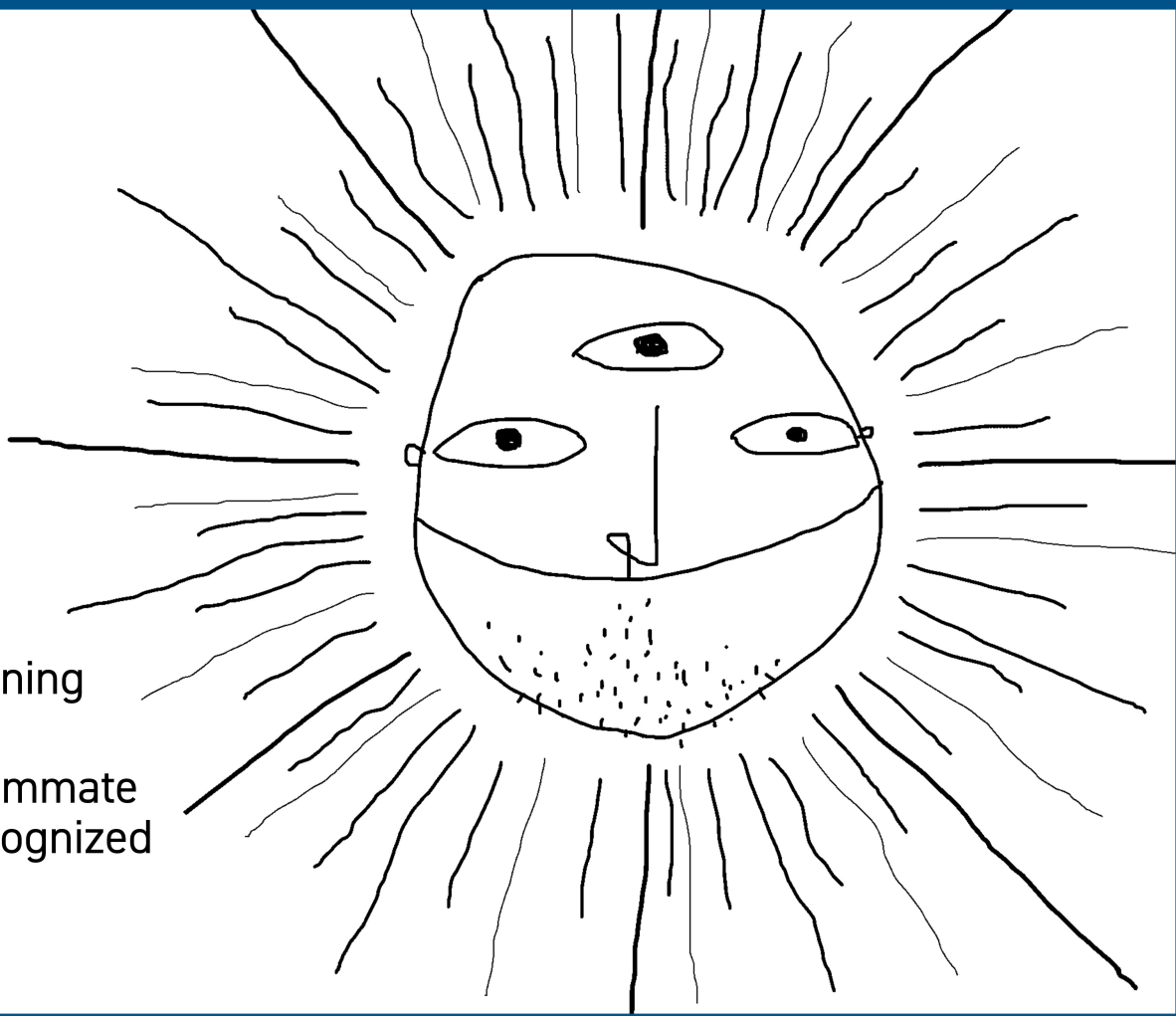


WE SEE YOU

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.



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OVERNIGHTS

When all of us are at home asleep, the resort is still operating. It's no secret that the overnight position is one of the most important.

Ryan Lill – Ryan just hit his 10-year anniversary at Jay Peak. He brings years of experience and dedication to the team. When I first began training on the front desk, I had hundreds of billing / folio questions. Each time I was directed to Ryan Lill. This opened my eyes to the amount of knowledge that Ryan holds. Ryan does a fantastic job looking ahead at reservations – he looks at guest requests and moves rooms around to place them in the best area possible. He coordinates all packeting operations (between 4 desks in the wintertime) each week – ensuring all materials for different promotions are added.



John McVeigh – John was a day-time agent in years past. He had moved into security for years and has returned as an overnight agent. John's knowledge from working security has been a huge help. He has reviewed areas that we needed to adjust to ensure we are all following the same procedures throughout different departments. John is very quick to jump in and help in any way possible. He is always learning and growing – he is not afraid to ask questions. He is incredibly dependable and manages the audit on Ryan's days off flawlessly.

Patrick Lepine – Patrick is one of the most personable agents I have worked with. He is always looking for ways to connect with guests and coworkers. He is open to new ideas and training with Ryan on different pieces of Maestro. He is very helpful in adjusting his schedule and picking up shifts.

Jason Mears – Jason isn't a desk agent, but he is customer service oriented. We had a night last fall where ladybugs (I believe they were technically called asian beetles) were in the corners of nearly every unit. I was running around at 11pm trying to vacuum them up so the guests could go to bed. As soon as Jason got on shift, he immediately picked up a vacuum and asked how he could help. Without hesitation he took units off my list to go down and help them. A pipe had burst in Hotel Jay this summer and Jason ran water in nearly 100 rooms overnight to ensure that when guests arrived the next day that their water would be clear.

We have a phenomenal overnight team!

Hayley Paxman (Young) – Assistant Director of Lodging

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