



## Contents

Reservations.....	3
Phone Call Management:.....	3
Ticket Reservations: .....	3
Ticket Products: .....	3
Rental Reservations: .....	4
Height and Weight Instructions: .....	4
Rental Products:.....	5
Demo/High Performance .....	5
Telemark Skis .....	5
Equipment Tuning/Repair.....	5
Lessons Reservations:.....	6
Employee Lessons: .....	7
Lesson Products:.....	8
Group Lessons: .....	8
Private Lessons: .....	8
Mini & Me Lessons: .....	8
Seasonal Programs:.....	9
Package Reservations: .....	9
Children's Center Reservations: .....	9
Children's Center Products:.....	10
Tubing Reservations: .....	10
Contact.....	11
Policies.....	11
Cancellations.....	11
Phone or Advance Counter Sale .....	11
Internet Sales.....	11
Day-Of Sales.....	11

Exchanges/Upgrades.....	11
Liability Waivers .....	12
Custody of Minors .....	12
Uniform.....	13
Communications .....	13
Phone .....	13
Turning on/off Phones: .....	13
To answer the phone .....	14
To make a call.....	14
To transfer a call .....	14
To put a caller on hold: .....	15
Troubleshooting .....	15
Radio.....	15
Voicemail.....	15
Email.....	15
Scheduling .....	16
Daily Procedures.....	16
Opening.....	16
Station setup.....	16
Software .....	16
Daily Duties .....	17
Closing.....	18
Group Sales Inquiries.....	18
Special Offers .....	19
5 <sup>th</sup> & 6 <sup>th</sup> Grade Passport .....	19
HOW TO BOOK “First Class” Program Lessons .....	19
Season Pass Holder Benefits.....	19
Employee Benefits.....	20

# Reservations

The Reservations Department handles reservations for tickets, rentals, lessons, childcare, tubing and packages that include tickets, rentals, and lessons. Guests can make a reservation via phone, skimonarch.com, shopskimonarch.com websites, or at the Reservations windows. A minimum 48 hours advance reservation is *recommended* for phone reservations for lessons, equipment rentals, and childcare.

To make a reservation, we charge 100% of the purchase via credit card at the time of the booking (guests reserving future products at the window may also pay by cash or check; we do not accept payment by check over the phone.) A guest does not have a reservation until we have all guests' complete information as needed and full payment.

## Phone Call Management:

Answering the Phone: **Smile**, and say "Good Morning/Afternoon, Monarch Mountain Reservations, this is \_\_\_\_\_, how may I help you?"

Know Your Guest:

Ski/Ride Dates: *When will you be visiting Monarch?*

Number in Party: *How many people will be coming with you?*

Ages: *All adults? Any kids? Ages?*

Ability Level: *Is this your first-time skiing/snowboarding? (If they have skied before but this is their first-time snowboarding...it is still their first time ☺)*

Equipment Rentals? *I'll need DOB, Height, Weight, Shoe Size and Skier Ability for everyone in your party.*

Tell them the price as you go and as you are explaining products, not after they think they have made a reservation then balk at the total when you ask for their Credit Card.

As a reservationist, know the answer to these questions with every guest you deal with.

## Ticket Reservations:

Ticket reservations can be made up until 11 pm the day before a guest arrives online or over the phone to receive any possible "online" discounts (i.e.: Adult Dynamic Pricing.) Any same day tickets purchased at the reservation window without a reservation must be considered a "Walk-In" purchase.

## Ticket Products:

We offer Full Day, ½ Day (after 12:30 pm), and After 2 pm single day tickets.

½ Day and After 2pm tickets are only available as walk-ins.

2, 3- & 4-day multiday tickets purchases are also available at increasing discounts.

Dynamic pricing is for Adult tickets, based on Day of Arrival. All other age group pricing is static throughout the season. Refer to Siriusware POS or your White Book for exact pricing.

Discounted 4 Pack tickets are only available to Season Pass holders and only 1 time per season.

Military Discounted Tickets are available to active, retired and dependents with a valid ID.

## Rental Reservations:

Phone reservations for Rentals can be made up until 8:00 a.m. the day before a guest arrives for equipment to be pre-set for them. After that point, a guest can still pay in advance for rental equipment, or reserve a package product that includes rentals, over the phone for the next day but they will be considered a walk-in rental (i.e.: equipment will not be set for them.)

