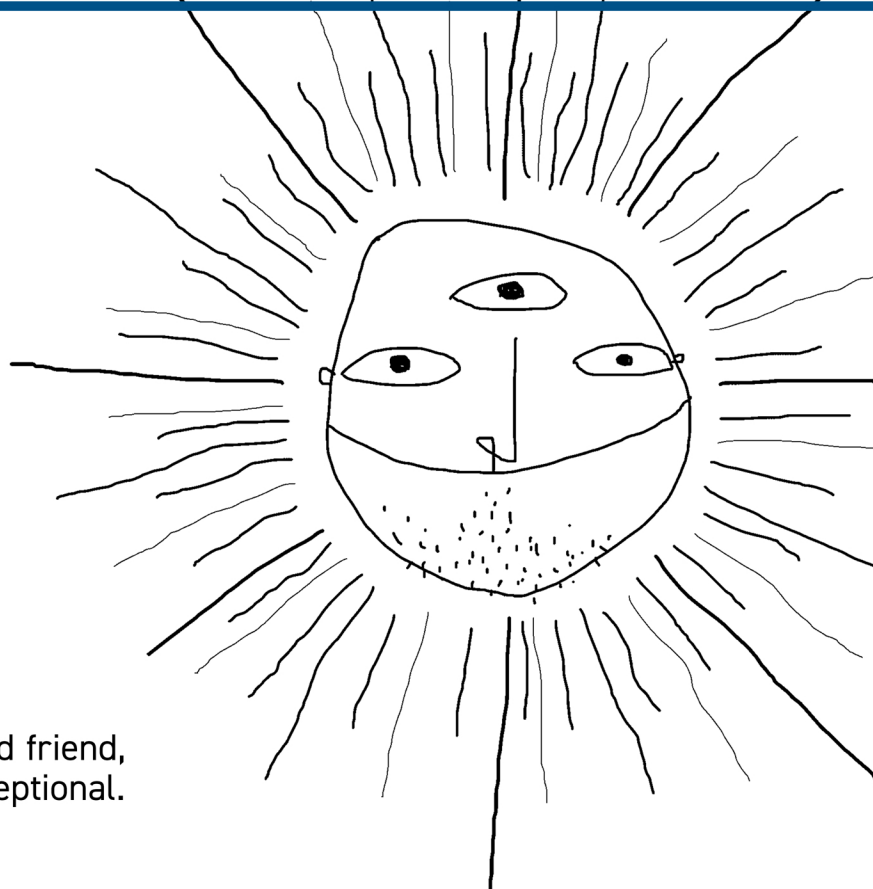


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Working every day to create meaning and memories for our guests.

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



CUSTOMER SERVICE APPRECIATION WEEK

At Jay Peak, nearly every role has some element of customer service built into it. Whether you're on the mountain, in the restaurants, or behind the scenes - it's the care we put into our work that guests remember most. That's what sets us apart. It's not just the terrain or the waterpark - it's the people who work here and how much they genuinely care.

This week, I want to shine a light on the Lodging Team, the group I'm lucky enough to work alongside every day. This team includes 2 incredible managers, 8 committed supervisors, a solid group of front desk agents, our friendly and hardworking valets, and the switchboard operators who keep everything connected. Together, they help run the lodging side of Jay Peak - across 3 hotels, 4 front desks, and hundreds of moving parts.

But it's not just what they do - it's *how* they do it.

This team works 24 hours a day to ensure guests feel welcome, supported, and taken care of. Whether it's greeting someone with a smile after a long drive, helping a family settle in during a busy weekend, or calmly handling unexpected situations (and there are plenty), they approach every guest with patience, professionalism, and genuine warmth.

They manage everything from early check-ins and late-night emergencies to complicated group reservations, lost keys, and everything in between. And they do it all while making guests feel like they're the only person in the building. That's not easy, but they make it look effortless.

As the first and often last point of contact for our guests, this team plays a huge role in shaping the overall experience here. They carry a lot of responsibility, and they handle it with a level of care and consistency that deserves recognition every single day, not just this week.

So, to the Lodging Team: thank you. Your hard work doesn't go unnoticed, and neither does the heart you bring to the job. You help create the kind of guest experience people come back for, and talk about long after they've left.

Happy Customer Service Week - you've more than earned it.

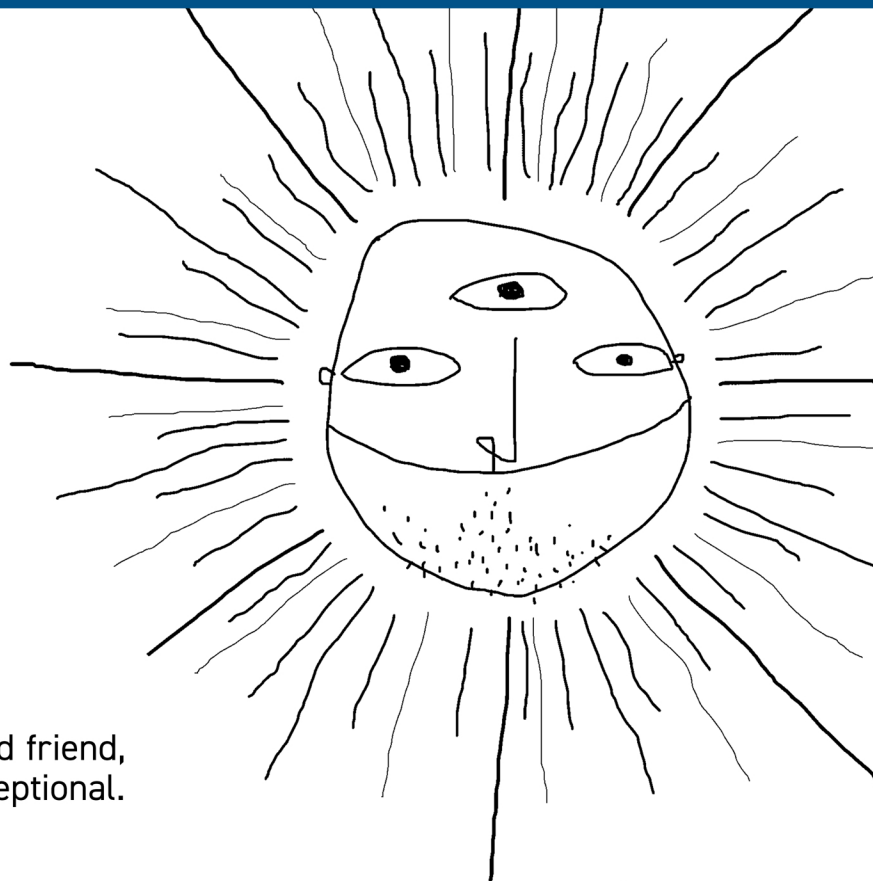
Hayley Paxman – Assistant Director of Lodging



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AMOURY HUDSON

Amoury is one of our talented Front Desk Supervisors and an incredible asset to the resort. She brings sharp attention to detail to every shift, making sure both our guests and team members feel truly supported.

Having adapted seamlessly to the year-round pace of our resort, Amoury demonstrates flexibility and professionalism no matter what challenges come her way. She handles guest concerns with confidence and genuine care, always aiming to create positive experiences.

Her dependability and strong communication skills are highly valued by management and the entire team alike. We're lucky to have her as a leader who consistently goes above and beyond!

