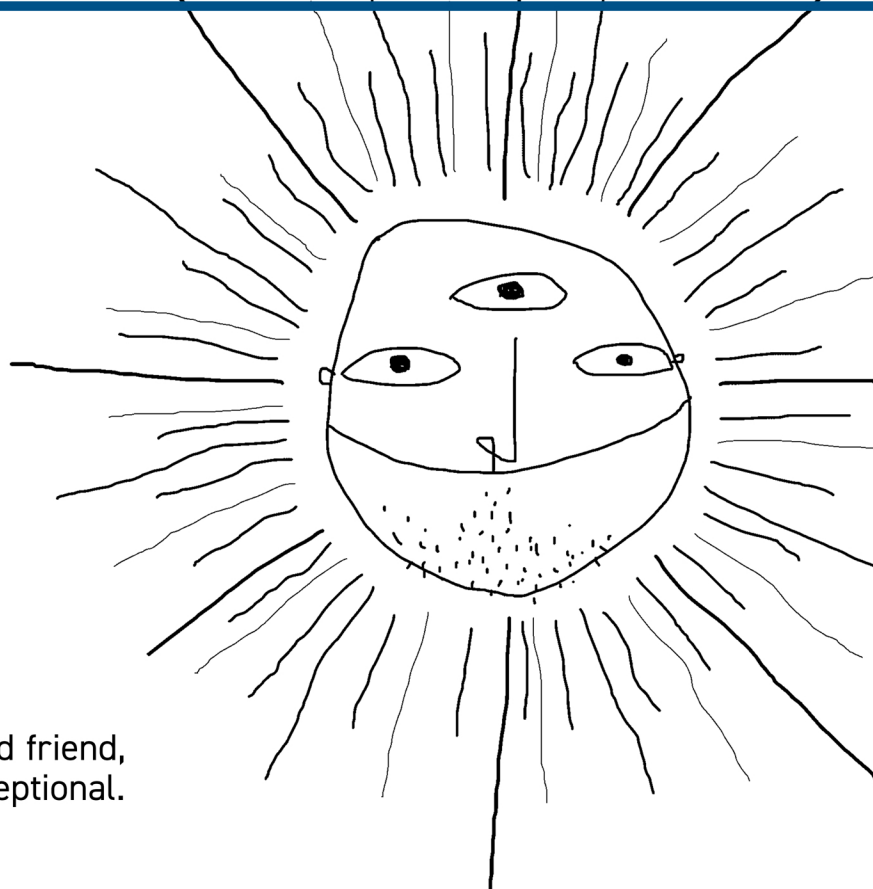


WE SEE YOU

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.



HOUSEKEEPING APPRECIATION WEEK

As one of the largest departments at the resort, our Housekeeping team plays an essential, though often behind-the-scenes, role in keeping our property running smoothly. While you may not always see them as you move throughout the resort, their work is present in every corner, every guest room, and every public space.

This team is responsible for servicing nearly 900 units, supported by 5 dedicated managers, 16 supervisors, and approximately 100 hardworking attendants. In addition, our Park Services team ensures the waterpark remains clean and safe, and our Public Areas team maintains the cleanliness and presentation of all shared spaces across the resort.

While housekeeping is often thought of simply as “cleaning,” their work goes far beyond that. These roles are physically demanding and require a high level of skill, organization, and attention to detail. Beyond preparing rooms for arrivals, their responsibilities include deep cleans, carpet care, linen management, laundry transport, stocking supply closets, and much more - all while meeting tight timelines and maintaining our resort’s high standards.

Each week, the team carefully plans and coordinates their work to ensure every guest’s arrival is seamless and every space is spotless.

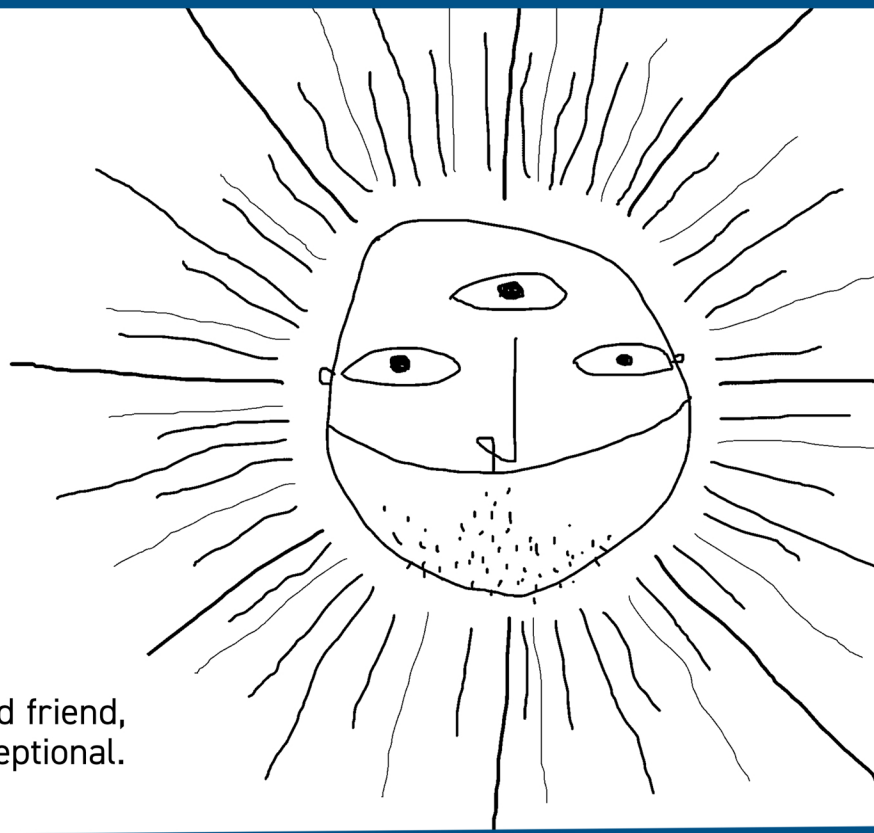
This week, in honor of **HOUSEKEEPING APPRECIATION WEEK**, we’ll be sharing staff spotlights to recognize the individuals across all areas of the department. From room attendants to supervisors, park services to laundry — every role is vital to our success, and we look forward to celebrating the people who make it all happen.

Please join us in showing our appreciation for this incredible team. Their hard work, dedication, and behind-the-scenes excellence deserve our deepest thanks.