All guests with a phone or internet reservation for rentals receive an e-mail confirmation with a link to Monarch's online waiver. Encourage them to fill this out at home before arrival at the mountain, and bring the Confirmation Letter with the Bar Code at the bottom of the page for ease of check-in.

Walk-In Rental guests who are purchasing additional products (lessons) will pay and sign a waiver at the Reservations Windows or Walk-In Reservation Desk. After paying, direct the guest to the Boots counter to pick up their equipment, starting with their boots. Remember the goal is guest convenience, so when possible try to consolidate payments; i.e., don't make them pay for lessons then send them to sign a separate waiver and separate payment at rentals.

WALK-IN rental guests without lessons proceed directly to the RENTAL KIOSKS, where they will input their rental information. They pay at the rental counter.

We recommend Online Reservations for rentals to be made 48 hrs in advance.

Rental Insurance is offered for \$2.00/day. Rental Insurance covers any damage to our equipment occurred during the act of skiing/snowboarding (rock, tree damage, etc...) It does NOT cover Negligence or Loss/Theft of equipment.

## Height and Weight Instructions:

Enter heights greater than 6'4" as 76". Enter weights greater than 205 lbs as 205. This makes no difference to their rental setup.

Enter heights less than 3'5" as 41". This makes no difference to their rental setup.

Enter no weights less than 22 lbs. We do not have rental equipment to safely accommodate this guest. (We do not rent SKIS to anyone under 22 lbs; depending on the size of the Child SB rentals MAY be possible.)

SMALLEST SIZES = Child size 7 boot, 76 cm ski

LARGEST SIZES: Size 17 ski boots, Size 15 snowboard boots

## **Rental Products:**

Ski or Ride Complete set includes skis/poles/boots/helmet or board/boots/helmet.

Skis or Board only

Boots only

Helmet only

Leashes (SB only) are available upon request at no charge

Snow Pants/Coats (no reservations; walk ins through the new Sport Shop)

Monarch does not rent Gloves or Goggles due to Sanitary concerns

### **Demo/High Performance**

DEMO skis/snowboards are virtually brand-new skis available for rental. HIGH PERFORMANCE ski/snowboard rentals (H.P.) are typically the previous year's demo skis.

A Demo Ski package allows the guest to try as many skis throughout the day as desired; this package is for enthusiasts who are in the market for new equipment. We do not sell our skis or boards.

HP's are one set of skis for the entire day.

Both of these upgrades include stiffer skis/boards, with sharper edges than our standard rentals for our more experienced guests. Typically, we will not rent these upgrades until we have at least a 50" base.

### **Telemark Skis**

Our rental shop does not rent telemark equipment. Refer inquiries to Mount Shavano Ski Shop (\$21-35 per day, 719-539-3240, [mtshavanoskishop.com](http://mtshavanoskishop.com)) or Salida Mountain Sports (719-539-4400, [salidamountainsports.com](http://salidamountainsports.com)).

We do not rent All Terrain (AT) setups either.

### **Equipment Tuning/Repair**

Monarch's Rental Shop can tune, repair/hot wax skis or snowboards with certain limitations based on the age of the equipment. They can also check a guests settings for them or answer questions they may have about their personal equipment.

Stop by the Rental Shop in the Rental & Lesson Center, or call 719.530.5120 to speak to a qualified technician

## **Lessons Reservations:**

Group lessons are the most cost-effective way to learn to ski or snowboard. Monarch offers group lessons for levels 1-3 in the AM, and levels 1-7 in the PM (see Ability Levels in your White Book for descriptions). Adult groups (ages 13 and up) usually have up to 10 people and the ski school strives to cap Junior Mountain (ages 7-12) at 8 people.

Private lessons are the best way to receive individualized coaching or accommodate special needs. These sessions can include one or two people with the ability to add from 3-10 people for additional charges per person. Monarch offers private lessons for all ability levels on alpine skis, snowboard, or telemark skis. Lessons are conducted on any terrain appropriate to guests' skill and confidence.

Group and Private lessons may be sold up to the day of depending on space available, wait times in the rental shop, or at the discretion of the Ski & Ride School Supervisor. If there is availability in Siriusware, you do not have to ask permission from S&R School to book a reservation for a future date.

All Group and Private Lessons must be on the same equipment; in other words, skiers and boarders CANNOT be in the same lesson.