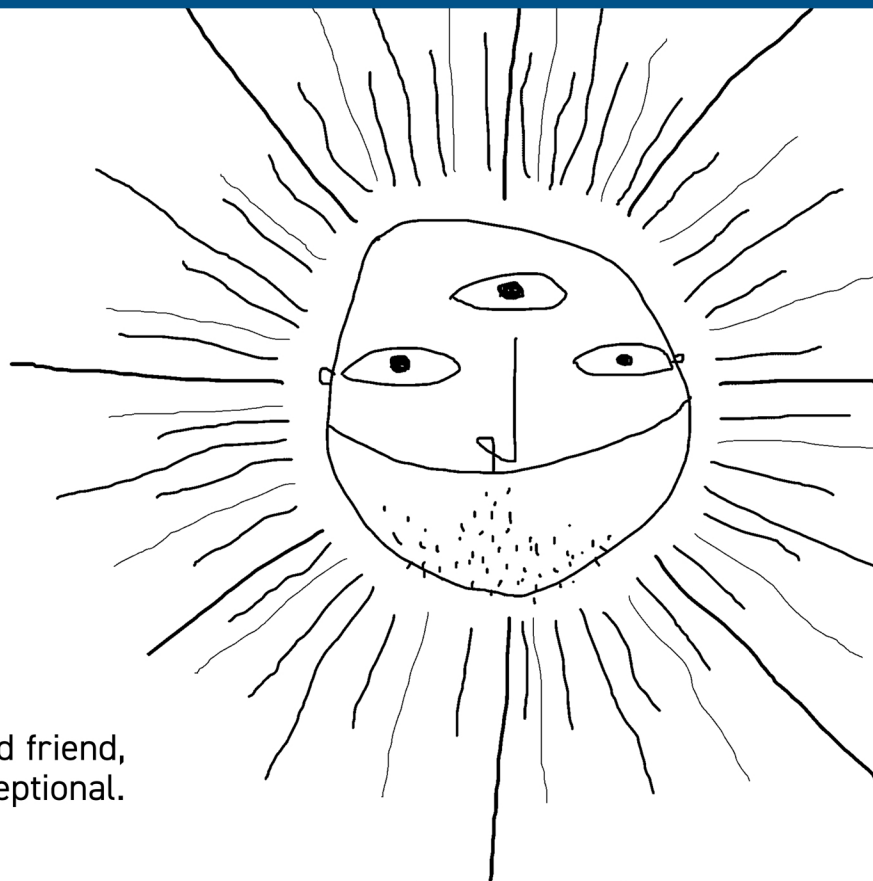
Nicole Provost – Front Office Manager



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BRITTNEY HARMON

Brittney joined the Jay Peak team in 2017 and gained experience in several departments before becoming a part of the Reservations team. Her deep resort knowledge and strong work ethic have helped her grow into the role of Daytime Supervisor, as well as become our go-to Inttopia expert.

Her extensive background in the Activities Department has contributed to her continued growth year after year, as she consistently takes on new responsibilities each season. One notable achievement includes learning the complex process of rate building in the Maestro software - a task that isn't easy.



Brittney plays a key role in expanding the team's understanding of both Inttopia and Maestro, often working closely with distressed guests to find the best solutions to meet their needs. She remains a trusted resource and mentor within the team and takes great pride in supporting her colleagues. We sincerely thank Brittney for her hard work, dedication, and unwavering commitment to customer service, today and always.

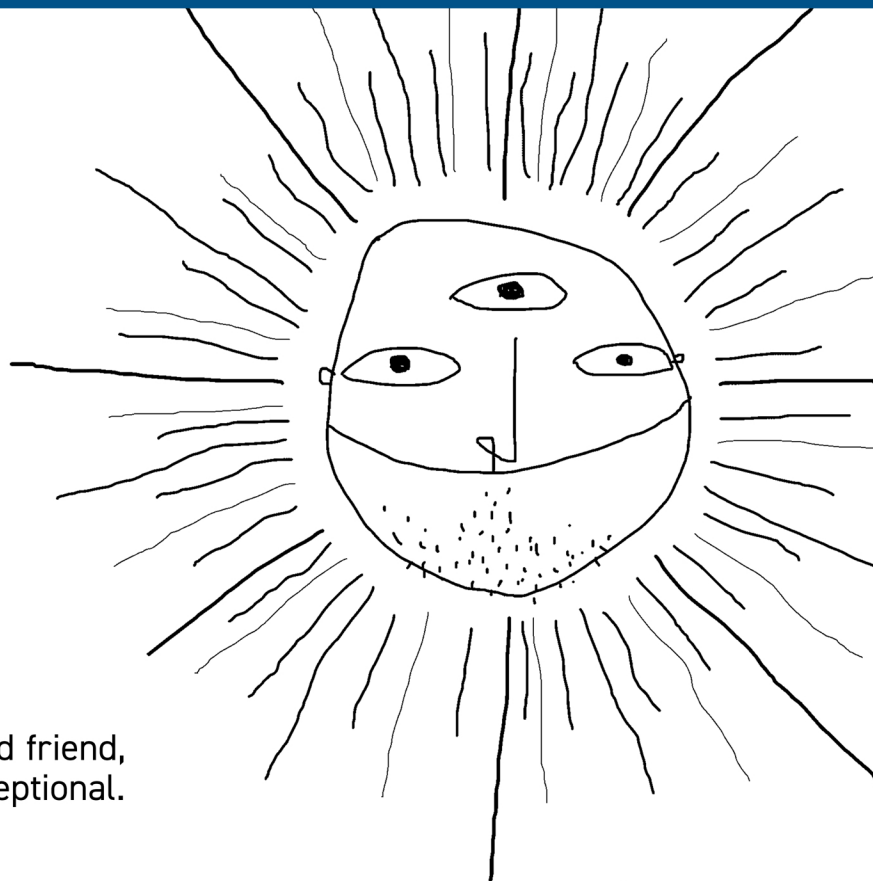
Wanda Glodgett – Reservations Manager



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NINA MERTENS

Where do I even begin to start with Nina?

After an abundance of great feedback and hard work she was an easy choice for Waterpark guest service supervisor. She has the most patient and calm demeanor I have ever encountered. You can tell she truly cares to help each guest in their experience with us.

Nina is the first to notice a system error and make sure it is on the right track to getting corrected. She is great at communicating with the whole water park team.

Nina goes above and beyond to make sure that she understands the products to give guests the most accurate info. She will go the extra mile and then some to do the right thing! I know I speak for everyone who meets her when I say we are so privileged to have Nina on our team. Thanks for all you do, Nina!

Sierra Johnson – Guest Services Manager

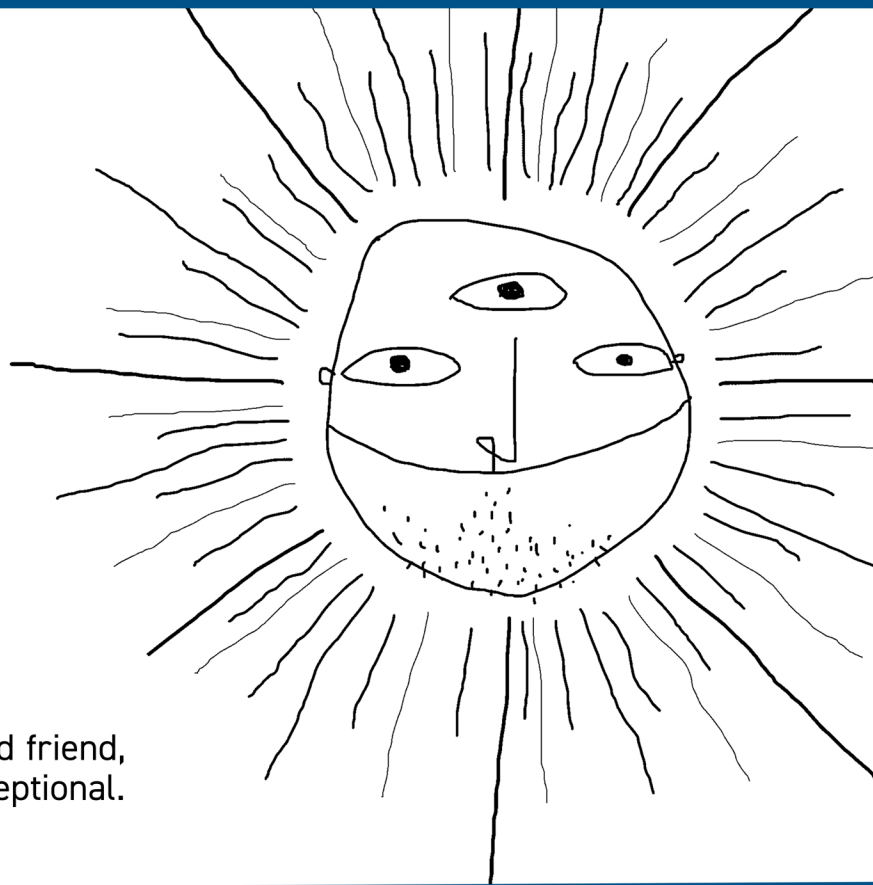


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ELIZABETH MARLEAU

Elizabeth joined our team last year, bringing with her years of valuable hospitality experience - and it shows in everything she does. Within just a few short months, she was promoted to Front Desk Supervisor, and since then, she's hit the ground running and never looked back.