Hayley Paxman (Young) – Assistant Director of Lodging



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HOUSEKEEPING MANAGEMENT

The Housekeeping Department is one of the most dynamic and complex areas of our resort, with each branch facing its own unique challenges. At the heart of it all is a team of dedicated managers who lead with integrity, adaptability, and an unwavering commitment to excellence. This week, we proudly recognize the individuals who keep this engine running — our Housekeeping Managers.

TOM BRUNO

Tom joined Jay Peak in November 2024 as the Condo Housekeeping Manager, stepping into the fast-paced winter season without hesitation. He quickly adapted to the demands of the role and now leads the only housekeeping department with its own vehicle fleet. Tom's ability to lead in a such complex operation has made him an invaluable part of the team.

SAM POWERS

With an incredible 37 years of service, Sam is the longest-standing member of the housekeeping leadership team. He has held various roles across the department, bringing with him a deep well of experience and knowledge. But what truly defines Sam is his personality — lighthearted, witty, and kind. He brings positivity to every interaction and has an authentic, genuine care for each and every member of his team.

JOHN MAYHEW

John began his journey with us in January 2024 as a Condo Housekeeping Supervisor. His dedication and leadership were quickly recognized, and by October 2024, he was promoted to Tram Haus Housekeeping Manager. John has grown rapidly in his role, consistently showing a strong work ethic and reliability.

RYAN BERNIER

Ryan started his career at Jay Peak in October 2022 as a Front Desk Supervisor. In February 2025, he transitioned into his current role as the Stateside Housekeeping and Laundry Manager. Ryan is a hands-on leader who leads by example, never afraid to step out of his comfort zone or learn from those around him. His growth mindset, work ethic, and approachability make him a standout leader who continues to grow and inspire.

MEG LILL

Meg brought her extensive experience in customer service to the Housekeeping team in March 2024 when she stepped into her role as Executive Housekeeping Manager. Known for her humor, energy, and approachability, Meg is a force of organization and communication. She holds high standards while keeping the team engaged and connected. Her ability to balance professionalism with personal connection makes her an incredible asset to both her team and the resort. Under Meg's leadership, for the first time in company history we had NO LATE ROOMS for the 2024-2025 season!

Each of these leaders brings something unique to the table, but they all share a common goal — to support their teams, uphold high standards, and ensure our guests have the best experience possible. Please join us in recognizing and celebrating the dedication, heart, and leadership of our amazing Housekeeping Managers. We are truly lucky to have them.

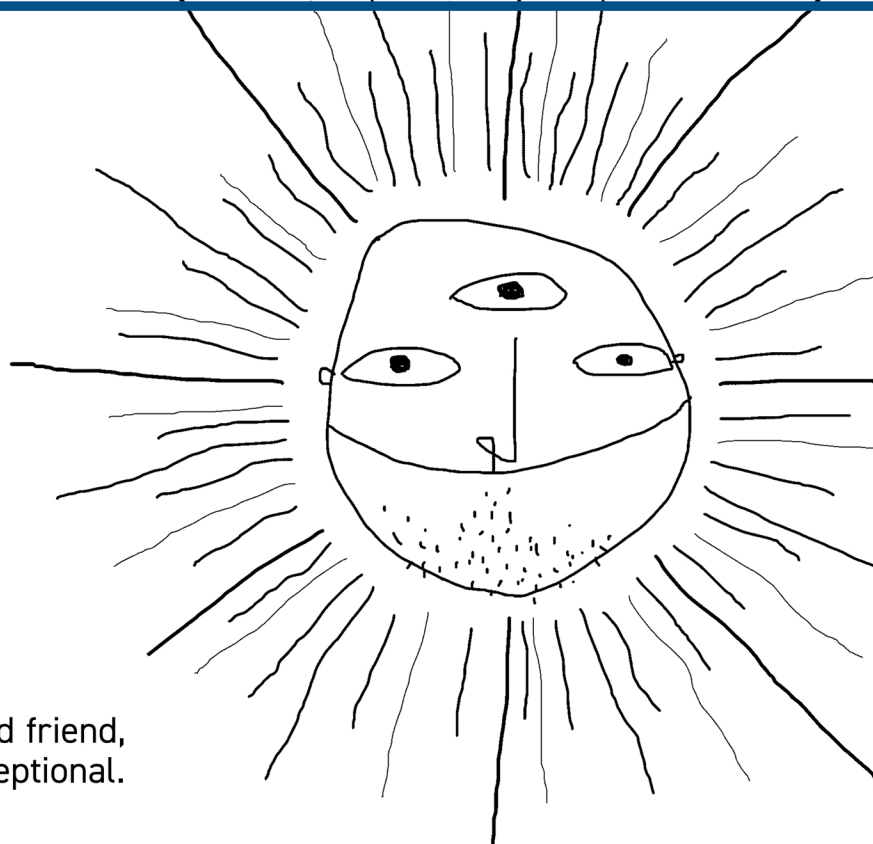
Hayley Paxman (Young) – Assistant Director of Lodging



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THE LAUNDRY DEPARTMENT

Behind the scenes, but at the very heart of the resort, the Laundry Department quietly supports nearly every operation. A typical day begins with loading the machines, folding what was left from the previous shift, and adjusting quickly to the constant changes that come with resort life.

Laundry's reach extends far beyond linens for guest rooms. This team services nearly every department including Housekeeping, Waterpark, Spa, Childcare, Front Desk and Mountain Operations.

Beyond this, Laundry also adapts to the unique demands of special events. From weddings to large group bookings to new resort offerings, the department plays a role in making sure every service has what it needs. Laundry truly has its hands on almost every level of the resort.

Laundry has the task set before it with every day being different while also holding on to a sense of stability. It is far more than just washing and folding. The team responds to common challenges such as an unexpected surge of waterpark guests on a random Wednesday, or rooms filling up faster than the Front Desk and Housekeeping can react. In these moments, Laundry works in the background but influences daily operations in powerful ways—helping to ensure that guests are happy from the time they arrive until the moment they leave. From basic tasks to specialty requests, the team is always ready and capable of meeting the need.

Operating 24 hours a day, 365 days a year, Laundry is one of the few departments that never stops. It is a continuous cycle of washing, drying, folding, and distributing—carried out by a team whose consistency and reliability keep the resort moving.

The Laundry Department represents the essence of hospitality: adaptability, resilience, and quiet excellence. Our Laundry Attendants, supervised by Keshia Lawyer, are the best in the industry.

**DONNA BOYCE | LISA DRAPER | MIKE PERRY | JACOB THOMAS
ERICA BARTELSON | CHRISTINE CRAMER | JOE VASQUEZ | STEVEN FERLAND**

From the hotel rooms to the waterpark, from spa robes to wedding linens, Laundry touches every part of the guest experience. Their hard work and pride in their craft make them an indispensable part of the resort's success.

