



## GREAT WEEK & UPCOMING WEEKS

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**TO:** All Staff  
**FROM:** Steve Wright  
**DATE:** February 25<sup>th</sup>, 2025

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All – we are now into our 44<sup>th</sup> week of the fiscal year and if it isn't the late innings, we're just about ready to get our bullpen loose. I wanted to take just a second to thank everyone for getting us this far and getting us through a busy, but really well-operated US President's Week last week. Along with plenty of snow, we had great lodging occupancy and, with the exception of the early part of the week when the wind knocked us down, great day traffic; some of the busiest days we've ever seen here. From our parking lot crew to our Customer Service team, to fantastic maze management by our lift attendants and on-time lifts running, in very challenging conditions, thanks to our lift mechanics, it seemed every person, in every department, was engaged and delivering at a very high level. Weeks 45-48 will bring Vermonters, Quebecers, and Ontarians onto our campus for their vacations and if our approach and performance is even a fraction of what we've seen, we'll be showing lots of guests the time of their lives.

The only downside of mentioning any person or department is that I'll invariably miss someone, so I'll stay away from calling anyone, else, out specifically, but Ski Patrol and Lift Ops warrant the spotlight again, as does that fast work of Dave Levin and Chris Clements (among others). Dave and Chris thwarted what could have been a devastating scenario when a lithium battery caught fire in the SRS locker room a week ago. With Chris acting quickly to organize help, Dave quickly took matters into his own hands and, nearly single-handedly, put the fire out before much damage had taken place. Their fast actions kept the damage limited to the locker room which has already been back to usable shape.

And for the second time in as many weeks, several members of Patrol and Lifts conspired to perform another miracle, of both performance and pace, to help save another guest experiencing cardiac distress. Patrol members involved with this save, Martin, Orla, Evan, Latimer, Andre, Cramer, Chris, and Jamie, along with Molly, Adrian, and Derrick in lifts, were not only heroic in their approach but thorough in the way they reviewed the day, making sure they understood what worked, what needed work and the best way to approach the next, inevitable, scenario. We'll call this team out in more detail in the near future but, for now, I want to acknowledge this crew for delivering, again.

While all of our success can easily be ascribed to the 350" of snow that's fallen and the lack of meaningful thaw since the first of the year, we all know it's more than that. A friend of mine noted that on the evenings Cal Ripken tied then broke the consecutive MLB games-played record, he homered on both nights, but that it was likely the pitcher facing him simply grooved a fastball, so he could lay into one. While that may have been true, Cal still needed to swing. He still needed to drive the ball. And he still needed to execute. All the snow in the world doesn't matter without a team swinging and executing and delivering in nearly the same exact way. I couldn't be prouder to be working with you across this historic season and I'm looking forward to getting into the 9<sup>th</sup>, with a big lead, very soon.

-Steve  
[swright@jayspeakresort.com](mailto:swright@jayspeakresort.com)