Elizabeth's cool, calm, and collected attitude is truly something that can't be taught. She handles every situation with grace and confidence, setting a positive example for the whole team. Her dedication to delivering an outstanding guest experience makes her a perfect fit for Jay Peak, where hospitality is at the heart of what we do.

She's a force to be reckoned with, tackling challenges head-on while maintaining a warm and welcoming presence. Whether managing busy check-in times, assisting guests with special requests, or supporting her team, Elizabeth consistently goes above and beyond.

We are incredibly lucky to have her on board, and her contributions make a real difference every day. Thank you for all that you do, Elizabeth. Here's to another great Winter Season filled with success and memorable guest experiences!

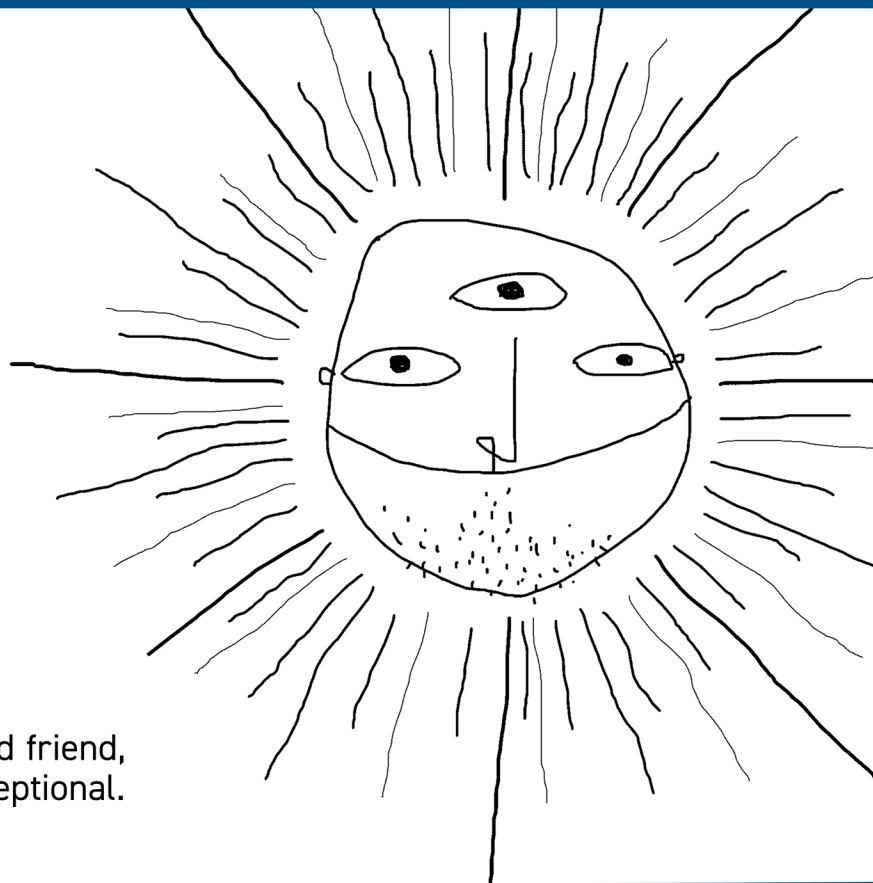
Olivia Mitchell-Eby – Hospitality Guest Services Manager



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HANNAH ERICKSON

Hannah just hit a big milestone - her first full year as our Front Desk Supervisor, and she's absolutely crushed it.

From the very beginning, she's jumped into the role with energy, focus, and a real desire to grow. She's a quick learner who takes every opportunity to build her skills, and it shows in the way she handles every shift - calm, capable, and completely on top of things.

She's also an incredible team player. Whether it's working closely with housekeeping or staying connected with other departments, she keeps communication flowing and makes sure everyone's on the same page. And when something's not quite right for a guest? Hannah is on it - always stepping up, finding solutions, and doing whatever she can to turn things around.

We're so lucky to have her on the team. Thank you, Hannah, for everything you do - here's to an amazing first year and even more great things ahead.

Hayley Paxman – Assistant Director of Lodging

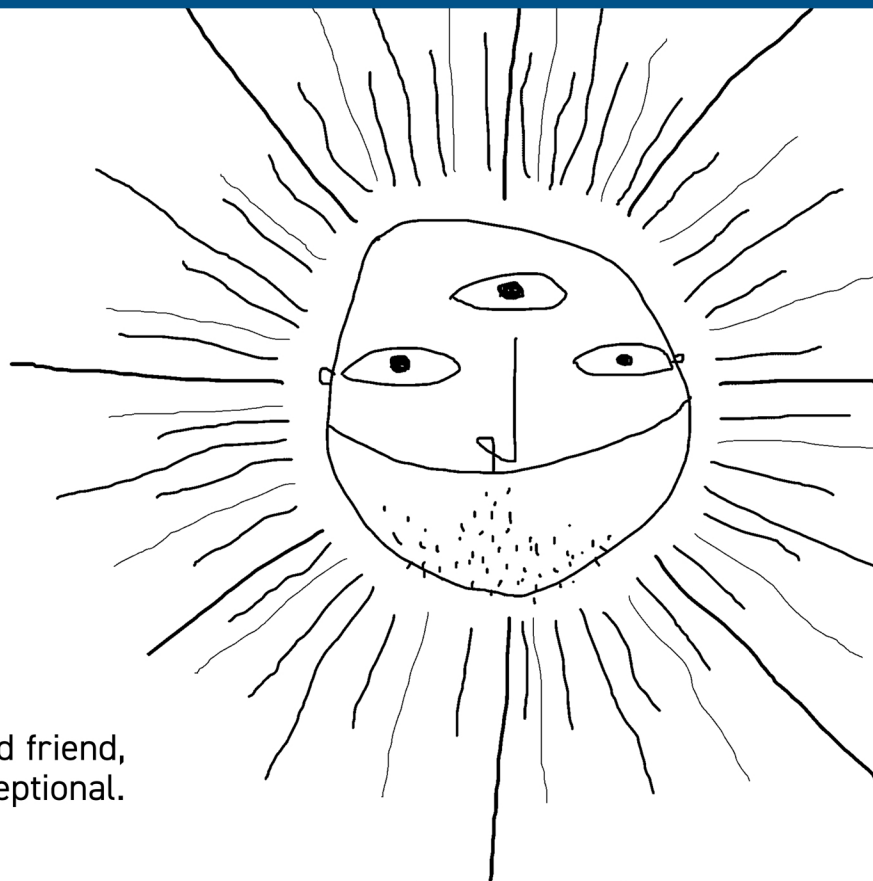


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MONIQUE SHEPERD

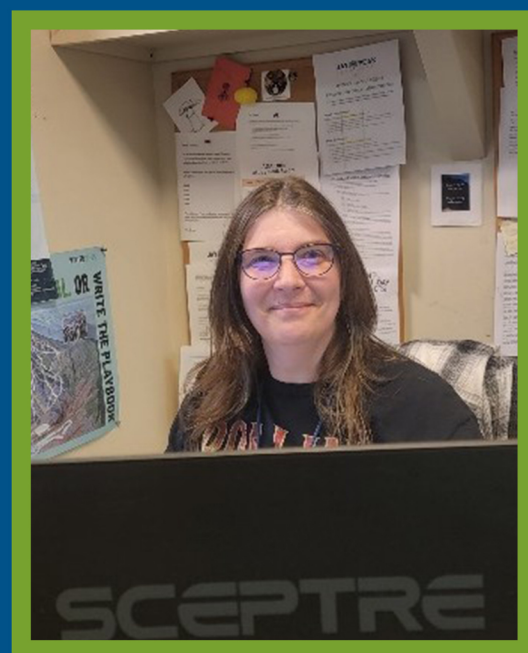
Monique joined the Jay Peak family in 2022 and has been a valuable member of the Reservations team ever since. Through her dedication and reliability, she has worked her way up to the role of Evening/Weekend Supervisor.