For future Private Lessons, book to a Supervisor or a Coordinator. S&R School will then assign instructors on the day of the lesson. For day of walk up Private Lessons, check with S&R School Supervisor for availability. Requested Instructors or other Special Requests for Private Lessons must be ok'd by S&R School. If an instructor is requested but not scheduled for the guest's desired day, the Supervisor will check with them to see if they would like to come in to work the lesson. This may require calling the guest back. If the instructor is unavailable, offer the guest to schedule a different day or to ski with another instructor.

Check the 'Request' box when scheduling a private lesson in the Reservation if the guest gave you the instructor name at the time of the booking. All other Private Lessons are "Non-Request."

For lessons, interview the guest or guests: find out age, ability level, and if they will be skiing or snowboarding. Assist guests with questions about pricing, etc. and guide them to the best product to fit their needs. If a guest is purchasing a lesson only, ensure they have a lift ticket and equipment. Check with ski school supervisor before booking ANY day-of private lessons (the Reservations Manager/Coordinator should have determined prior to the start of each day the Group lesson availabilities or limitations and communicated this to all Reservationists.)

When making reservations for lesson packages, advise guests to arrive at the mountain early enough to accommodate rental shop volume. During peak holiday periods (Christmas Holiday, MLK weekend, President's weekend, and all of March) wait times in the rental shop can be 1 to 1.5 hours. On busy days a Supervisor may cut-off walk-up sales for the next group lesson. If a guest is

running late for their lesson, let a S&R School Supervisor know.

Upon arrival ensure all guests taking lessons have signed a waiver. Students younger than 18 years old must also have a custody card signed by a parent or guardian outlining who can pick them up at the end of the lesson session or if they should be allowed to leave on their own.

All guests with a phone or internet reservations for lessons receive an e-mail confirmation with a link to Monarch's online waiver. Encourage them to fill this out at home before arrival at the mountain and bring the Confirmation Letter with the Bar Code at the bottom of the page for ease of check-in. Walk-up guests who are purchasing lessons need to sign an electronic waiver at the Reservations Kiosks.

If the reservation includes Lessons and Rentals, they will pick up lift tickets, rental vouchers, and lesson vouchers, at the RESERVATIONS WINDOWS then proceed to either the ORANGE BUTTERFLY (pre-set) or BOOT COUNTER (not pre-set) to pick up equipment. Then they proceed to either the BLUE BUTTERFLY (Junior Groups 7-12) or BLACK BUTTERFLY (Adult Groups 13+) for their lessons. Guests signed up for Private Lessons (All ages 3+ with no Child Care) will proceed to the YELLOW BUTTERFLY. Children ages 3-6 with Child Care will proceed to the GREEN BUTTERFLY in front of the Children's Center. Guests with equipment reserved for multiple days receive all their rental vouchers and present them to the rental counter on the first day of their reservation.

Direct guests to next step – rental reservation counter (orange butterfly) or walk in rental counter, lesson meeting times/places, etc.

We recommend Online Reservations for lessons to be made 48 hrs in advance.

### **Employee Lessons:**

Employees with a valid Monarch Employee Season Pass, and family members that qualify for a Monarch Employee Family Pass are eligible for half price seasonal programs, group or private ski or snowboard lessons, childcare products, or childcare with group or private lessons through the Monarch S&R School and Children's Center. Reservations are required, and you must present your qualifying pass at the Reservations Desk.

Products associated with childcare are available to eligible employees Monday through Friday only with the following blackout dates: December 19 through January 5, and March 1 through March 25. Each enrolled child can visit the Children's Center up to 10 times in a season. Parents must present the child's Employee Family Pass at the Reservations Desk to receive the discount, collect their vouchers, and at check in at the Children's Center.

During specific dates all employees and their eligible family members, ages 7+, receive 1 complimentary group lesson for any level of skiing, snowboarding or telemarking. Employees will be notified of lesson benefit dates through PowderPlace.com.

All new employees who are beginner skiers/snowboarders are allowed 1 complimentary Level 1 group lesson anytime during the season. Employees must make a reservation for an available group lesson and sign a release form at the Reservation Desk prior to scheduled lesson times.

Consult Monarch Employee Handbook for description of benefit.

## **Lesson Products:**

### **Group Lessons:**

Ski Lessons are available for ages 3+.

