fit-to-Ride, FMS and Medical Evaluation
- Completed all employee paperwork
- Completed Ski Binding / Boot Check
- Picked-up Helmet
- Picked-up Employee Pass
- Locker Room assignment: \_\_\_\_\_
- Completed tour of the schools and resort village
- Viewed on-mountain BCSS facilities and kids attractions
- Review of Ski & Snowboard Schools resource and guidelines manual
- Received BC teaching handbook
- Teaching content for Level 4. Primary focus: \_\_\_\_\_
- Teaching content for Level 5. Primary focus: \_\_\_\_\_
- Teaching content for Level 6. Primary focus: \_\_\_\_\_
- Teaching content for Level 7. Primary focus: \_\_\_\_\_
- Received or submitted order of Uniform
- Placed name tag order
- Attended Day 1 of Experienced New hire Training \_\_\_\_\_ (date)
- Attended Day 2 of Experienced New hire Training \_\_\_\_\_ (date)
- Attended Day 3 of Experienced New hire Training \_\_\_\_\_ (date)
- 1<sup>st</sup> Audit \_\_\_\_\_ (date)
- 2<sup>nd</sup> Audit \_\_\_\_\_ (date)
- Attended Lift Evacuation Training
- Completed Online Safety Training

New Hire Name: \_\_\_\_\_

New Hire Signature: \_\_\_\_\_

Beaver Creek Program: \_\_\_\_\_

Trainer Name: \_\_\_\_\_

Trainer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Training Manager Signature: \_\_\_\_\_

(Training manager signature indicates completion of this section)

Date Completed: \_\_\_\_\_