



MOVING UP

HAYLEY YOUNG

CONGRATULATIONS, HAYLEY.

I am happy to announce the promotion of Hayley Young to Lodging Operations Manager.

Since joining the Jay Peak team in the winter of 2014, Hayley has immersed herself in several key areas of focus at the Resort and gained valuable experience that makes her an exemplary fit for this position.

She began her journey in the Waterpark where she quickly moved into a supervisory role. Approximately a year and a half later, as the Resort continued to grow, Hayley continued to expand her knowledge, taking on a supervisory role at the then newly-opened Clips & Reels at Stateside, followed by a bit of a detour to assist with the setup and operational launch of the Activities Call Center growth in the Reservations office - back to Clips & Reels and eventually expanding her efforts in Lodging as she moved into a Front Desk Supervisor role in the winter of 2019.

In Hayley's new role she will continue to support the front desk lodging team, with a primary focus on customer service, staff training, guest feedback and retention along with streamlining communication and lodging operations initiatives with supporting departments.

Please join me in congratulating Hayley in her new role as she continues her career at Jay Peak.

Lisa Morse

Director of Lodging & Hospitality

Jay Peak Resort

