

Family Ski Training Script

1.1 Welcome Slide

Welcome to the Family Skiing eLearning course. This course is designed to help you better serve our guests who visit with their entire family. Often, families have unique needs when skiing. Your ability to help them by offering tips and resources will increase their enjoyment. If you are familiar with the course navigation player, click the Start button to begin. If you would like some guidance with navigating the course, click the Navigation button. When you're ready, let's get started.

1.2 Navigation Slide

Please take a moment to review the course player so you feel comfortable navigating through the course. If you know your way around, you may proceed to the next slide. If you'd like to go backward or forward in the course, click the previous or next buttons. To adjust the volume, click the volume icon. Click the replay button to see the entire slide again or adjust the seekbar at any time to review a portion of the slide. You can also pause the player. Click the same button again to resume play. Revisit a slide by using the menu on the left. Finally, click the Resources tab to see additional helpful information. Click the next button when you are ready to begin the course.

1.3 Family Skiing Goals

Do you remember when you learned to ski? Do you remember when your kids did? The excitement.... the fun.... The memories? Families who come to ski with us are excited and have dreams of making memories last a lifetime. We want to help them realize these dreams. Skiing is an activity that the whole family can learn together. Let's work together to show them pure joy! Now how do we get there? Click the next button to learn more.

1.4 Learning Objectives Slide

As a guest services representative you are the front line for communicating with our families. They will come to you with questions and excitement. By sharing your knowledge and tips about our mountain, you have the chance to make their visit smooth and memorable. By the end of this course, you will be able to summarize ski clothing tips to help guests stay warm and comfortable. You will have the knowledge to explain different rental equipment, lesson, and ticket options to families. You will learn a few key tips to help make a family's journey enjoyable. And, finally, you will be able to share information about a variety of amenities offered at Monday Mountain. Let's get started!

1.5 Clothing

Happiness on the snow begins with staying warm, dry, and safe on the hill. Click on the headings below to learn how to dress your body, head, and feet for skiing.

1.5a Body

You want to be sure you stay warm and dry while skiing and that starts with the clothes closest to your skin. Be sure to wear a base layer against your skin that is non cotton. A simple set of long underwear is best because it will wick moisture from your skin and keep you dry. Wearing other layers made of fleece, wool or other synthetic material are best to keep you warm and dry. Jackets and snow pants should be waterproof, or at least water resistant. Finally having waterproof mittens or gloves will keep your hands warm. Mittens are warmer than gloves and usually easier for kids to wear.

1.5b Head

Everyone should wear a helmet for safety. They are also very warm and comfortable. Goggles fit well on a helmet and will protect your eyes from the elements. Sunglasses are also a possibility if it is sunny and warm. Finally, neck warmers are good to keep your face warm and dry in any weather conditions. Kids love their softness!

1.5c Feet

Skiing begins in your feet, so you want to treat them the best that you can. Wear non-cotton ski socks, or wool socks. Be sure to pull them up tight and smooth out any bumps from your clothes. You should only wear one pair of socks. Ski boots are warm, and feet sweat easily. It is the cooling sweat that makes feet cold. Ski socks are designed to wick away moisture.

1.6 Knowledge Check Slide

Let's pause now to check and see if you have a solid understanding of the best clothing for skiing before we move on. How would you advise a parent to dress their child for skiing? Select the answer that you think is best.

1.6a

Yes, that's right. A child should dress in layers, wear a waterproof jacket and pants and a helmet to protect their head.

1.6b

Not quite. To be comfortable skiing, children should wear non cotton clothing and always wear a helmet.

1.6c

Close. Even though it may be sunny, children should still wear waterproof jackets and snowpants.

1.7 Equipment

We recommend beginners rent equipment on the mountain. Our rental shop is located directly on the mountain, steps from the slopes, which minimizes how far guests must carry skis and walk in ski boots. Everyone in the family will receive a professional fitting so they are sure to have the correct size and level of comfort. If they have problems later in the day, they can simply come back for an adjustment. Our rental shop offers package deals for rentals, lessons, and lift tickets in many combinations to fit various budgets. Additionally, guests can rent equipment the night before, so they can go directly to the ski lift in the morning! Less waiting in line, more time on the snow!

1.8 Lift Ticket and Lesson Information Slide

Monday Mountain offers many options for tickets and lesson purchase. All purchases may be made online or in person at guest services. Click on the icons below to learn more about lift tickets and lesson options for families.

1.8a

1.8b

1.9 Family Friendly Areas

Monday Mountain prides itself on being family friendly. Learn where most families like to start their journey by clicking on the targets on the map. You may also click on the resources tab above to download a list of lodges and locations.

1.10 Tips and Tricks: Getting around

Navigating a ski mountain can be challenging in the best of circumstances. Guests are wearing heavy gear and trying to juggle small children and their equipment. Here are some suggestions you can offer to families: Keep kids on their skis whenever possible. Whether that is pushing or pulling them it will be much easier than having them carry equipment. When carrying equipment have kids carry the adult's poles and the adult can carry both pair of skis. Use our overnight storage located at the base of the mountain. To minimize walking guests may use our free trolley and bus system to take them to their lodging or car.