Snowboard Lesson are available for age 5+.

AM Lessons are 2 hour lessons for Levels 1-3, with Juniors meeting between 8:30-9:30 and Adults starting around 10 am.

PM Lessons are 2 hour lessons for Levels 1-7, starting around 1 pm.

Students who participate in an AM lesson can purchase a same day PM Upsell Group Lesson for \$40.

Full Day Group Lessons are 2 two-hour lessons starting around 10 AM with a 1-hour break for lunch (not included for Adults.) Lunch with the instructor is included for Juniors.

6 & under Group lessons are only available through Children's Center.

### **Private Lessons:**

These lessons are available for ages 7 and up. 1 two-hour (1/2 Day) lesson is \$220 for the first two people; each additional person, up to 10 total, is \$50/person. 1 4-hour (full Day) lesson is \$450 for the first two people; each additional person, up to 10 total, is \$110/person. Full Day Private lessons include lunch and an 8 X 10 photo. Students who participated in any Lesson can purchase an Upgrade Product of additional Hours of Private Instruction for the same day for \$100 per hour.

If a child age 3-6 is a participant in a private lesson, they need to have their own instructor (\$100.) This is partly because of S&R School's policy that any child age 6 or younger ride the lift with an instructor.

All Private Lessons can only be booked in person at the Reservation Windows or over the phone.

### **Mini & Me Lessons:**

These lessons are meant to teach a child age 3-6 to ski or snowboard while providing tips for the parent on how to coach the child and ride safely with them. **PARENT(S) PARTICIPATING IN MINI & ME LESSONS MUST BE AT LEAST INTERMEDIATE SKIERS/RIDERS AND ON THE SAME EQUIPMENT AS THE CHILD.**

Mini & Me lessons are 2 hours, and can include one or two parents or guardians, and one child,



age 3-6. Additional children will require an extra instructor. They are available as a lesson only (2 or 3 people) and 2- or 3-person packages. The child's lift ticket and rentals are included, although parent/guardian's are not. These lessons can only be booked in person at the Reservation Windows or over the phone.

### **Seasonal Programs:**

S&R School programs offer participants the chance to ski with a group of the same ability level, with the same coach, for multiple sessions throughout the season. For more information on specific programs, age groups, dates, and prices, see [www.skimonarch.com/lessons/seasonal-programs](http://www.skimonarch.com/lessons/seasonal-programs).

Program participants must have a lift ticket (not included in adult program prices) and equipment (not included in any program prices) for each session. All children's programs include a Season Pass for the child. The children's Butterfly program includes an adult lift ticket (if needed) for one participating adult for each session.

Adult programs and most children's programs meet at the private lesson meeting area (YELLOW BUTTERFLY). Explorers meet outside the white group sales equipment tent outside the Rental and Lesson Center. Team Monarch meets in the Pioneer Conference Room. Students should plan to arrive 15 minutes before the session start time.

### **Season Pass Refunds for Seasonal Program Purchase**

Some children's programs offer a season pass as part of the program price. If a program student has already purchased a season pass, simply refund the Season Pass, Save, Sell the Program Product, collect the difference in price and Save. They may pick up their new Pass at the Season Pass Desk.

## **Package Reservations:**

Package Reservations are combinations of the above. We offer Rental/Lift Ticket Combos, Lesson/Lift Ticket Combos and Rental/Lift/Lesson Packages. All these products provide savings for the guest versus purchasing the products individually.

## **Children's Center Reservations:**

Childcare is only available for ages 3-6 years, no exceptions. The Children's Center does not require any immunizations. Children must be potty trained and be able to use the bathroom on their own. Please inquire if children have any allergies to food or medications, or any other special needs.

All Monarch Children's Center Employees are subject to fingerprint and FBI Background checks. Parents, friends, visitors and Non-Children's Center Employees are NOT allowed past the Check-In Lobby.

All Children's Center products can only be booked in person at the Reservation Windows or over the phone. Reservations may be made up to the day before arrival for Childcare, with or without lessons, without having to check availability with S&R School (unless otherwise indicated by CC during peak seasons.) Availability for all same day CC requests must be verified by S&R School before booking. The Reservations Manager and/or Coordinator should have determined prior to the start of each day the availabilities or limitations in the CC and communicated this to all Reservationists. Group Ski Lessons are available for 3-4-year olds and 5-6-year olds. Group Snowboard Lessons are only available for 5-6-year olds. Private Ski or Snowboard Lessons may be booked for 3-4-year olds and 5-6-year olds. All equipment and tickets are included in the price of the CC Group Lesson Product; no equipment is included for a CC Private Lesson only.