Her calm and steady demeanor makes her a go-to resource when guests need assistance beyond what agents can provide. She's frequently found supporting the Front Desk team during evening and weekend shifts, stepping in seamlessly when challenges arise.

Monique plays a vital role in the smooth operation of the department, often resolving issues before anyone else even notices they're there.

We are proud to recognize and thank her today, and always, for her continued hard work and commitment.

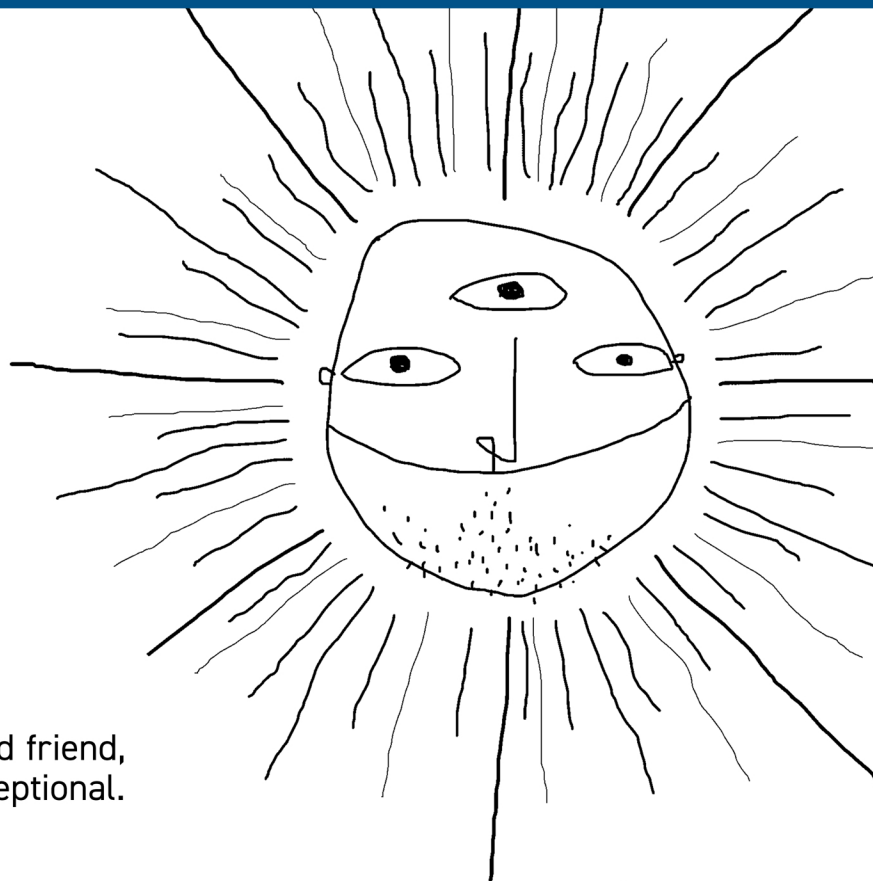
Wanda Glodgett – Reservations Manager



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GRETCHEN LEWIS

Gretchen is a dedicated Front Desk Agent whose positive attitude shines through every interaction. Guests genuinely enjoy engaging with her, and her upbeat presence helps create a warm and welcoming atmosphere at the Front Desk every day.

Beyond her role on the desk, Gretchen consistently goes above and beyond. She's always willing to lend a hand—whether it's assisting with Laundry or stepping up as a key member of the Stage Crew for our summer concerts. Her willingness to take on new challenges shows her true team spirit and commitment to the resort.

Gretchen's versatility, teamwork, and infectious energy make her an invaluable part of our resort community. She not only supports her colleagues but also helps foster a positive environment where everyone can thrive. We're incredibly grateful to have her as part of the team!

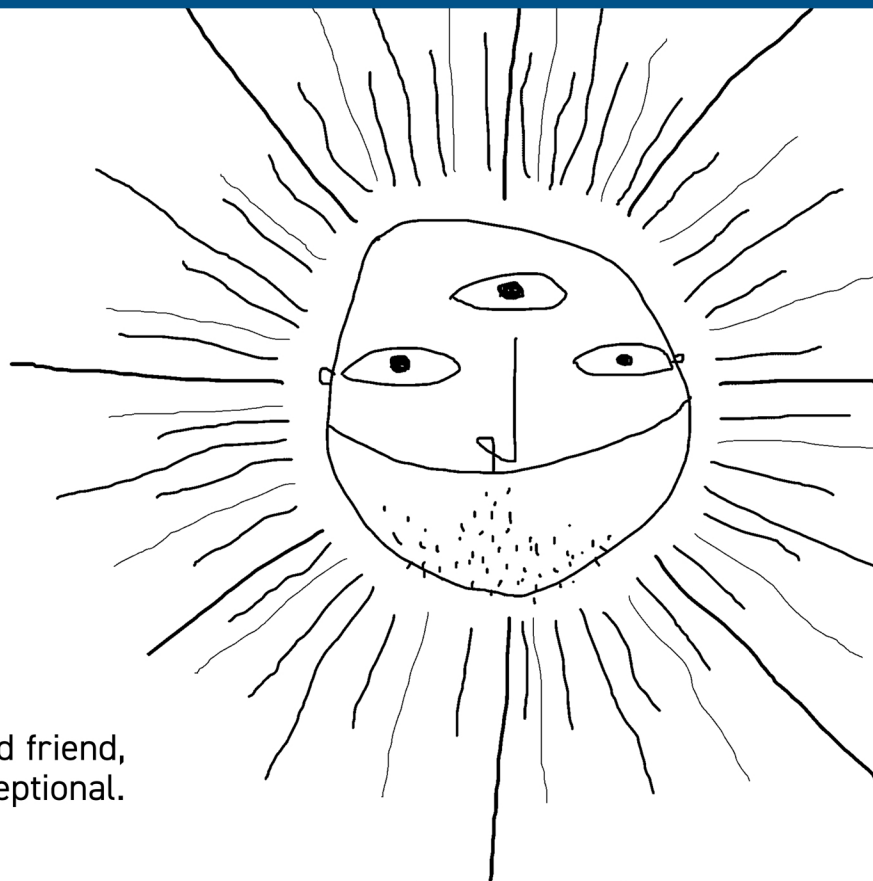
Nicole Provost – Front Office Manager



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LEAH DESLANDES

Leah joined waterpark guest services in July.

She is not a stranger to the role as 2 sisters before her were very dedicated staff members. Leah has already shown herself to be a thoughtful and forward-thinking addition to the team. Her diligence to keep up and maintain everyday operations doesn't go unnoticed.



I look forward to watching her grow and learn in this role. Keep up the good work, Leah!