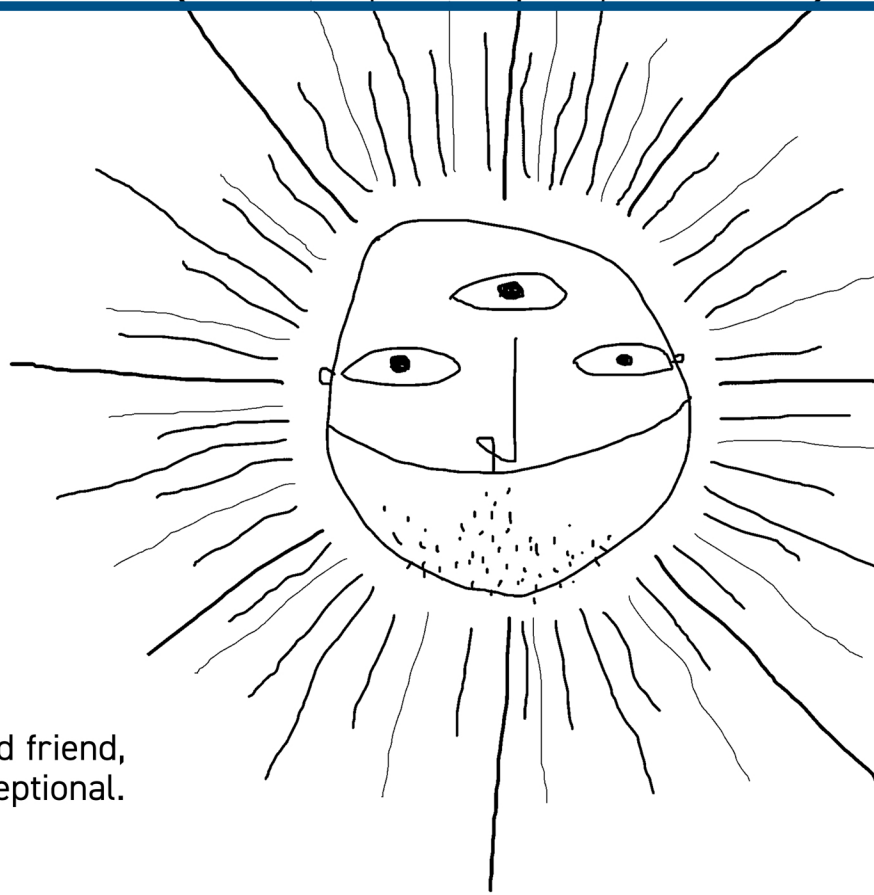
Ryan Bernier – Stateside Housekeeping & Laundry Manager



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HOTEL JAY HOUSEKEEPING

Hotel Jay is a five-story property featuring 176 guest rooms and is considered our flagship lodging facility. Conveniently attached to the waterpark, it offers direct access to the ski hill, a tunnel connection to the Tram Haus Lodge, and a full-service conference center. Hotel Jay operates nearly year-round—24/7 for 51 weeks annually—making it the most consistently open lodging option at Jay Peak.

Our housekeeping team at Hotel Jay includes several dedicated staff members who have been with us since the hotel's opening in 2012. This team plays a critical role in the property's daily operations and is managed by Sam Powers.

The room attendants, who are essential in maintaining our high standards of cleanliness and guest satisfaction, include:

**AMANDA AMYOT | HANNAH BARRUP | AMBER BEFORE
CHEYENNE BESSETTE | FURKAN EROL | AMY PANNUTY | DESTINY PRUE
MELISSA RANDALL | KRISTEN RICHARDSON | GERARD RYEA
ROBERT SERBAN | CERRIA ST. FRANCIS | BRITTANY WOOD**

These individuals work diligently behind the scenes to clean rooms and hallways, ensuring all accommodations are guest-ready. Their work is supported and supervised by:

**WENDY MICHAUD | MIRANDA ROYER | NICOLE WESCOM
AMANDA WHITE | CASSIE WHITE**

In addition to our room attendants, our team of Housepeople plays a vital supporting role. They work ahead of the attendants to remove trash, strip dirty linens, and start dishwashers in the units. They also maintain compost stations, restock housekeeping closets with supplies and clean linens, and clean the guest laundry areas. Phillip Wood supervises the Housepeople team and provides additional guidance to the broader housekeeping staff.

The Hotel Jay housekeeping team is more than just a department—it's a close-knit, hardworking group that feels like family. Especially in the summer months, our smaller team shares camaraderie, humor, and a deep sense of care for one another and the work we do. Despite the fun we have together, we remain focused and committed to delivering excellence.

Housekeeping is not just about cleaning rooms; it's about creating a welcoming, safe environment that guests want to return to. A successful housekeeping department depends on consistent procedures, keen attention to detail, and teamwork. It's important to remember that housekeeping is truly the backbone of hotel operations. Thank you to each member of the Jay Peak housekeeping family for your dedication and contributions. Your hard work does not go unnoticed.

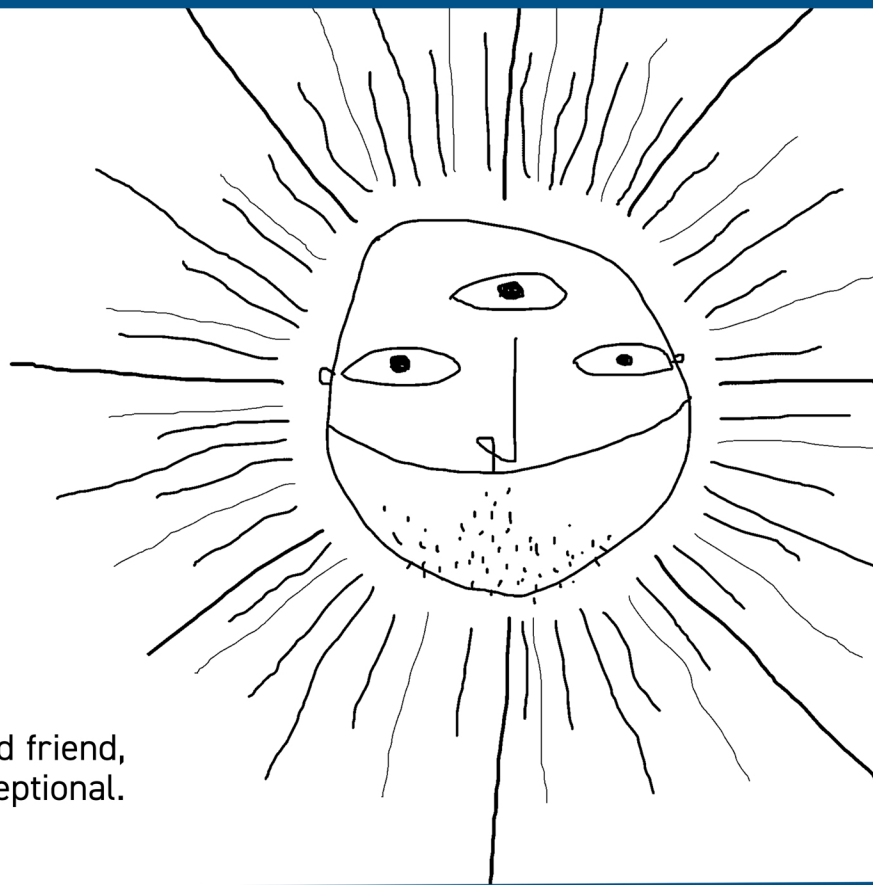
Sam Powers – Hotel Jay Housekeeping Manager