All AM and PM Products include a Snack. Full Day Products include a lunch.

All guests with a phone reservation will receive an e-mail confirmation with a link to Monarch's online waiver. Encourage them to fill this out at home before arrival at the mountain and bring the Confirmation Letter with the Bar Code at the bottom of the page for ease of check-in. Walk-up guests who are purchasing lessons need to sign an electronic waiver at the Reservations Kiosks.

After verifying that any required Waivers have been signed by a Parent or Guardian and linking them on the Reservation, provide the Guest with a CC Voucher and direct them to the Children's Center (Green Butterfly) where the Parent or Guardian will sign the Custody Sheet for the Children's Center Employee.

## **Children's Center Products:**

Childcare Times: AM (8:45 -12:00) or PM (12:45 – 4:00), or Full Day (8:45 – 4:00)

Childcare with 1 Group Lesson, AM or PM ½ Day, or 2 Group Lesson, Full Day

Childcare with 1 or 2 Private Lessons, AM or PM ½ Day, or Full Day

Private Lesson, ½ Day or Full Day (No Childcare)

## **Tubing Reservations:**

All reservations for the Tubing Park are sold in 1-hour increments. Additional hours can be added over the phone or online during the initial reservation or can be purchased at the Tubing Yurt following your first hour.

Reservations for the Tubing Park can be made online or over the phone based on availability. Same day walk in reservations can be made based on availability at the Reservation Windows or at the Tubing Yurt.

Season Pass Holders receive a 30% discount for the Tubing Park. These tickets are non-transferrable and are only available as a Walk-Up purchase the day of, based on availability.

All guests with a phone or internet reservations receive an e-mail confirmation with a link to Monarch's online Tubing waiver. Encourage them to fill this out at home before arrival at the mountain and bring the Confirmation Letter with the Bar Code at the bottom of the page for ease of check-in. Walk-up guests who are purchasing Tubing Park Tickets need to sign an electronic waiver at the at the Tubing Yurt and watch a brief Safety Video in the Yurt. The Tubing Waiver is different than the Reservations Waiver, but the same as Season Pass, so SP Holders do not have to re-sign the Tubing Waiver.

## Contact

Monarch guests can contact the Reservations office by phone at 719-530-5196, toll free at 888-996-7669, or by calling the mountain information line at 719-530-5000 and selecting option #2. Guests can place orders for discounted lift tickets, rentals, ticket and rental packages, and group lesson packages for ages 7+ online via the 'Book Online' link at [skimonarch.com](http://skimonarch.com), or at [shopskimonarch.com](http://shopskimonarch.com) to go directly to our Ecommerce site. Email inquiries can be sent to [reservations@skimonarch.com](mailto:reservations@skimonarch.com), however we do not take reservations by email.

## Policies

### Cancellations

#### Phone or Advance Counter Sale

Cancellations must be made 48 hours before the start time of the scheduled product, within that 48-hour window we can transfer the reservation to another day in the same season or to different persons, but we cannot offer a refund. All refunds will request a reason in Siriusware. **Only the Manager or Coordinator can approve refunds inside the 48-hour window.**

#### Internet Sales

There are no refunds via the web on products purchased online; however, we can transfer the reservation to another day in the same season or to different persons or we can refund if the reservation is more than 48 hours out.

#### Day-Of Sales

There are no refunds on DAY-OF SALES unless Monarch cannot fulfill the product sold. Refunds for illness/injury will be evaluated on an individual basis by the Manager or Coordinator.

#### Exchanges/Upgrades

Guests with any type of reservation may apply the monies paid for products and services to any other product service. They will be charged the difference if the new reservation price is higher

than what was originally ordered. A partial refund will be issued for guests reserving a less expensive order if said transaction is within the cancellation policy.

## Liability Waivers

All guests taking lessons getting rentals, or tubing must have a release form filled out and signed. Participants age 17 and under must have a parent or guardian them to the Parent/Guardian's Waiver as a minor. Remember: Season Pass/Tubing Waiver is NOT the same as the Reservations Waiver, and the Walk-In Rental Contract at the Boots Rental counter is ONLY for Rental Equipment. Our Reservations Waiver covers Lessons & Rentals. If they have been here once this season, they will not need to fill out another release form. If the guest was here last season, they will still need to fill out a release form.

