



## **Ski Patrol Seasonal Staff Reference Guide**

The Crowley family began operating Wachusett Mountain Ski Area in the late 1960's and has built a national reputation as a premiere family ski area. The family is actively involved in the daily operations and takes pride in making Wachusett Mountain Ski Area a place where customers want to come and enjoy. It is our mission to make Wachusett Mountain Ski Area the best medium sized ski resort in the entire country. This is only attainable if we all work hard at our jobs to provide a superb customer experience. Each one of us can and must do everything possible to ensure our guests are treated as we would like to be treated when spending our precious time and money.

### **Parking**

Parking is allowed when available in the Patrol Lot, keep in mind restrictions are made for emergency vehicles. Please do not challenge the lot attendants or go by them to find another spot, their jobs are hard enough, and staffs need to respect their jobs. If you are instructed to park in the third parking lot, please take the shuttle and allow for extra time reporting to your shift on busy days.

We advise staff we cannot be responsible for damage or loss to vehicles or their contents, we suggest that you keep your car locked.

### **Personal Appearance and Attire**

Because of our relationships with customers and the nature of our business, neatness and cleanliness are always necessary. Staff should dress conservatively, in good taste and according to the requirements of the position and applicable safety standards.

It is important that the impression we give our guests in both service and appearance is professional and friendly. Our focus is on presenting a guest-friendly and approachable style that fosters interactions and communication between you and our guests. We believe it is possible to allow staff to express their individuality and at the same time meet our guest-friendly and professional appearance standards. Individuality does not include strong perfumes or scents; deodorant however is acceptable and often a necessity

Wachusett hats or logo hats of a product that we sell in the shop on premises are examples of acceptable headgear and must be worn in the way they were designed for.

Hair should be clean and neatly styled. Hair should be styled in such a way that the face and eyes are always clearly visible. Longer hairstyles should be tied back for safety and cleanliness reasons. Radical or fad hairstyles are not acceptable.

Earrings must not be a safety concern, and be acceptable for our work environment, one small, tasteful and unobtrusive nose stud is allowed, however all other facial jewelry or other visible body piercing are not acceptable on male or female staff and may not be worn at work.

### **Name Tags**

Name tags are part of the required uniform of all Wachusett Mountain Ski Area staff and are made in the Human Resources Office

### **Helmets**

While operating four wheelers or snowmobiles, staffs must wear an approved helmet. If you are not issued a helmet for your exclusive use, you may sign one out at your department. It should be returned to that location when you no longer need it. If you have a personal helmet that you would rather use, it must be DOT approved. If you are using a Wachusett supplied helmet you will be given a helmet liner to wear for sanitary reasons. Non-compliance of this policy may result in termination.

### **Property of Wachusett and Staff**

The Wachusett will not be responsible or liable for any personal property of an individual that is lost, stolen or damaged. The responsibility for safeguarding, replacing or repairing personal property that is lost, stolen or damaged while on Wachusett premises or in a Wachusett-owned vehicle is that of the staff.

Articles lost or found anywhere on the premises should be reported immediately to staff's supervisor or brought to Customer Service.

## **Drug/Alcohol/Tobacco Free Workplace**

Wachusett Mountain Ski Area is committed to providing a safe and healthy environment for our staff and customers. In keeping with this philosophy, we maintain a drug, alcohol and tobacco-free work and living environment, Smoking, including the use of electronic cigarettes is not permitted on Wachusett property.

Drug and alcohol use are highly detrimental to safety in the workplace. The unlawful manufacture, use, possession, distribution, transfer, purchase, sale, or being under influence of alcoholic beverages, medical or recreational marijuana or illegal drugs while on Wachusett property, while attending to business-related activities, while on duty, or while operating a vehicle leased or owned by Wachusett is strictly prohibited and may lead to disciplinary action, including suspension without pay or discharge.

Employees may use physician-prescribed medications, provided that the use of such drugs does not adversely affect job performance or the safety of the employee or other individuals in the workplace.

## **Personal Communications~~ *Personal cell phones are not to be used during work time hours.***

### **Safety**

The Wachusett Mountain Ski Area philosophy of Safety is that each staff has a key role in maintaining an accident-free workplace. That is accomplished through training and awareness.

#### **Reporting Accidents**

If you or a fellow staff are injured or become ill while at work, your supervisor as well as your Human Resources Representative must be notified promptly so that proper medical treatment can be obtained.

#### **Workplace Hazards**

You are expected to be attentive to workplace hazards and report them immediately to your supervisor. This will help to prevent accidents.

### **Staff Privileges**

**Skiing/Riding** – All staff can ski/ride for free and use the Wachusett issued lift season pass (RFID). Use of this privilege must be done on personal time only.

#### **Restraint Bar Use and Requirements**

*All staff who ride a lift as part of their job must always lower the restraint bar while on duty and/or in uniform. It is strongly encouraged that all staff while free skiing/riding on their staff pass lower the chair bar as well.*

#### **\*Purchased Pass Refund**

If you purchased a season pass of any type before you committed to being part of the Wachusett Team this season, please do not use the pass, turn it into Human Resources to be processed for a refund.

**Rentals** for skis/snowboards and ski lessons are also free for all staff and must be used at times that are not high volume for customer usage

**Food Discounts** – staff must show their Staff Photo ID in order to receive the 50% food discount in the cafeteria. Food discounts are for staff members only and not to be used for friends or family. If this privilege is abused, you will be terminated. Deli sandwiches are not available from 12-130pm on weekends or during holiday/vacation time periods.

*Unfortunately, at this time Reciprocal privileges programs are not being participated in and honored.*

### **Additional Wachusett References**

Wachusett website [Wachusett.com/staff](http://Wachusett.com/staff):

If you have any questions or concerns, please feel free to contact:  
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