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NICOLE WESCOM

Nicole Wescom is known for her consistently positive attitude and genuine willingness to support those around her. Whether she is assisting a guest or stepping in to help a teammate, Nicole never hesitates to go the extra mile. Her kindness, reliability, and commitment to creating a supportive, team-oriented environment make her an essential part of our housekeeping team.

Each day begins with Nicole offering a warm greeting to her coworkers, setting a positive tone for the shift ahead. She takes time to carefully review her room assignments and approaches each task with a high level of care and attention to detail. Nicole's work is not only thorough—it reflects her pride in what she does and her dedication to making every guest feel welcome and comfortable.

It's this combination of professionalism, compassion, and quiet leadership that makes Nicole such a respected and appreciated presence on our team.

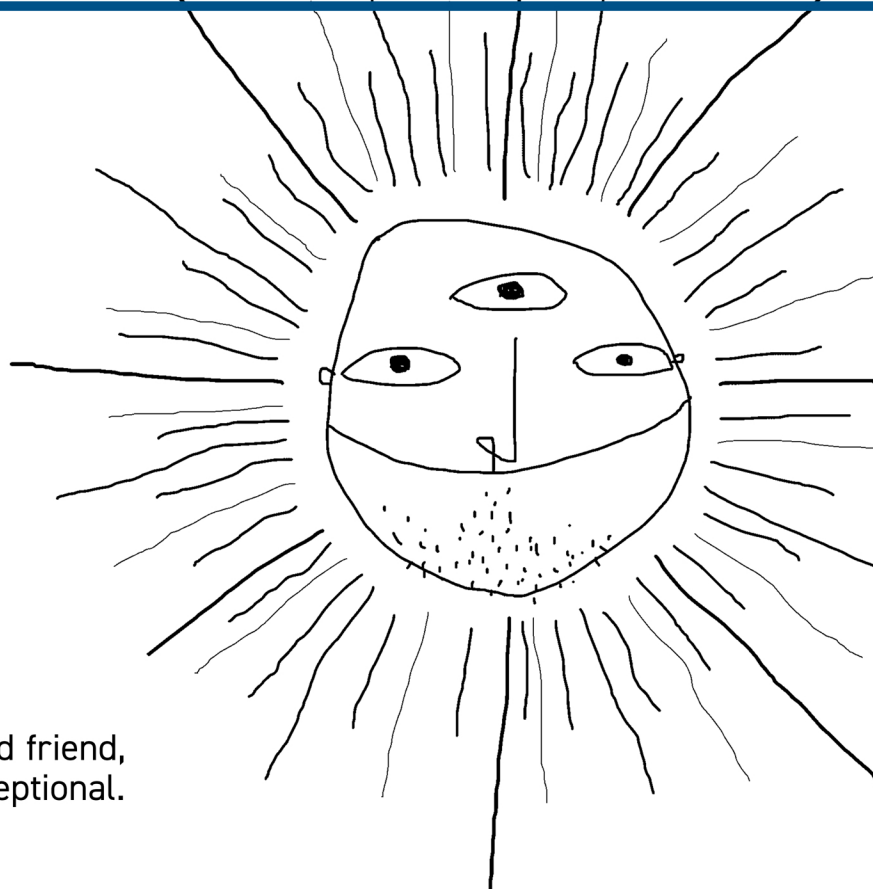
Sam Powers – Hotel Jay Housekeeping Manager



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ERICA BARTELSON

Erica Bartleson is a staple in the laundry department. What truly sets Erica apart is her warmth and unwavering positivity. Her approachable nature and ever-present smile have a way of lifting the entire team, even on the most demanding days. She often says with a cheerful laugh, "There's a lot, but it has to get done, so might as well do it." That simple, determined outlook speaks volumes about her work ethic and spirit.

Erica's willingness to step in wherever she's needed—whether it's keeping the endless stream of pool towels moving or ensuring the waterpark always has clean mop heads ready—makes her indispensable. She brings a fresh, steady energy to every shift and leads by example with her reliability and dedication.



Ryan Bernier – Stateside Housekeeping & Laundry Manager

If you ever find yourself walking past the Hotel Jay Laundry on a weekend & glance up at the upper laundry area, you'll likely catch a glimpse of Erica in action, in her element, hard at work making a mountain of pool towels look like a fun day at the office.

Erica works most weekends, always arrives on time, and tackles her tasks with a rhythm that somehow allows her to wash more pool towels in a single shift than sometimes even seems possible- she's remarkably efficient and her work ethic is top notch.

As soon as she arrives, she checks in on operations, plans out her day and gets to work with a smile. Whatever needs to be done, you can count on Erica to accomplish it with positivity and care. She's an outstanding member of the laundry team and we are lucky to have her on board.