1.11 Keep it Fun

Here are some additional pieces of advice that you might suggest to families who are looking for assistance or suggestions. Encourage them to :

Be sure all clothing and equipment fits comfortably. Take the time to stop and adjust if needed. Be sure to advise guests to take their time warming up and ski within their ability. Children especially will have a

more positive experience if they experience success. Do not be afraid to ask for help. We are always here to assist our guests. Breaks are not just for the kids. Adults need them too! Be sure to quit while it is still fun and everyone will be ready to ski another day! Finally, you might suggest adults pack some sweet treats for the chairlift ride or stop for hot chocolate!

1.12

Let's pause now to check your knowledge about advice for our ski guests. Click and drag the statements into the Yes triangle if it is something you would advise guests to do. Drag it to the NO triangle if it is not something you would advise.

1.12a

That's correct! You really know some good tips for helping our guests!
Click the Continue button to learn about Monday Mountain amenities that you can share with guests.

1.12b

That's still not quite right. The correct answers are shown here. Click on the Review button to see further explanation of lesson, ticket, and equipment information, along with reminders and tips.

1.12c

Not quite. Click the Try Again button to see if you can sort the statements correctly.

1.13

Click on the cards that you would like to review to gain a clearer understanding of the information you can share with guests. Click the next button when you are finished.

1.14 Accordion – check that neural voice change on each layer

Planning a family ski vacation to Monday Mountain involves more than just skiing. The amenities you should be familiar with include our lodging, transportation, and daycare. We offer two different types of lodging on the mountain, condos and our hotel. You should be familiar with the benefits of each option. Click on the tabs to learn more about these offerings.

1.14a

Staying in one of our condo units located at Base Village is an excellent option for families. Each condo has ski in, ski out access and is designed for a vacation with home type amenities. The condo building has a pool and common rooms with big screen TVs and games. The building also features an onsite restaurant. And, for nights you don't want to eat out, each condo has its own full-sized kitchen. Home

amenities, plus direct slope access and kid friendly après ski activities make a stay at Base Village Condos a friendly option!

1.14b

Hotel Monday is our only hotel style property on mountain. It features ski in ski out access, an indoor pool and sauna. Daily breakfast and daily housekeeping services are also included. Room options include king rooms, double rooms, and one-bedroom suites. For the family that wants the hotel style experience, with easy snow access, there is no better place to stay than Hotel Monday!

1.14c

There are many ways to get around Monday Mountain. Guests will have free parking whether they are staying for the day or for a week or more. Encourage our guests to use our free trolley system to get around. Be sure to check the calendar and advise guests when we offer sleigh rides at Base Village. Finally, kids and adults will enjoy sled rentals for sledding on hills or pulling around tired kids!

1.14d

At Monday Mountain we want the whole family to enjoy skiing, but we know that our littlest skiers are not quite ready! That is why we offer exceptional daycare while adults and older kids enjoy the mountain. We have full and half day options. Day care is conveniently located next to ski school for a one stop drop off. Our daycare prides itself on having staff certified in first aid and early learning.

1.15 Where to Find Help

It is important that our families always feel safe on the mountain. Part of that sense of security is felt by knowing where to ask for help. Click on each picture to learn more about the types of people who can help our guests.

1.15a

Ambassadors are mountain representatives who can be found on the mountain in many locations. They are in lodges and ski all over the mountain. They wear bright orange Monday Mountain jackets and can answer almost any non-medical question you have. Ask them for suggestions on where to ski or how to get additional assistance in an emergency.

1.15b

Guest services is located in all base lodges. Our guest service staff is trained to assist with ticket, lesson and rental purchases, give directions, and answer any questions. Additionally, they will help resolve any concerns or complaints a guest may have.

1.15c

Ski patrol is responsible for providing emergency medical assistance, assessing injury, and assisting guests down the mountain in they are unable to ski. Ski Patrol is located in all base lodges and at the top of most lifts. They wear red jackets with a white cross. Any mountain employee can help guests contact ski patrol.

1.16 Summary

Before you take the quiz, let's review what you have learned. As a Monday Mountain Employee you should now be able to talk about ski clothing tips for kids and adults. You can talk with our guests about rental equipment, lesson and ticket information. You can also offer them helpful tips to make their ski vacation with kids go smoothly. Finally, you can help families discover our many amenities here at Monday Mountain.

1.17 Assessment Intro Slide

Let's see how well you can apply the information you learned in this course about families skiing together. You will answer 5 questions in varied format. You must score 80% to pass. You may use the course menu on the left to review any part of the course before you begin. When you are ready, click on the next button to begin.

1.18

1.19

1.20

1.21

1.22

1.23 Results Slide Success Layer

Thank you for taking the quiz. Congratulations! You passed. You may review your results by clicking on the review quiz button. If you are satisfied with your results and ready to move on, please click the continue button.

1.21 Results Slide Fail Layer

Thank you for taking the quiz. Unfortunately, you did not pass. You can review your results by clicking on the review quiz button. When you are ready to try again, click on the retry quiz button.

1.22 Congratulations Slide

Congratulations on completing the Family Skiing course. You now have the knowledge you need to ensure that families who come to our resort have the best experience possible. Together, we will help them create memories that will last a lifetime and have them return often to Monday Mountain.