Upon arrival ensure all guests with a reservation have signed a waiver; if the guest says they signed one already for each person: click "Forms" on the Product Line Item, then click "Liability Forms" tab on top, click "link existing 1Risk Waiver" search for the name (make sure the dates set go far enough back), if found, click Accept Highlighted Name (in yellow), if not found direct them to the Reservations Waivers Kiosks and have the guest fill out a waiver for each person. For all guests younger than 18 years of age, ensure a parent or guardian has signed a waiver and added the minor to their Waiver. The guests can then return to any window to complete the transaction. Be sure to inform guests that Names and DOB in Siriusware Reservation must exactly match the name/DOB used in 1Risk. Walk-In guests needing lessons should be directed to the Reservation Waivers Kiosks first. If they have been standing in line, go ahead and take the information for the Sale, Save the Sale, then direct them to the Waivers Kiosks, then they may come directly back to your (or any) window without waiting in line again. If the guest(s) are adamant that they have signed, you may look at 1Risk Online to check for misspellings or transposed numbers and make the appropriate corrections as needed.

## Custody of Minors

If a guest is 3-17 years of age and taking a lesson on their own (or with a responsible family member in case of separation,) they will need to have a parent or guardian sign a Waiver of Custody Form. This tells the instructor who they can release the child to after the lesson. Older kids may be released to their own recognizance, meaning they do not need a parent to pick them up. This decision is entirely up to the parent. Explain the purpose of this card to the responsible adult and then have the child attach the signed card outside their jacket along with their lift ticket.

If the guest is 3-6 years old **AND** going to the childcare center, they do not need to fill out the Waiver of Custody card at the reservations window but will fill out a Custody Sheet when they check-in at the childcare center.

**A PARENT OR GUARDIAN MUST REMAIN AT THE MOUNTAIN AT ALL TIMES THEIR MINOR IS PARTICIPATING IN ANY SKI SCHOOL OR CHILDCARE ACTIVITY.**

## Uniform

Every employee is required to wear the uniform that is issued to him or her. Pants should be well-fitting, clean, and free of excessive rips or stains. Ladies who choose to wear leggings should also wear a skirt that reaches to at least mid-thigh. You can wear your personal clothing under your uniform if it is appropriate attire according to Monarch Mountain's policies (see Dress Code section of Corporate Employee Handbook). Please refrain from wearing any visible clothing or accessories that advertise another ski area/resort or any drug or alcohol-related products.

You are also provided a nametag that must be worn on your uniform. Employee uniforms and nametags are not to be worn into the bar after your shift.

Employees are also advised to wear footwear appropriate for weather conditions, such as sturdy snow or hiking boots with adequate tread.

## Communications

### Phone

Turning on/off Phones:

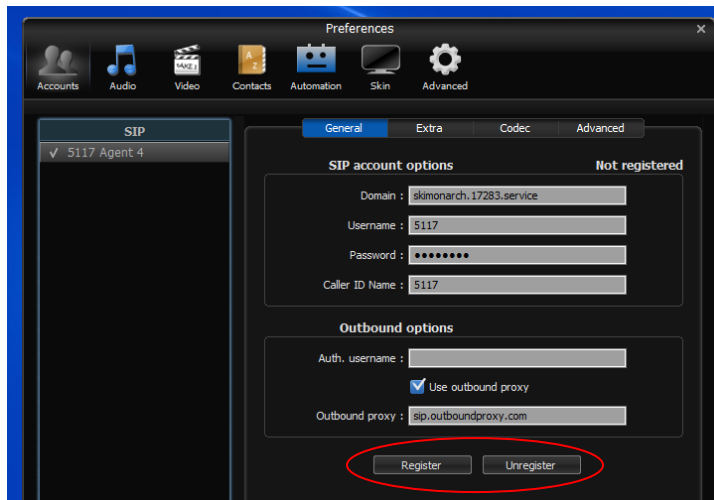
Click on Zoiper Icon on Task Bar



Click on Tools Icon



Register Zoiper:



Click Register to Start the Day, Click Unregister at End of Day  
Click OK

Open CCT Portal link (User Portal Bookmarked in Chrome)

Log in.