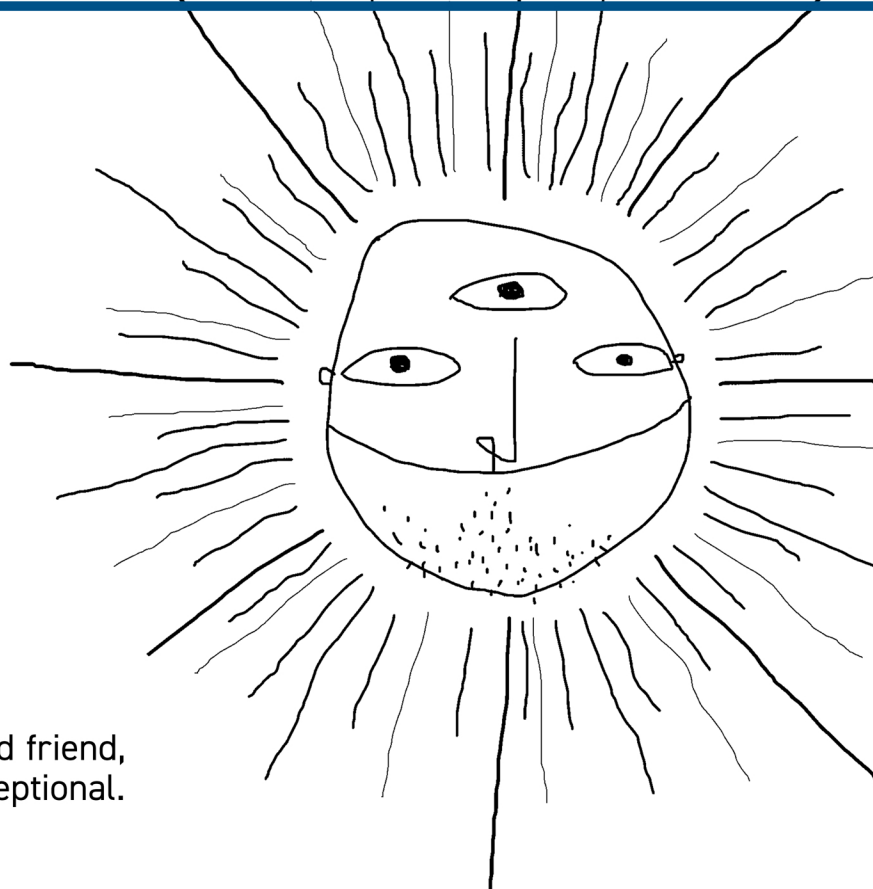
Lisa Morse – Director of Lodging & Hospitality



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JAMES MAYNOR

James Maynor's story is a powerful testament to what dedication, hard work, and integrity can achieve. His journey with SSH began as a housekeeper and room attendant, where his strong work ethic, attention to detail, and reliability quickly distinguished him. It was clear from the start that James wasn't just here to do a job—he was here to make a difference.

In 2024, James was promoted to Supervisor on the Condo team, a role in which he not only demonstrated his technical expertise but also emerged as a thoughtful and respected leader. When SSH faced a period without a full-time housekeeping supervisor, James didn't hesitate—he stepped up. Returning to his roots in housekeeping, he became the first-line leader of the team, managing daily operations with a steady hand and a collaborative spirit.

What makes James truly exceptional is his commitment to progress. He consistently looks for ways to enhance efficiency, improve workflows, and elevate the guest and team experience. But he doesn't stop at ideas—he puts them into action. James tests, adapts, and implements changes that make a lasting impact, all while working shoulder to shoulder with his team.

James embodies what leadership should look like: humble, hands-on, and driven by purpose. His journey reflects not only personal growth, but a deep commitment to the success of the team and the organization as a whole.

Thank you, James, for your leadership, your vision, and your unwavering dedication. During Housekeeping Appreciation Week and every day, we celebrate not just the role you hold—but the example you set.

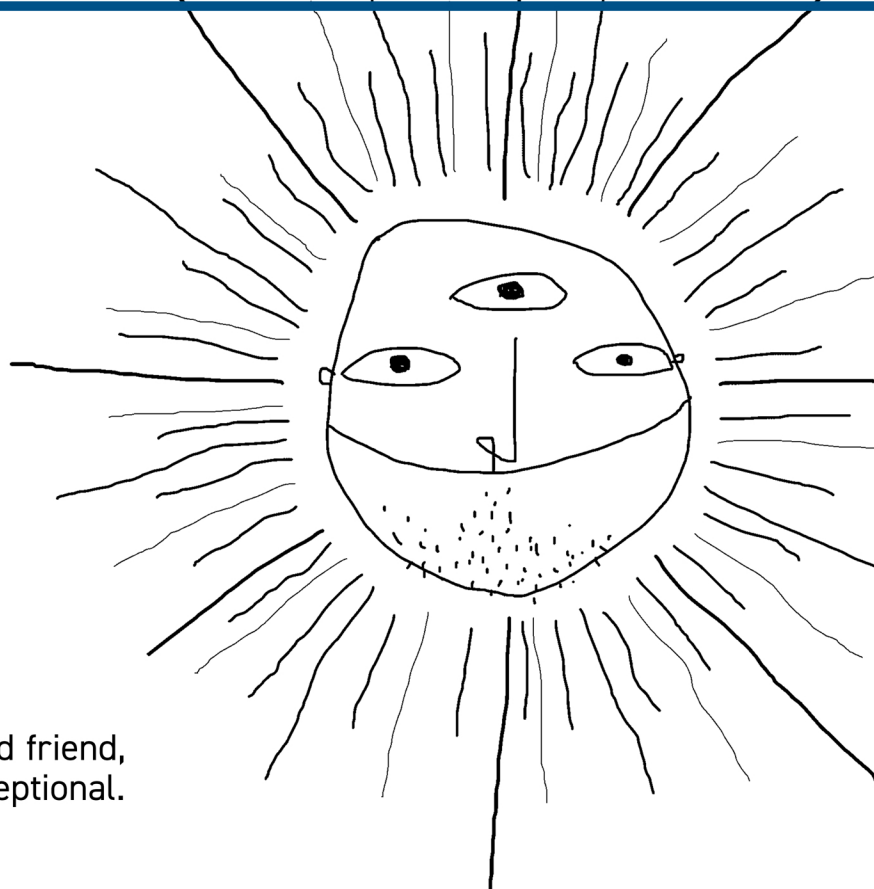
Ryan Bernier – Stateside Housekeeping & Laundry Manager



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STATESIDE HOUSEKEEPING

Perched at the base of the mountain, the Stateside Hotel is a four-story property with 85 guest rooms. With direct access to the ski lifts and proximity to Clips & Reels and the Stateside Amphitheater, this hotel is ideally located for guests seeking convenience and adventure. Stateside is especially well-suited for school groups, offering straightforward accommodations close to key amenities. The hotel operates 24/7 throughout the busy winter season and shifts to weekend-only service during the quieter shoulder months.

Stateside Housekeeping is managed by **RYAN BERNIER**, and supervised by **JAMES MAYNOR**, Housekeeping Supervisor. Each day begins with James preparing assignments, organizing cleaning schedules, and ensuring the team is set up for success. His role is essential—particularly because the Stateside Hotel operates with a small year-round staff. Every year, Ryan and James take on the challenge of building a seasonal team that can meet the demands of a fast-paced, high-turnover winter season.

