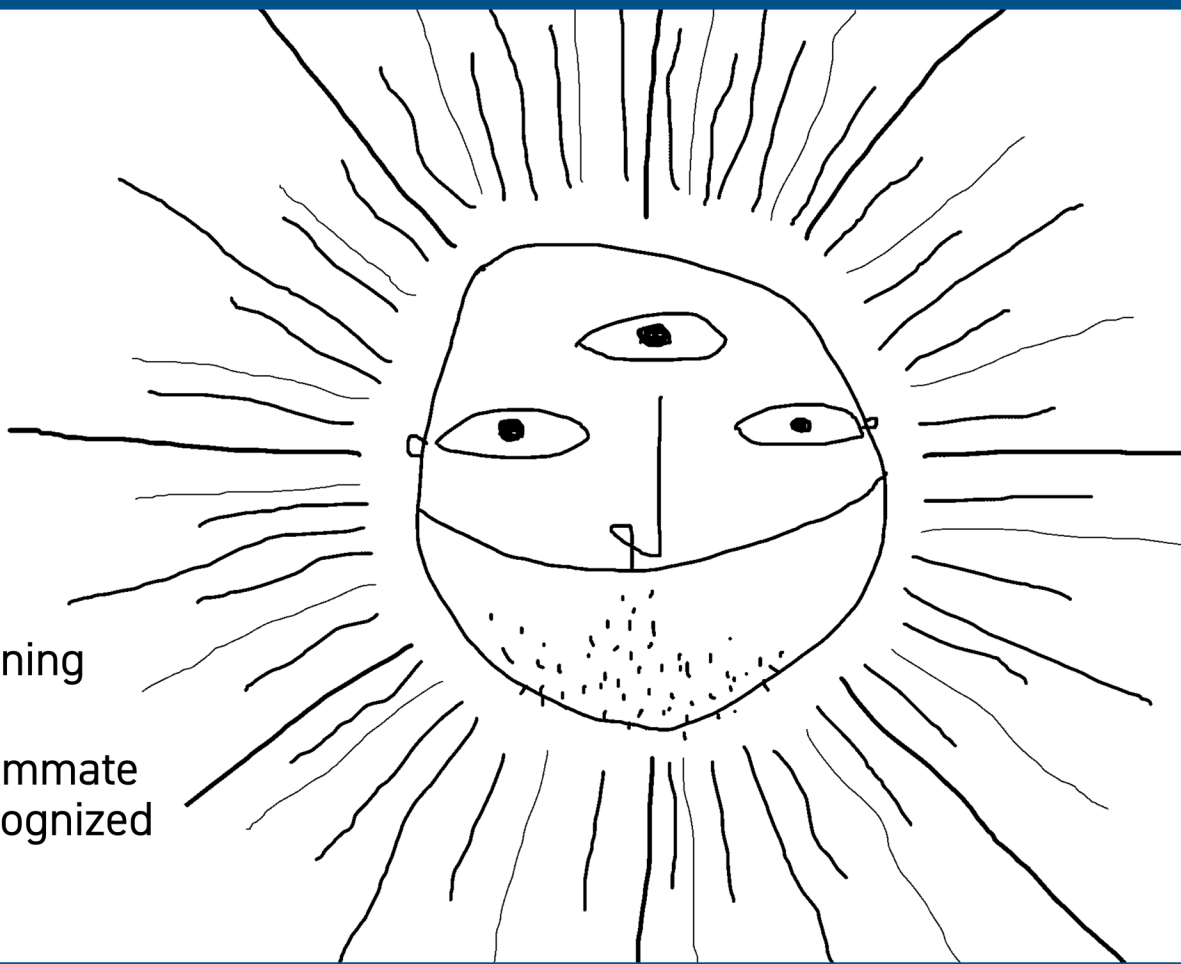


# WE SEE YOU



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.



## SWITCHBOARD OPERATORS-

**Susan Schurger:** Many of you will know Susan from the many roles she has had at Jay Peak Resort over the years. Her vast knowledge of this resort benefits anyone she talks to. We were lucky enough to have her join our switchboard team 2 seasons ago. She assists all our outside phone calls and directs them where they need to go. She has a close relationship with our shuttle drivers as well to ensure the correct information is being given out. Her communication between departments and overall fun attitude can put a smile on anyone's face.



**Lois Starr:** Lois came on board a few years ago, joining our switchboard crew. She has proven to be a very valuable member of our Stateside team. She always asks the right questions and ensures she is up to date on everything and anything to do with Jay Peak Resort. Her quick wit and hilarious stories will brighten anyone's day. We all look forward to when Lois is working as you know you are in for a fun night.

**Hope Judd:** Hope returns to work switchboard each winter. She is an early bird, always arriving to work early to set up her station for the day. She is fantastic at multitasking, frequently juggling multiple calls at one time. She does her research to ensure accuracy before answering guest questions. She knows nearly every employee on the resort - making it much easier to determine who to transfer the guest to. Hope trains new staff members, always focusing on the small details that help significantly.

Thank you for all you do. Your voices are the first experience a guest has of Jay Peak, and we are so grateful for that.

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