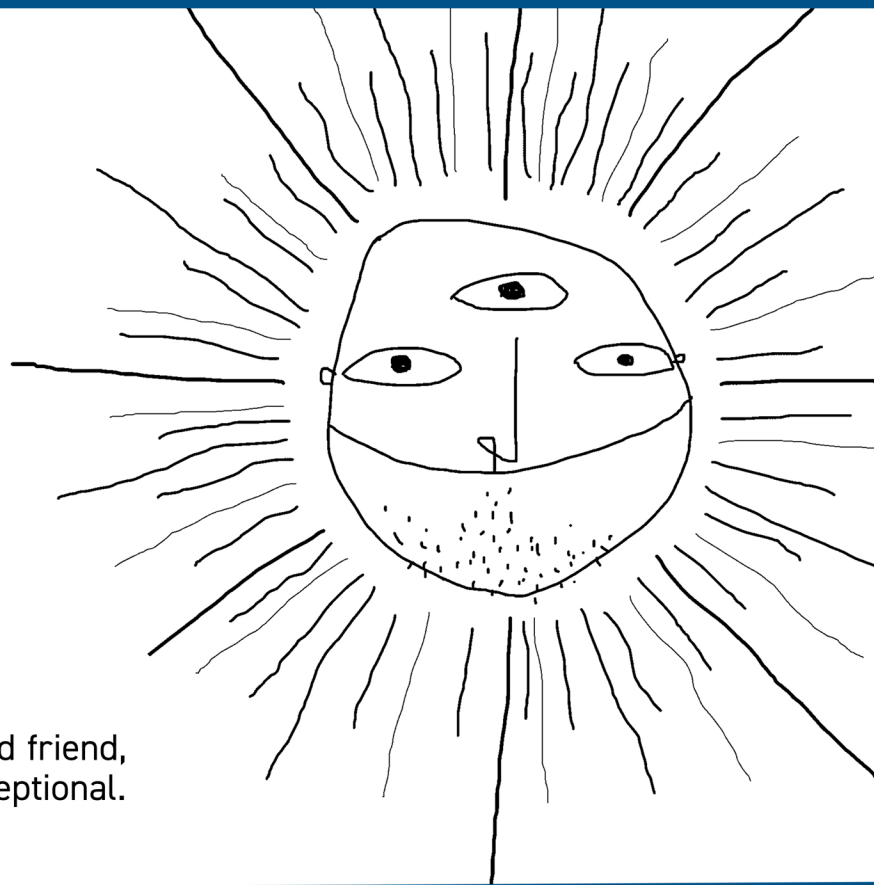
Sierra Johnson – Guest Services Manager



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SARAH MEUNIER

Sarah joined the Jay Peak team in 2018, gaining experience in several departments before transferring to the Reservations office, where she has spent the past few years. Leveraging her broad knowledge of the resort, she quickly became a valuable asset to the team.

Her eagerness to grow and learn has led her to take on the role of Trainer within the office - a position she approaches with enthusiasm and grace. Sarah consistently rises to any challenge, always eager to learn something new and master it. Most recently, she has taken on the responsibility of managing our third-party vending sites.

She brings compassion and energy to every guest interaction, ensuring each guest finds the best option to enjoy their time at the resort. We thank Sarah for her ongoing dedication, her strength in teaching others top-tier customer service, and her continued hard work.

Wanda Glodgett – Reservations Manager

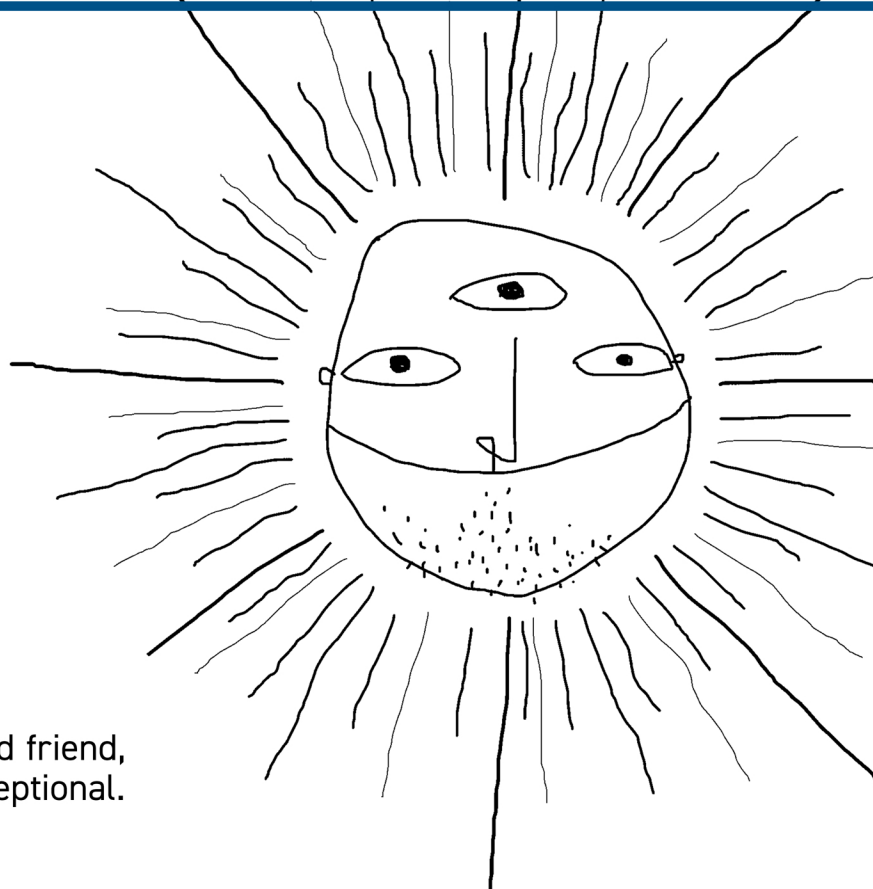


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VALET & LOBBY ATTENDANTS

SHAMAS UDDIN

Many of you will recognize Shamas as the first friendly face to greet you upon entering Hotel Jay. Shamas is deeply committed not only to supporting his fellow teammates but also to ensuring that every guest arriving at Jay Peak Resort is treated with genuine kindness and respect. His decade-long tenure at Jay has firmly established him as one of the Resort's most recognizable and valued figures. His passion for connecting with everyone he meets is truly inspiring.



Thank you, Shamas, for all you've done for us over the years. Your dedication to the guest experience is second to none.

JESSE WYMAN

We've been fortunate to have Jesse on our team for nearly 15 years. His extensive knowledge of not only the resort but also the surrounding area is unmatched. He's my go-to bell cart mechanic and the first person I turn to when I need an update on mountain conditions. Jesse takes hospitality to heart, consistently going above and beyond to ensure our guests feel welcomed and well cared for.

Thank you for all the years of hard work, Jesse. Here's to your 16th season at Jay!

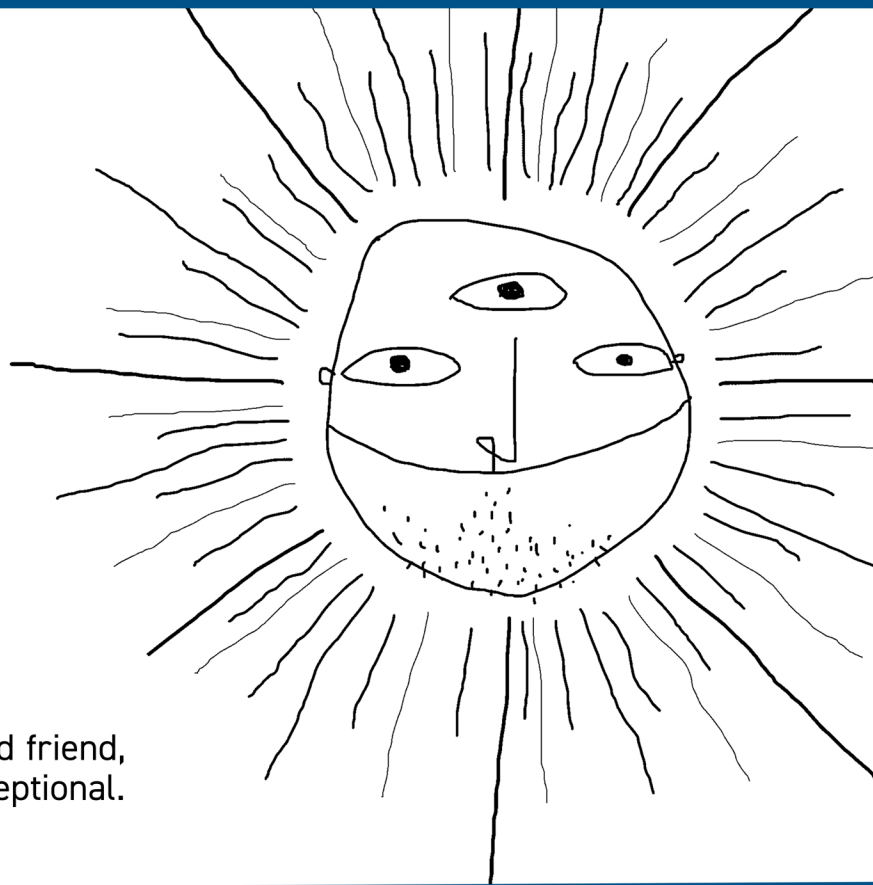
Olivia Mitchell-Eby – Hospitality Guest Services Manager