During the slower shoulder seasons, Stateside runs efficiently with a dedicated team of two room attendants: **MELISSA CARILLO** and **ALIN SERBAN**. Their commitment and versatility help maintain operations until the full team ramps up again for winter.

Stateside Housekeeping is built on speed, precision, and teamwork. With quick room turnovers and high guest volumes in the winter, the team must work seamlessly together to meet tight deadlines. One unique advantage of the Stateside operation is its direct connection to the on-site laundry facility. This proximity allows for rapid linen turnaround—an essential asset that ensures rooms are cleaned, stocked, and guest-ready on time.

The Stateside Housekeeping team reflects the very best of what it means to work in hospitality: hard work, adaptability, and a shared sense of pride in delivering a great guest experience. Their commitment keeps the hotel running smoothly season after season.

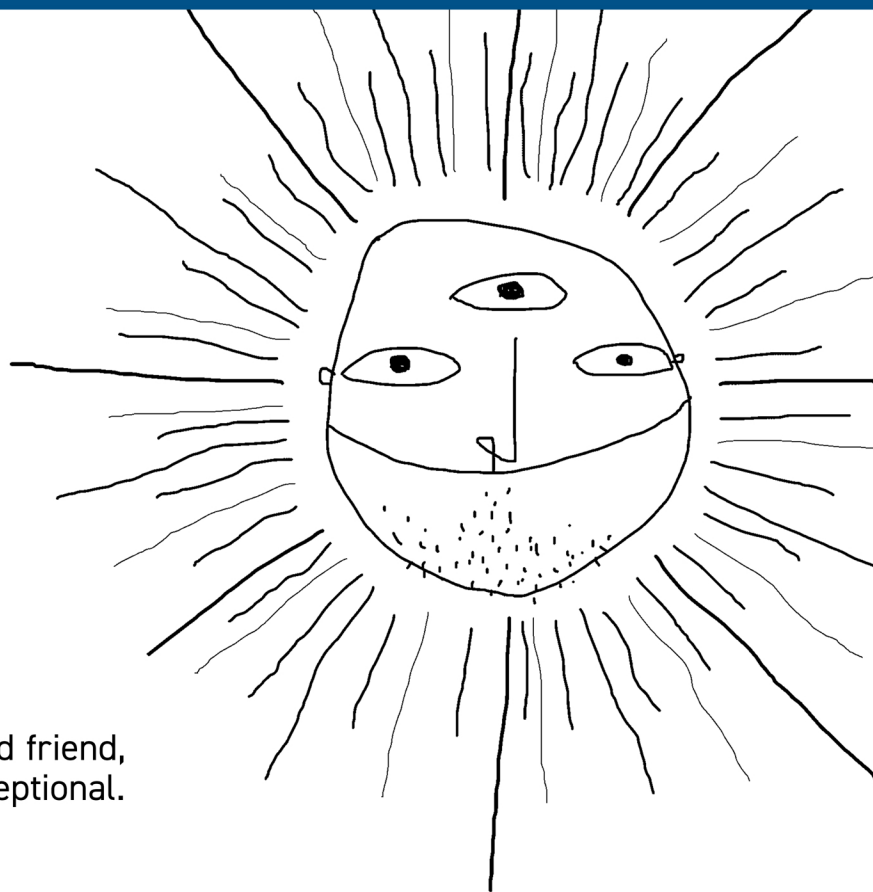
Ryan Bernier – Stateside Housekeeping & Laundry Manager



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ADAM CHAPUT

Adam's long-standing experience at Jay Peak is more than just an asset—it's a cornerstone of our condo housekeeping team. His deep familiarity with the property and its inner workings shines through in the thoughtful insights and practical suggestions he shares so effortlessly.

Adam consistently demonstrates a positive, can-do attitude and reliably meets his daily goals. His versatility and reliability make him not just a valued team member, but someone others look to and count on—whether working independently on units, ensuring carpets are thoroughly cleaned after busy periods, or stepping in to assist with set-ups as needed.

Adam's hard work and commitment don't just get the job done—they inspire those around him. His contributions make a real difference, and we want him to know they haven't gone unnoticed.

Thank you, Adam, for your continued commitment and contributions.

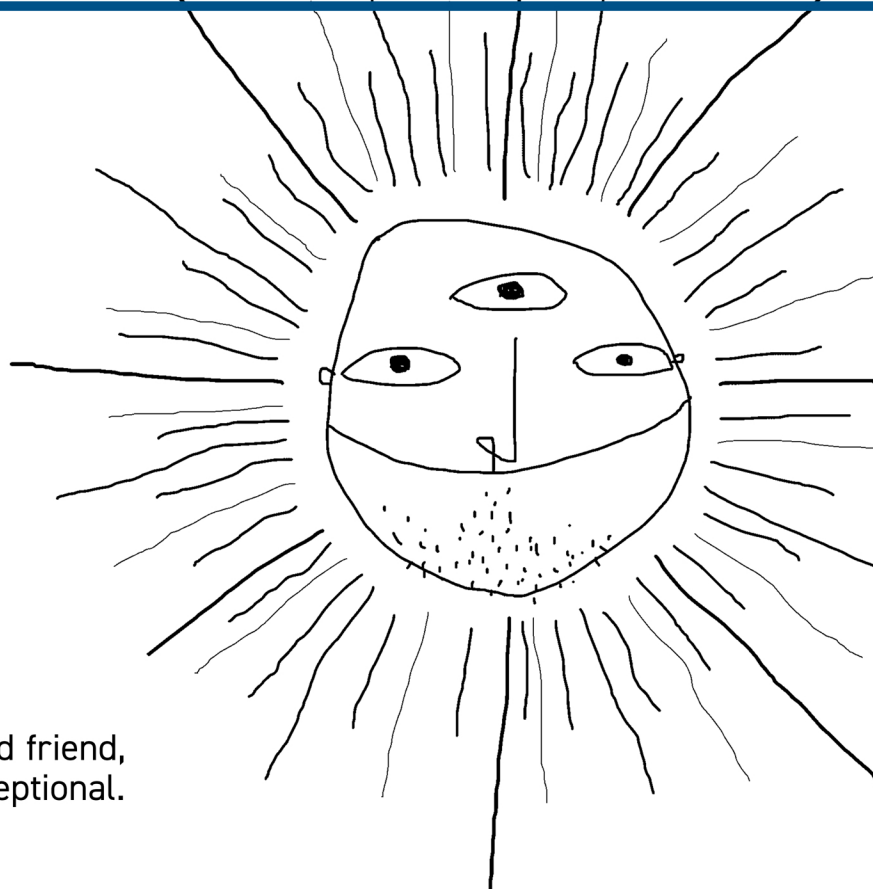
Tom Bruno – Condo Housekeeping Manager



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CONDO HOUSEKEEPING

Condo Housekeeping services over 300 units across nine unique property types - including Golf & Mountain Cottages, Lodge & Townhome, Slopeside, Village, Trailside, Stoney Path, Mountainside, Journey's End, Powderline, and the Clubhouse Suites. These units span the entire resort, offering everything from ski-in/ski-out convenience to peaceful golf course views and cozy, home-like atmospheres.

