



## Pre-Arrival – What We Do

- Guests call or email to register for lessons, that info is hand entered into a database  
School – Loup Loup
- Pre Arrival email with visit specific info  
School – Stevens Pass
- Send out welcome email and also reach out by telephone, what to wear, when to arrive, where to go  
School – Eaglecrest
- Pre-set gear – ready to grab and go!  
School – Eaglecrest
- Offer bus transportation option, informational session for participants, REI retail shop in PDX where guest can buy Meadows products  
School – Mt Hood Meadows
- Prescreen and pre-assign students to a specific class  
School – not listed
- Take lessons at Mini Mountain and show up to the mountain knowing how to stop, turn, load and unload chair lift  
School – not listed
- Help people park cars  
School – not listed
- Email group confirmation  
School – Mt Hood Meadows
- First day check list  
School – not listed
- Reservations online, gear setup and waiting for them, inside lesson prep and help with gear  
School – Summit
- FAQ page  
School – Summit
- Pre reg 2 paks w/grad offers  
School – Summit
- Online sales, pre-tech equipment with guest's name on the ski or board  
School – Mt Hood Meadows
- Website first timer guide  
School – Stevens Pass
- Loads of words  
School – Summit

- First timers guide  
School – Summit
- First times guide online  
School - Stevens Pass
- Multi week lessons get a preseason orientation meeting  
School - ULLR
- Online sales, I.M. help center  
School - Mt Hood Meadows
- First time info on website  
School – 49° North
- Welcome guests and set expectations  
School – not listed
- Identity and belonging, group-specific programs, Chinese ski school  
School - ULLR – Sino Ski
- Set up welcome area and corral, have instructors in, be ready to teach, set up race course for turn practice, get some info on snow conditions  
School - Olympic Ski School
- Send out info email for first timers, often call first timers with information about the experience or adventure  
School -Meany Mountaineers
- Facilitate carpool groups for students  
School – Mountaineers
- Pre-lesson communication between instructor and student  
School – Mountaineers
- Have instructors greet the school busses at drop off point  
School – Mt Hood Meadows and Loup Loup
- Sell lessons, send info to help customers prepare, driving tips on website, conditions and traffic info on websites  
School – Mt Hood Meadows
- Online reservations, needs for lesson and time frame expectations  
School – not listed
- Send pre-arrival emails helping them understand what is going to happen  
School – Stevens Pass
- Provide heated walkway to day lodge  
School – Summit Central
- 5<sup>th</sup> graders program, class cards and instructor assignments pre-made  
School – Loup Loup
- Phone calls and personal advice  
School – Summit



**PSIAAASI**  
N O R T H W E S T

- Email what to expect for programs (parent guide)  
School – Eaglecrest
- Indoor sessions before on-snow lesson series  
School – Mountaineers
- First timers guide on website  
School – Eaglecrest
- Reserve rental gear, gear is set-up before guest arrives  
School – Summit and Mt. Hood Meadows