

Customer Relations
Radios for Group Leaders
Committee: Anita Gerstle, Sandy Stringer,
Mark Misulich, Ed Humphrey

Recommendation: We recommend that PNS provide personal radios for Group leaders while in the lodge area for contact with the office personnel. They would be provided only to group leaders that agree to remain in the lodge area.

Background: Personal Radios would be inexpensive and would provide additional service to the groups visiting PNS. They would facilitate finding the group leader in case of injury to one of their members. This would aid the ski patrol and reduce the pages over the PA system.

Discussion:

Radios would be pre-set to a channel for all groups. They would be asked to stay on that channel. Radios would be marked with a letter or number and would be assigned by that code to the group. The group leader would be expected to return the radio when leaving the premises. It would then be signed back into stock. We would keep information on the leader we provided that radio to including name, home phone, mobile phone if available. We estimate that the largest number of groups is 12 which would require 6 sets of radios at less than \$60 per set.

Customer Relations
Assigned locations for large groups in Lodge
Committee: Anita Gerstle, Sandy Stringer,
Mark Misulich, Ed Humphrey

Recommendation: We recommend that PNS provide an assigned location for large groups in the lodge.

Background: Currently groups fend for themselves in finding a location or the group. They may find another group in the area they had last week. This makes it difficult for the members of the group to get together week to week for breaks and to gather to return home.

Discussion:

This would require minimal effort on the part of staff. Signs would be placed around the East Lodge and the balcony of the Main Lodge before the start of the day to designate where the group was assigned. They would be returned to the office by the group leader or her designee as the group departs. These could be in the form of table tents, enough to accommodate the group.

Customer Relations
Train the Trainer Recommendation
Committee: Anita Gerstle, Sandy Stringer,
Mark Misulich, Ed Humphrey

Recommendation: We implement a train the trainer approach with the chaperones and group leaders for the 2003-2004 season with the crew chiefs as the trainers. Other venues of Customer Relations will be pursued for the 2004- 2005 season.

Background: The ski patrol would like to be more active in injury prevention and in promoting positive customer relations. We feel we can provide a service to the snow sliding public and to PNS.

Discussion:

PNS has prepared three items that can be used in this program; trail map, Group Outing Tips, and the mail able brochure regarding session and prices. Additionally Gorge Allen has prepared a tri-fold that he uses with the public about the hill. George has provided this to the team. If we use direct quotations from the piece he would like a footnoted as to himself as the author.

Additional items not covered in the current pieces available for PNS.

- Pre Season Fitness makes snow sport activates safer
- How to dress:
 - Layers of wool or synthetic materials (not Cotton)
 - Water and wind repellent outer layer that breath
 - Gloves designed for the sport, not cloth or knit.
 - Hat or Helmet
- Snow sport etiquette
 - Take turns in lift lines
 - Not sliding over others equipment
 - Singles line for singles
 - Share the ride to the top to maximize the lift capacity
- Safety tips
 - Do not attach poles to your arms or wrists. Better to go back up hill to get them than to injure your hand or thumb.
- Consideration for chaperones and group leaders to adopt a “Consent for Medical Treatment” form from Parent or guardian

Six Pack for enlisting chaperones and/or group leaders

Set	Introduce yourself Discuss your desire to make the snow experience better for their group. We want to help make it FUN.
Concluding Objectives	<ol style="list-style-type: none"> 1. Group members will be able to: <ol style="list-style-type: none"> a. discuss the importance of pre-season fitness training b. follow the Your Responsibility Code. c. select trail appropriate to their ability level. d. select clothing that will support comfort in the snow environment. e. follow snow etiquette guides. f. discuss safety tips. 2. Group Leaders will be able to discuss the importance of Medical Release Forms.
Input	<p>Discuss importance of pre-season fitness training</p> <p>Review “Your Responsibility Code” from Trail Map</p> <p>Review Trail map and trail markings and importance of markings.</p> <p>Review clothing recommendations</p> <p>Review snow sport Etiquette with group leaders</p> <p>Review safety tips.</p> <p>Review importance of Medical Release forms.</p>
Output	Agreement to make presentation to group covering topics discussed.
Student Summary	Group leader confirms steps for training of participants in snow sports.
Monitoring and follow up.	<p>Follow up with group and group leader to find out if they were able to provide training.</p> <p>If they think this helped.</p> <p>Follow up at tend of season to determine skier days and number of injuries for group.</p>

Discussion Outline

Pre-season Fitness

Trail Map

- Your Responsibility Code
- Trail ability ratings

Group Outing Tips

- Review Lesson Information
- Review Hours of operation
- Review getting around the Lodge
- Review Group outing tips

How to dress:

- Layers of wool or synthetic materials (not Cotton)
- Water and wind repellent outer layer that breath
- Gloves designed for the sport, not cloth or knit.
- Hat or Helmet

Snow sport etiquette

- Take turns in lift lines
- Not sliding over others equipment
- Singles line for singles
- Share the ride to the top to maximize the lift capacity

Safety tips

- Do not attach poles to your arms or wrists. Better to go back up hill to get them than to injure your hand or thumb.

Consideration for chaperones and group leaders to adopt a “Consent for Medical Treatment” form from parent or guardian

Authorization for Medical Treatment

In the event participant receives an injury or has an illness, requiring medical attention of any type, I hereby authorize Perfect North Slopes, Dearborn County, Indiana, or its employees or agents to consent to whatever treatment is medically necessary and hereby release those entities from any claims whatsoever arising from that consent.

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Dated this _____ day of _____, 2003

Participant _____

Guardian: _____

Witness: _____