UN: 5xxx@skimonarch [4-digit extension@skimonarch taped to bottom of monitor)

PW: 5xxx5xxxA [4-digit extension, twice, followed by capital A]

Set Agent 'online' if taking calls or 'offline' if not. Click Offline/Online toggle bar.

**MAKE SURE YOU CLICK OFFLINE WHEN TAKING A BREAK OR LUNCH, AND WHEN YOU LEAVE FOR THE DAY!**

### **To answer the phone**

Put on headset and answer the phone using Zoiper. Smile and say 'Good Morning/Good Afternoon Monarch Mountain Reservations, this is (your name) How may I help you.'

### **To make a call**

Dial number from Zoiper keypad.

### **To transfer a call**

Using Zoiper, click on the circle arrow next to the hand symbol, type the extension you want, then click the circle arrow again.

## **To put a caller on hold:**

Using Zoiper, click on the hand symbol. To return to call, click on the hand symbol again. Alternatively, using the headset buttons, click on the microphone symbol with the line through it. Click again to unmute the call.

## **Troubleshooting**

This is an Internet based phone system. Often at 11,000 feet electronics aren't 100% reliable. If Zoiper "Unregisters" or if you are Offline in CCT, simply repeat the above steps to turn your phone answering ability back on. You should check these two things frequently throughout your shift if you don't seem to be receiving incoming phone calls.

## **Radio**

Radios are used for getting a hold of the Reservations Manager or Coordinator or Ski School Supervisor. Reservations and Ski & Ride School operate on Channel 4.

Click & Hold the transmit button, wait one second, then say the person's name followed by your name (example: "Drew, Harmonie"). Be concise and specific about what you need. If you have an issue that you need Brad or Tess, simply use one of our names, followed by yours, and one of us will reply back that we are on our way to you. Do Not Broadcast Guest or POS Issues!

Refer to Radio Procedures found on PowderPlace ([powderplace.com/radio-procedures/](http://powderplace.com/radio-procedures/)) for more information.

## **Voicemail**

To check voicemails: Go to the Reservations VM Email box in Outlook. Mark it with your assigned color code indicating you are working on that VM. Call the guest back using Zoiper, address their needs, then delete the VM. If they don't answer, leave a message and the time & day you called, then delete the VM. If it seems like a serious matter that needs Brad's attention, click on the Flag, turning it Red. This indicates Brad needs to address that VM. Do Not Delete The VM!

## **Email**

To check/respond to customer inquiries via email: Go to the Reservations Email box in Outlook. Mark it with your assigned color code indicating you are working on that VM. Respond via email or phone to address their needs if you can. Then delete the Email. If it seems like a serious matter that needs Brad's attention, click on the Flag, turning it Red. This indicates Brad needs to address that email. Do Not Delete The Email!

## **Scheduling**

The Reservations Department utilizes When I Work for scheduling. You may download the app to your smart phone or home computer. HR/Payroll has sign-up information and will enroll you upon hire. We make every effort to have scheduled and posted the current week (Saturday through Friday,) plus the upcoming week, so employees may plan accordingly. Employees must utilize the app for their Availabilities. Any requests for time off **MUST** be submitted through When I Work. Remember, a request is merely that; a request...it is not guaranteed time off until the Manager approves the request. Employees may also request “shift trades” or willingness to pick up additional shifts with other employees pending Management approval via the app. Once a schedule is posted, employees cannot Request Time Off; it is the employees’ responsibility to find a replacement to work a scheduled shift should the need arise, and then, only with Management approval.

## **Daily Procedures**

### **Opening**

Arrive promptly in uniform with name tag in place.

To clock in:

Open Time Force icon on desktop.

Login:

UN: (First four letters of last name, First Name Initial, #; *i.e.*: *SMITJ1*)

PW: xxxx (last four of SSN)

Company Code is: monarch

Click In/Out.

Log out

Get bank from the Reservations Manager or Coordinator. Count bank. If it is not \$200, advise a coordinator or supervisor.

### **Station setup**

#### **Software**

Open Sales (Red “S” Square on Desktop).



Login: Username is Sales ID (First 4 of last name, first name Initial, #; *i.e.*: *SMITJI*). Password is whatever you set up with Reservations Manager or Siriusware Administrator.

Minimize Sales icon to Task Bar.