Each unit presents its own challenges. Many are multi-level, requiring supplies and equipment to be moved between floors. With condos operating 24/7, 365 days a year—and check-ins happening at various locations, our teams must be flexible, efficient, and always ready.

The heart of Condo Housekeeping is our incredible team, managed by Tom Bruno. These individuals are some of the most adaptable and hardworking staff members.

Our room attendants, who work tirelessly to uphold our high standards of cleanliness and guest satisfaction, include:

**JIMMY MAYHEW | SIRAG AKKAYA | ADAM CHAPUT | REYANNA COOMBE
JASMINE HINTON | AMELIA HOWARD | AMY MCGOWAN | FAWN ROBERGE
CERAJO RUDOLPH | CLOE SHEPARD | BAHAR UZ | ARDA ZOZANI | GRIFFIN WANG**

Our supervisors play a critical role by transporting cleaning teams, delivering supplies, inspecting units, and often stepping in to clean when needed:

**ANN BADGER | RENEE BADGER | HUNTER LANGLOIS
ALICIA KELLEY | JARED PAQUETTE | LOGAN HOGABOOM**

This team faces daily challenges, ranging from unpredictable weather and long travel times across property, to cleaning large, non-air-conditioned units during peak heat or deep snow. And yet, they rise to every occasion with resilience, teamwork, and pride in their work.

Thanks to their dedication, our condos are consistently guest-ready, clean, comfortable, and welcoming. This team's hard work and reliability never go unnoticed, we're truly proud and appreciative.

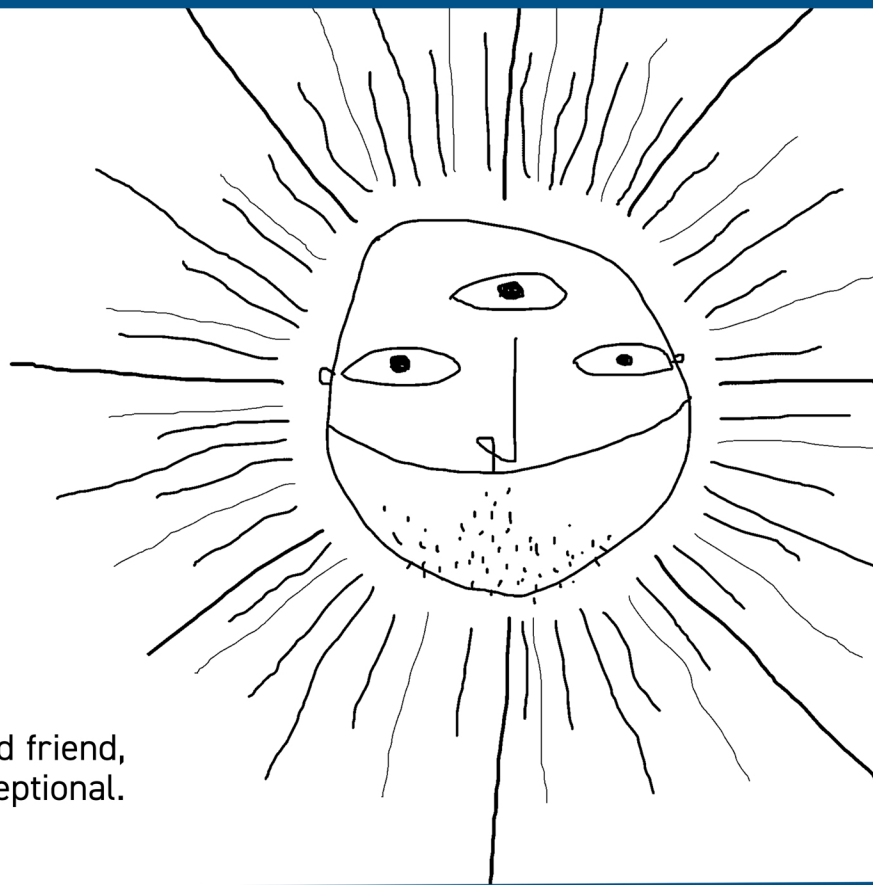
Tom Bruno – Condo Housekeeping Manager



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PUMP HOUSE PARK SERVICES

Behind every fun-filled day at the Pump House Waterpark is a hardworking team that keeps the park clean, safe, and welcoming for our hundreds of daily guests. The Park Services department deserves a huge shoutout for their dedication and effort in an environment that is dependent on sanitation and cleanliness—working long hours in a building that has its own environment year-round.

This team is responsible for cleaning bathrooms, mopping floors, scrubbing windows, taking out trash, wiping down tables, and restocking and maintaining our cabanas. They are also the ones who step to tackle the bigger clean-ups—always with professionalism and a commitment to the guest experience.

They show up early, stay late, and handle it all with a work ethic that does not go unnoticed. Both our guests and our lifeguards are deeply thankful for the Park Service's crew, whose efforts make the Pump House shine every day.

Thank you, Park Services team—you are the unsung heroes of the waterpark!