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JON FARABEE

Jon is a dedicated Front Desk Supervisor whose growth over the past year has been nothing short of remarkable. Always willing to step in and cover overnight shifts whenever needed, he provides steady and dependable leadership during some of the resort's busiest (and often most challenging) hours.

Jon approaches every shift with a level of care and precision that keeps operations running smoothly and guests feeling well taken care of. His strong communication skills, combined with his ability to make thoughtful, on-the-spot decisions during late evenings, truly highlight his professionalism and reliability.

What sets Jon apart is not just his technical skills, but his calm demeanor and positive attitude, even in high-pressure situations. His adaptability and willingness to take on whatever the shift demands make him an invaluable asset to our team. We're lucky to have Jon's steady presence and commitment as part of our front desk family.

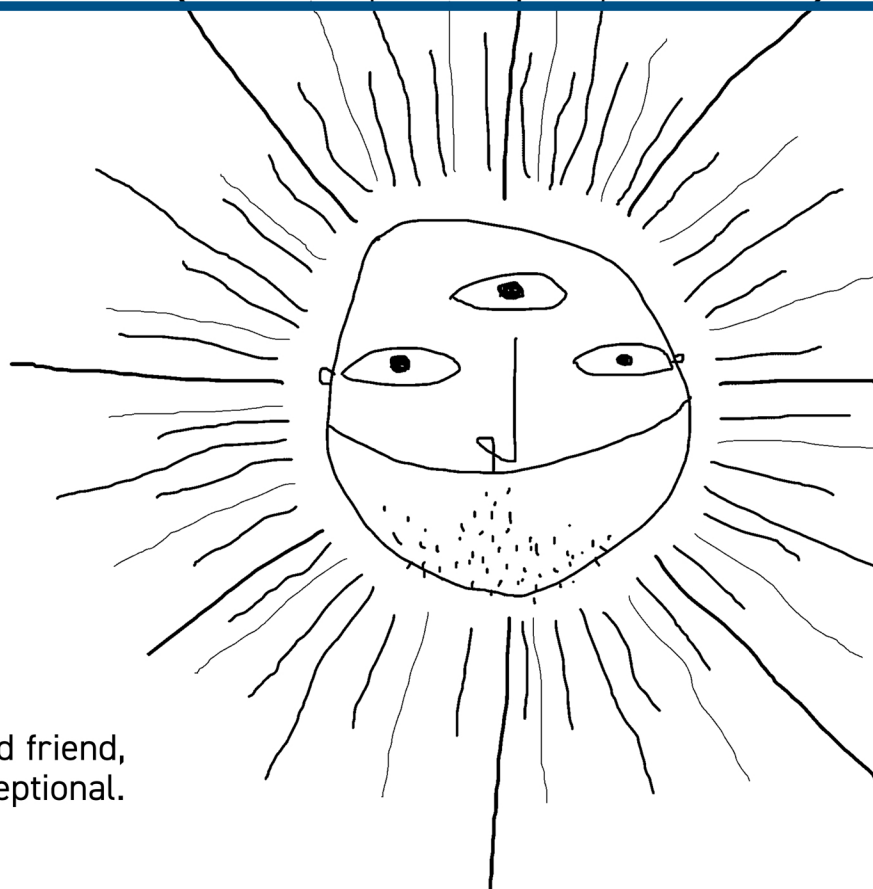
Nicole Provost – Front Office Manager



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FRONT DESK OVERNIGHTS

While most of us are home resting, our Overnight team is hard at work keeping the ship afloat. In the quiet hours of the night, they're preparing the desk for the next day's arrivals, running audits across multiple systems, and handling guest concerns- all with limited resources and no backup just down the hall.

Ryan and John have been with us for many seasons and are well-versed in the unexpected challenges that often arise in the middle of the night. From technical issues to guest emergencies, they face it all with calm, professionalism, and an impressive depth of knowledge.

Their dedication ensures that each morning starts smoothly for both our guests and our team. We're incredibly grateful for their hard work behind the scenes and the vital role they play in keeping operations running 24/7.

RYAN LILL

Ryan is our Overnight Supervisor and a vital part of the resort's overnight operations. He ensures accuracy across data, revenue, and reservations, setting each day up for success. With a strong understanding of the unique responsibilities that come with the overnight shift, Ryan brings consistency, reliability, and expertise to his role. His dedication makes him a trusted and highly valued member of our team.

JOHN MCVEIGH

John is one of our dedicated Overnight Agents, known for his reliability and excellent customer service. He takes great pride in keeping the overnight hours running smoothly, handling every task with care and precision. Always ready to step in wherever needed, John shows initiative and a genuine commitment to supporting both our guests and his teammates. His positive attitude and dependable nature make him a trusted member of the overnight crew, and his efforts consistently help set the stage for a successful day ahead.

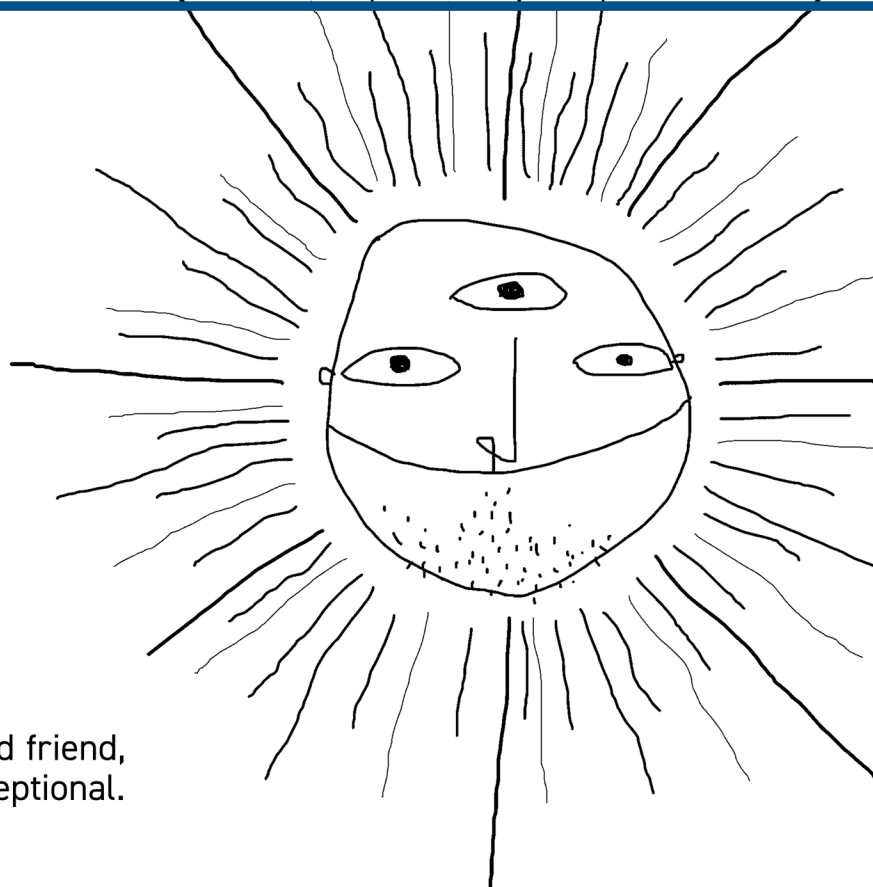
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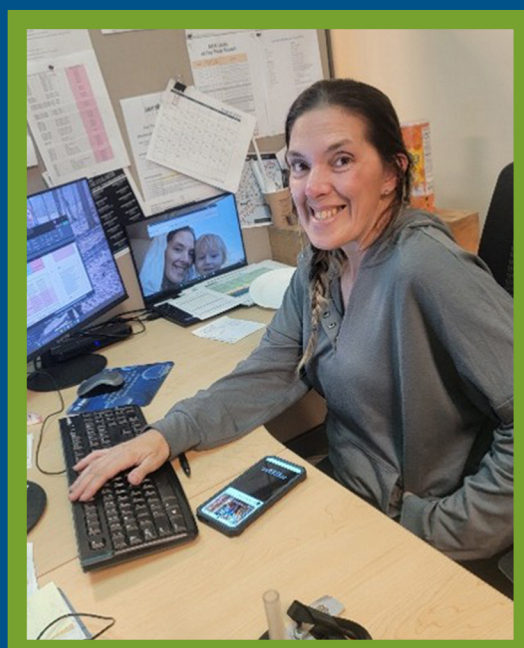
TRACY ROBINSON

