

Design Document

Monday Mountain Family Skiing eLearning Course

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| <i>Business Purpose</i> | <p>Monday Mountain is a small ski resort that prides itself on being family friendly. The corporation believes that the entire family can become lifelong skiers. By providing a positive mountain experience, they hope to increase their return on investment by making returning guests out of every family.</p> <p>Based on feedback, particularly from families, there is inconsistency in the type and amount of information guest services employees deliver to guests. The goal is to standardize the information that all guest services employees know, and thereby reduce guest complaints.</p> |
| <i>Target Audience</i> | <p>The primary audience is all guest services representatives at Monday Mountain. They are all experienced skiers or snowboarders.</p> |
| <i>Training Time</i> | <p>30-minute eLearning course</p> |
| <i>Training Recommendation</i> | <p>Because learners work a variety of schedules and at a variety of locations around the mountain, an eLearning course is the best option for this training. Staff have access to computers in an employee center or may complete the training on their own devices.</p> |
| <i>Deliverables</i> | <ul style="list-style-type: none">• 1 storyboard including script.• 1 eLearning course in Articulate Storyline with voiceover narration.• 1 job aide explaining ticket, lift, and lesson packages.• 1 Word docx. of lodges & locations (uploaded in eLearning course). |
| <i>Learning Objectives</i> | <p>By the end of the training learners will be able to:</p> <ul style="list-style-type: none">• Summarize ski clothing tips.• Explain rental equipment, lesson, and ticket options for families.• List tips to make a family's journey enjoyable.• Identify amenities offered at Monday Mountain. |
| <i>Training Outline</i> | <p>Introduction</p> <ul style="list-style-type: none">• Welcome• Navigation• Goal: Create Memories for Families• Objectives <p>Topic: Clothing</p> <ul style="list-style-type: none">• Head (helmet, goggles, etc.)• Feet (socks, boots, comfort tips)• Body (outer and base layers, mittens/gloves) |

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| | <p>Knowledge Check</p> <p>Topic: Equipment Rental</p> <ul style="list-style-type: none">• Reasons to rent equipment from rental shop on mountain. <p>Topic: Lesson and Ticket Information</p> <ul style="list-style-type: none">• Package deals, lesson types, ticket options <p>Topic: Helpful Hints for Families</p> <ul style="list-style-type: none">• Best ski locations• Lodge locations• Carrying ski equipment• Getting around the mountain• Tips to keep it fun with kids. <p>Knowledge Check</p> <p>Topic: Amenities</p> <ul style="list-style-type: none">• Hotel and Condo information• Daycare• Other activities (swimming, snow tubing, sleigh rides, sledding, skating) <p>Topic: Getting Help</p> <ul style="list-style-type: none">• Ambassadors• Ski Patrol• Guest Services <p>Review</p> <p>Assessment – See below.</p> <p>Closing – Congratulations message</p> |
| <i>Assessment Plan</i> | <p>Learners will be assessed at the end of the module with a 5-question graded quiz. Each question will target 1 learning objective. Questions will be in a variety of formats including true/false, multiple choice/select, drag and drop matching, etc.) Learners must score 80% to pass. They will have as many attempts as needed. Learners will have the chance to review their answers after each completed quiz attempt.</p> |