NINA MCQUARRIE | LINDA BOWEN

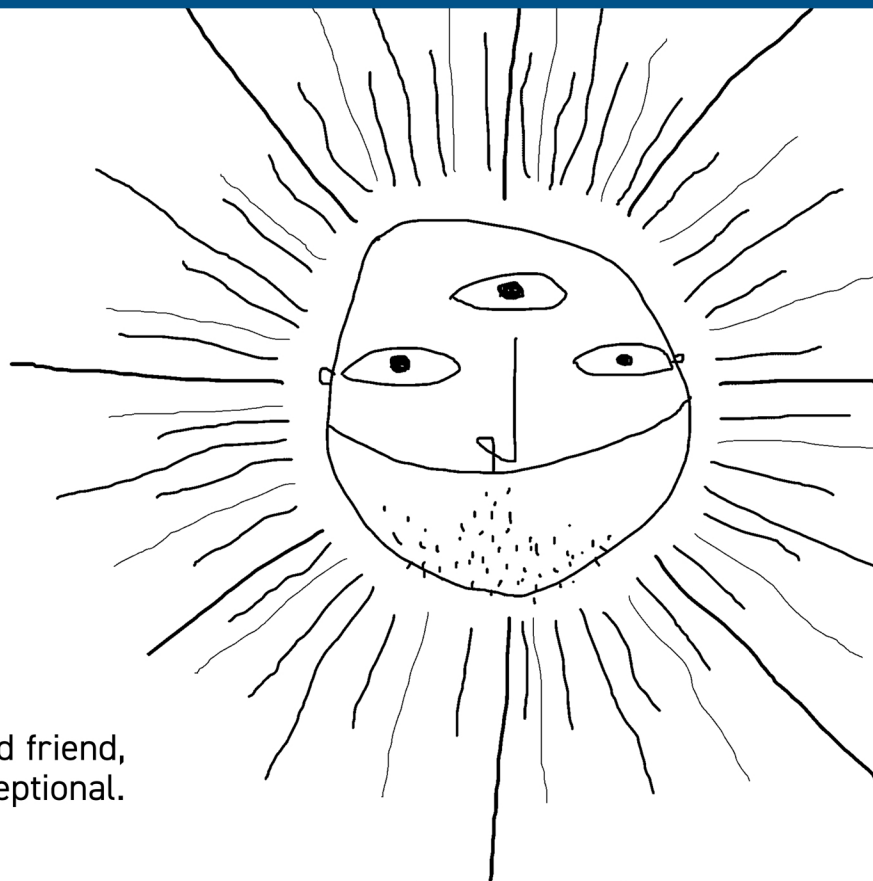
Chelsea Mitchell-Eby – Assistant Director of Aquatics



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LOGAN HOGABOOM

Logan is one of the most dedicated and hardworking individuals on the mountain. He consistently goes above and beyond, never hesitating to assist others and always giving his all in every task.

Whether he's promptly responding to guest requests or carefully managing the flow of clean and dirty linens, Logan approaches each task with purpose and pride. He plays a vital role in keeping things running smoothly behind the scenes—ensuring units are ready on time, helping condo housekeeping teams meet tight turnarounds, and always making sure supplies get where they need to go, even in the busiest moments.

Logan's impact goes far beyond his responsibilities. As the evening condo delivery driver or when filling in across different outlets, he brings a steady presence, a strong work ethic, and a sense of camaraderie that lifts the entire team. He doesn't just do his job—he lives the Jay way of life, leading by example with humility and heart.

Thank you, Logan, for everything you bring to the team. Your hard work, heart, and spirit do not go unnoticed.

Tom Bruno – Condo Housekeeping Manager

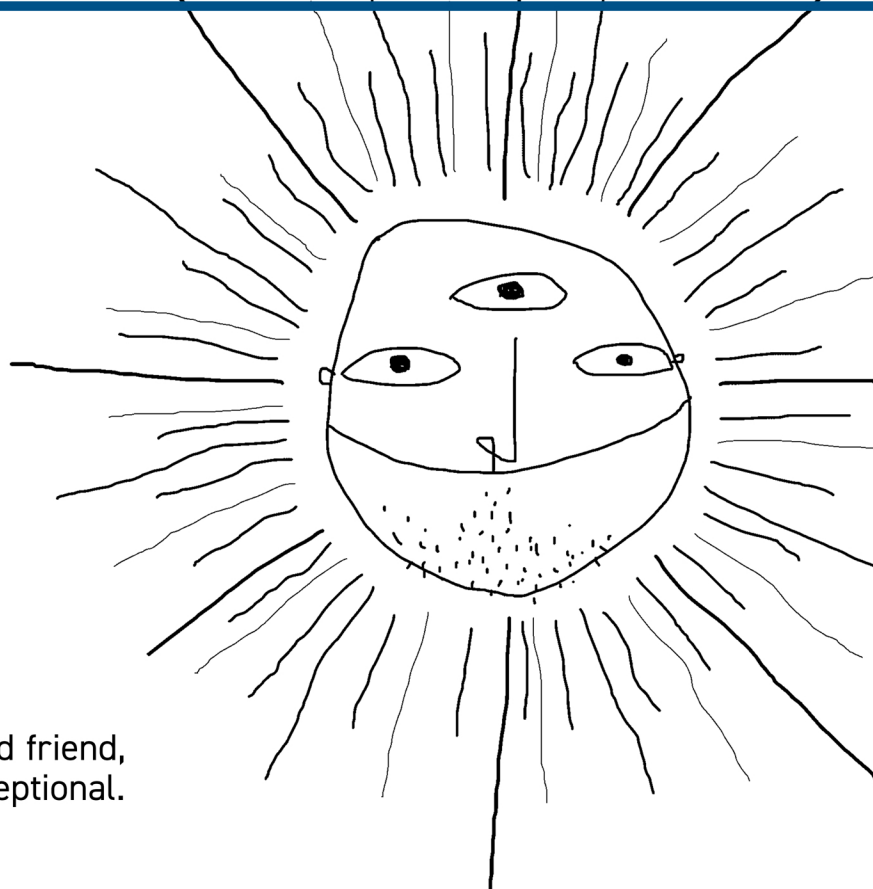


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TRAM HAUS HOUSEKEEPING

Tram Haus Housekeeping proudly services 57 beautifully appointed suites, ranging from cozy studios to spacious three-bedroom units. Nestled at the base of the mountain, this five-story lodge offers direct access to the ski lifts, Taiga Spa, and a scenic outdoor patio. A tunnel connecting Tram Haus to Hotel Jay provides guests with effortless access to the Waterpark and other resort amenities—no matter the weather.

Tram Haus Lodge operates full-time during the winter season and shifts to a weekend-only schedule during the quieter shoulder months. Despite the changing pace, the heart of this hotel remains steady—thanks to a dedicated housekeeping team led by **JOHN MAYHEW**.

At the helm on the ground is **MARK ERICKSON**, the team's supervisor. Mark is the definition of dependable. Whether he's cleaning rooms, responding to guest calls, managing paperwork, or tackling unexpected challenges, he handles it all with speed, precision, and an unfailing willingness to jump in wherever he's needed. His adaptability and leadership are key to keeping Tram Haus running smoothly.

The Tram Haus team also takes on some truly unique responsibilities. They are entrusted with servicing the exclusive apartment at the top of the mountain, attached to the Sky Haus—a task few others are equipped to handle. Additionally, they manage the regular transportation of linens to and from the Hotel Jay laundry room, often navigating crowded hallways with care and professionalism.

Tram Haus Housekeeping may be a small team, but their impact is anything but. Their commitment, versatility, and attention to detail play a vital role in creating the warm, welcoming atmosphere our guests return for again and again.

John Mayhew – Tram Haus Housekeeping Manager

