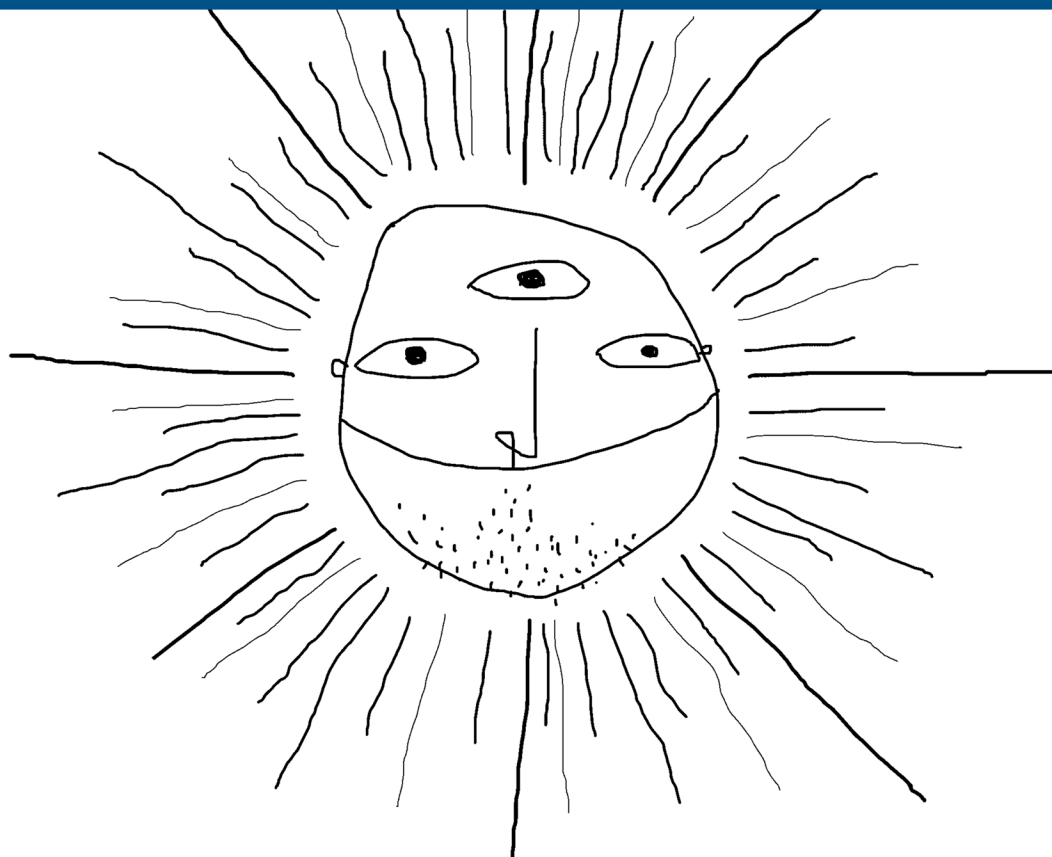


# WE SEE YOU

Working every day to create meaning and memories for our guests.

Now hear us because as your teammate and friend, you deserve to be recognized for being exceptional.



Today (1/20/24) was a doozy. But, I wanted to take a moment to thank you all and everyone in your departments for working tirelessly to get Stateside Hotel back online.

Stateside is at 94% occupancy. That is a lot of guests which felt the inconvenience of this (not even counting the day guests). Because of the communication we had, we were able to make this out with minimal compensation on the lodging side of things.

I spoke with so many employees today I have lost track. The ones that stick out are:

**Electrical Department** - I personally saw them literally running for hours shoveling out snow in front of panel boxes for the VT electric company. I can only image what they did out of sight (and are continuing to do).

**Shuttles** - They took the brunt of the guest issues. They had to move hundreds of guests across this resort. They were able to accomplish this while also accommodating the groups (80 + people at a time) that were pre- planned to go to the waterpark.

**Group Sales** - **Annie** and **Rob** were in constant communication with me today to ensure our group guests were taken care of. We have a large group of middle school aged children staying at SSH. With minimal heat and electricity, we were able to accommodate them with virtually no inconvenience to them. That is saying something.

**Ski School** - I only got to speak with **Rob R** for a short period of time today. But you guys somehow made this out with almost no complaints at our desks (I'm sure you see this differently). But I see this as a win as we heard NOTHING from our lodging guests.

**IT** - Once we got power back, your team were left to pick up the pieces. We are currently running with maestro, internet, and phones. This is HUGE. We were unable to check in guests all day, make keys, or do any part of our job including answer phone calls from our guests. We were cut at the knees and you got us back up and running. THANK YOU.

**Maintenance** - **Andy** and **Doug** gave me the best run down of the situation I could ask for. A lot of our job on the desk is knowing information. Because of you, we were able to keep our guests properly informed and also able to give them a heads up when we were going to lose power again. Because of you and your team, our guests are warm and comfortable right now. (Again, I know there are a lot more people I need to thank for this).

**Mountain Ops** - **Walter**, your team bent over backwards to get our lifts open. I can tell you, when I told guests that the metro and village chair were open, it changed the entire conversation. THANK YOU.

**Ski Patrol** - We lost power around 11:15am. I made it to stateside by 12 and the Jet and Bonnie were empty. Seeing those empty chairs lifted my spirits knowing you were all able to evacuate the chairs quickly. Again, I know many more people are involved in getting this done, but THANK YOU.

**Security** - **Larry Hanover**, **Alex**, and **Brandon** were integral to the flow of the day. Driving guests who needed a shuttle when shuttles were overrun, delivering keys where they needed to go. **Larry** delivered us a radio at HJ that had access to the buses channel to keep the shuttle calls running. SSH is the only hotel that has access to that channel, so without that radio, no shuttle calls would have been answered.

I am hoping we have made it through the thick of it, and I cannot express how thankful I am for everyone. Hospitality is the name of the game, and we pulled it off. This is just another example of being presented with impossible odds and Jay Peak rallying together to fix the issue.

Olivia Mitchell-Eby - **Hospitality Guest Services Manager**