Tracy joined the Jay Peak team in 2018, gaining experience in other departments before transitioning to the Reservations team. She began as a Reservations Agent and has since stepped into the role of Coordinator.

Tracy works closely with the coaches of every hockey team that visits the resort throughout the year, managing team lodging nearly every weekend - pausing only during brief breaks between winter, summer, and fall seasons. Her dedication and strong organizational skills have made her an essential part of the team.

Each season, Tracy continues to grow in her role, consistently approaching new challenges with a confident, "I can do this" attitude. Her eagerness to learn and positive approach to new responsibilities inspire those around her, and she has become someone the team looks up to for guidance and support.

We sincerely thank Tracy for her ongoing commitment, her exceptional customer service, and her hard work in managing the needs of our sports teams and their families (who can often be among the most challenging guests we service).



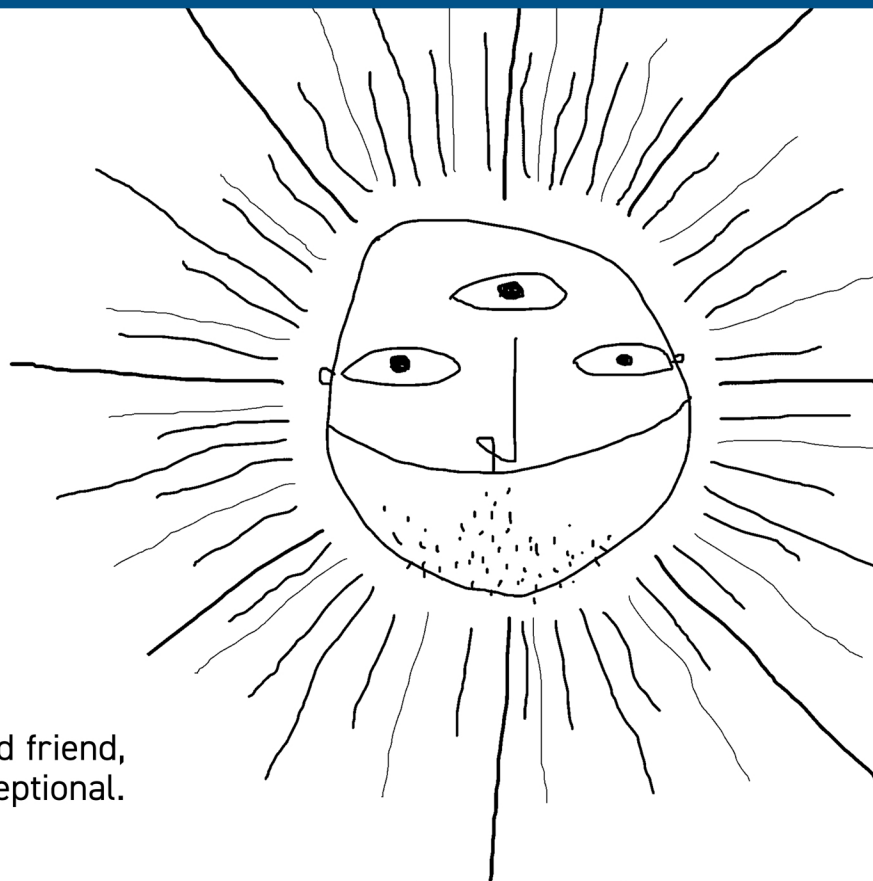
Wanda Glodgett – Reservations Manager



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KAYDEN FREE

Kayden has been with the team since April.

I appreciate his willingness to learn new things.

He is often first to lend a helping hand when someone is in need. He can stay calm under pressure and move forward with a difficult situation even if he doesn't know the resolution.



He is a friendly face in the workday and were happy to have him on the team. We see you, Kayden!

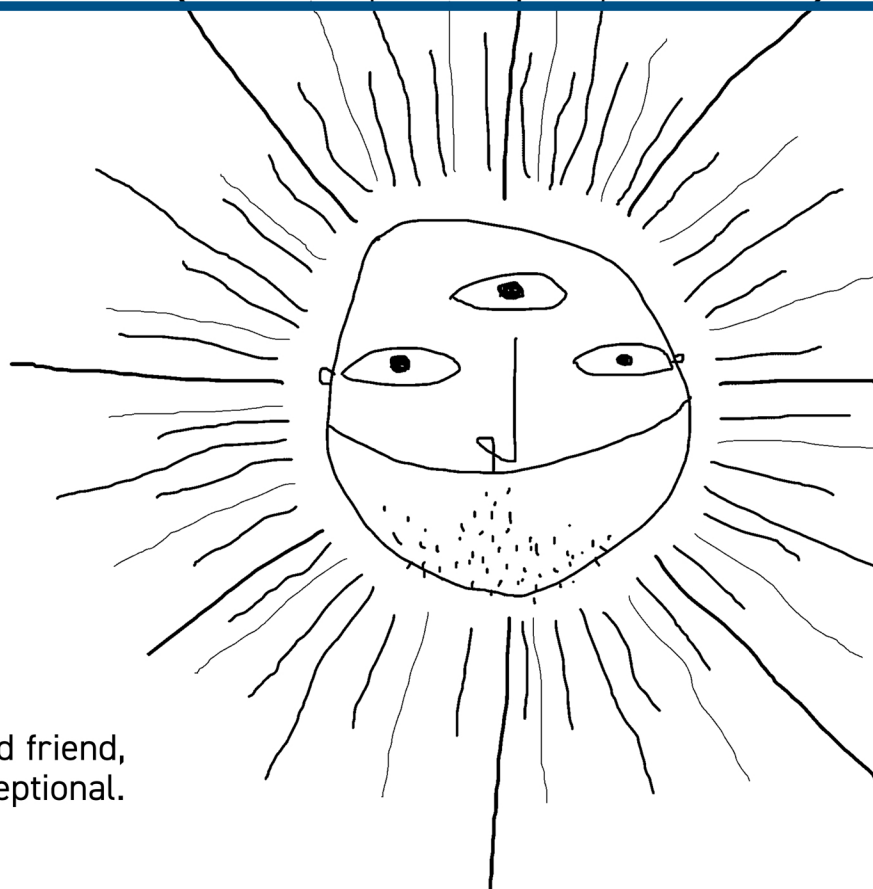
Sierra Johnson – Guest Services Manager



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LODGING MANAGERS

When most people think of the front desk, they think check-ins and room keys, but it's so much more. The front desk is the go-to spot for directions, recommendations, and support throughout a stay.

Our lodging managers are at the core of it all, overseeing four front desks, switchboard, valet, and bell services. They work closely with housekeeping to make sure every guest experience runs smoothly and exceeds expectations.

Big thanks to this team for being the calm in the chaos, the problem-solvers, and the friendly faces guests count on every day.

NICOLE PROVOST – FRONT OFFICE MANAGER

For nearly six years, Nicole has been a steady, reliable presence at the heart of our front desk operations. While she may come off as soft-spoken, her actions speak volumes. Whether it's setting up chairs for a last-minute wedding, finding the perfect unit for a VIP guest, or making sure returning guests feel remembered and valued, Nicole goes above and beyond without hesitation. She takes customer service seriously and leads by example, always working to ensure guests are not just comfortable, but truly cared for. From keeping the team informed with her weekly newsletter to adding fun with her famous trivia behind the Hotel Jay Front Desk, Nicole brings both professionalism and personality to the job.



OLIVIA MITCHELL-EBY – HOSPITALITY GUEST SERVICES MANAGER

Olivia started at the Front Desk six years ago and quickly made her mark. Her natural leadership, quick adaptability, and warm personality have helped her grow into a vital part of our lodging team. Known for her quick wit and the ability to pull a funny story for just about any situation, Olivia brings energy and connection to every interaction — with guests and coworkers alike. She's a key player when it comes to coordinating with our Group Sales and Events teams, making sure lodging operations align perfectly with what they need. And when things get busy, Olivia doesn't hesitate — you'll find her jumping in with Housekeeping, cleaning units, folding laundry, and doing whatever it takes to get the job done.

It's both an honor and a pleasure working closely with both of you.

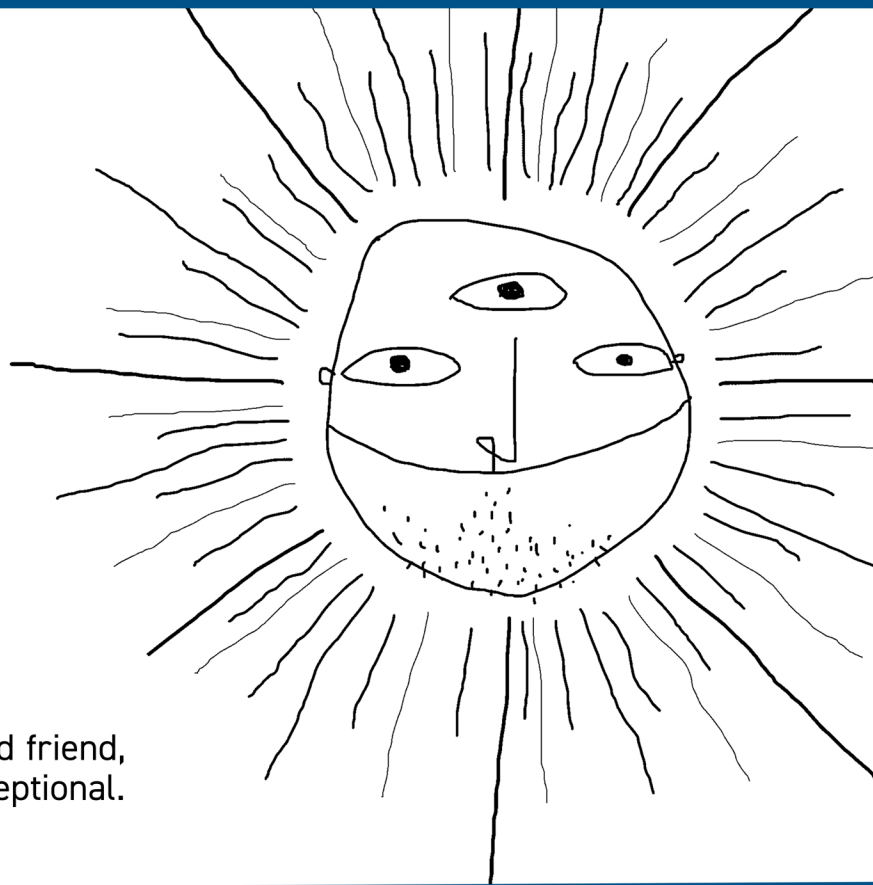
Hayley Paxman – Assistant Director of Lodging



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LOIS STARR

Lois is the heart of our Summer switchboard operations, keeping the lines of communication open with grace and ease. She is a natural multitasker, able to handle multiple requests at once without ever losing her calm or focus.

Her kindness shines through in every interaction, and she goes above and beyond to ensure that guests receive the correct information and support they need.

Lois is also wonderfully communicative with other departments, helping to keep the resort running smoothly. No matter how busy things get, she never seems overwhelmed—her steady presence is a true asset to the team.

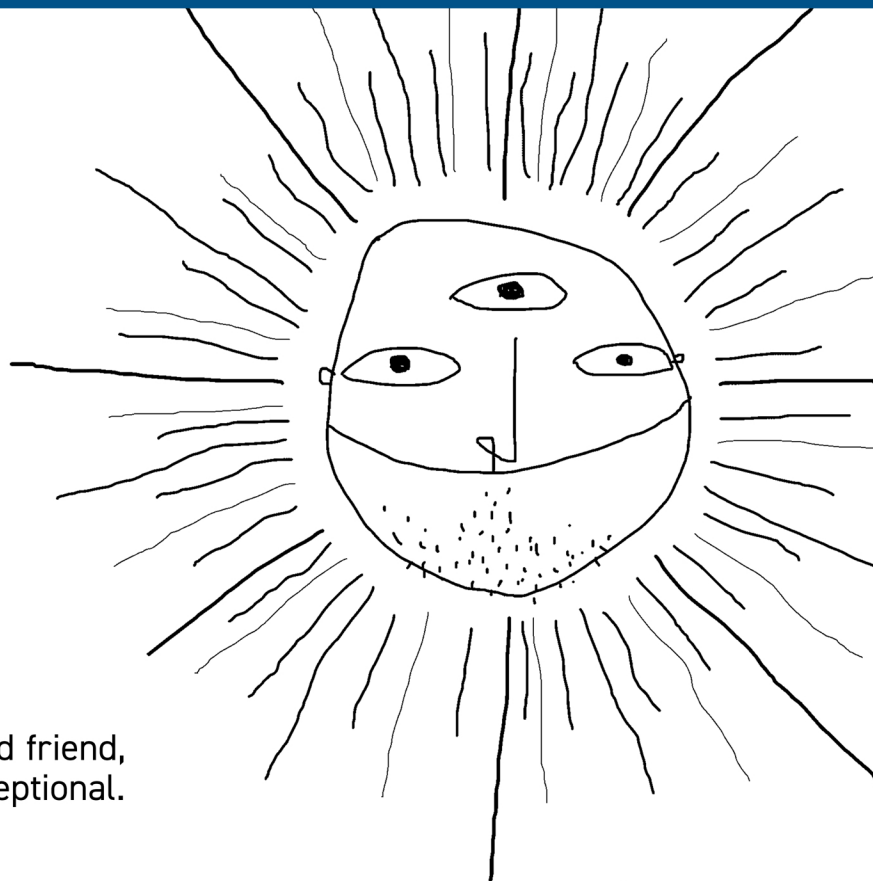
Nicole Provost – Front Office Manager



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TERJE ANDERSON

Terje is a wonderful Front Desk Agent whose strong work ethic shines through every single day. He consistently puts the guest's needs first, making sure every stay is seamless, comfortable, and truly welcoming.

His exceptional attention to detail means he catches the little things that might otherwise go unnoticed—small touches that make a big difference not only for our guests but for his coworkers as well. Terje's calm demeanor and warm personality help create an inviting and relaxed atmosphere at the Front Desk, putting everyone at ease.

He embodies professionalism, care, and dedication in everything he does, and these qualities make him a vital and invaluable part of our team. Terje's steady commitment and genuine kindness set a high standard for hospitality, and we're lucky to have him with us.

Nicole Provost – Front Office Manager