Open 1Risk Waiver in your Browser. <https://my.1risk.net/1waiver/#>

Open **ZOIPER** soft phone dialing pad on Desktop.

On the soft phone, go to> preferences (the 2 wrenches,), click register, (should turn green and say Registered) then click OK.

Open **CCT Portal** on desktop (phone.coloradocentraltelecom.com) Make sure it says Online in Green not Offline in Red.

Turn on ticket and receipt printers, if running low on tickets or receipt paper grab a backup.

Check station for supplies (custody cards, pens, markers, wickets, stapler, maps, tickets, stickers, etc.)

## Daily Duties

Follow directions of the Manager or Coordinator to be at an open window, responding to voicemail, taking calls, or other duties as assigned. Coordinate with Manager or Coordinator to take breaks and lunches as business dictates. Coordinate with Manager or Coordinator to determine who is working at the Tubing Yurt or Walk-In Desk or for Ski Breaks and/or Early Outs.

Keep open as many windows as business dictates: Keep the line down to an absolute minimum. Answering incoming phone calls and responding to VM's are equally important.

**Remember: We are open from 8:00 am until 4:30 pm answering phones and responding to VM's. At least one window should always remain open even if there are no guests in the lobby.**

If you are assigned to Tubing Yurt:

Turn on lights, Liability Waiver Computers, POS Computers and Safety Video Monitor. Make sure you take up your Personal \$200 bank PLUS the \$200 change bank. Make sure your radio is off the charger and turned on to Channel 4. Do a radio check to make sure your radio is working by saying "Reservations, Tubing Yurt, Radio Check." Make sure your phones are on, as you are the primary phone answerer when you don't have guests in front of you.

## Closing

Count drawers down with the smallest denominations to \$200 and put into cash bags. The money left after you have counted your \$200 will be your deposit. Enter the cash for your deposit under the “Closeout” button in **SiriusWare Sales**.

- Select the “Closeout” button
  - Press the button next to “Payment Type”
  - Select the “Cash” button
  - Input the number of each denomination you have in your deposit
  - After inputting all the cash denominations, click “OK”
  - Review your closeout totals and then click “Submit”
- 
- Straighten and staple together all credit card receipts with your closeout receipt.
  - Organize and staple all your coupons and vouchers together.
  - Present your receipts, coupons, vouchers, and cash for your deposit to the Reservations Manager or Coordinator.
  - The Manager / Coordinator will advise you when you are balanced and clear to clock out and leave for the day.
  - Housekeeping chores (done while manager is verifying your closeout): dust and sanitize around your area. Wipe your area with sanitizer spray each night before you leave, including phone, computer, mouse and pens. Take trash out to main RLC trash can.
  - Refill supplies (pens, wickets, trail maps, custody cards etc....) for the next day.
  - Logout of Sales – leave your computer on (turn off monitor only) unless advised otherwise. Sundays Only: Restart your computer to receive updates.
  - Clock out in Time Force. Verify your hours by clicking the box next to “Employee” and Logout.

## Group Sales Inquiries

Group sales handles groups of 20 people or more, with advance notice. There is no such thing as a walk-up group. Groups must include 20 paying guests; children younger than 6 years or seniors who qualify for free lift tickets do not count as part of the group.

These groups can qualify for deeply discounted lift, rental, and group lesson prices, arranged through the Group Sales department. Group Sales also handles the waivers and custody cards for lesson participants.

Groups usually meet in the tunnel level of the main lodge outside the Group Sales office, next to the sack lunch room. **All inquiries should be directed to Ann Dodds in the Group Sales Department at 719-530-5121.**

## **Special Offers**

### **5<sup>th</sup> & 6<sup>th</sup> Grade Passport**

Through its Web site, coloradoski.com, Colorado Ski Country USA offers passes for 3 free days of skiing at each of 22 member resorts for each participating 5th grader (66 free ski days total). Sixth graders can get a passport for 4 free days of skiing at each of these 22 resorts for \$105.

Parents and students must register online with CSC or through the mail, then will receive their pass in the mail. They bring the pass to the Ticket Window to receive the child's lift ticket for the day (pass gets punched to indicate the day is used).

Fifth graders who have never skied or snowboarded before can get a free full-day level 1 lesson and equipment rental in January only (at Monarch Jan. 6-31) through CSCUSA's First Class program. To get the lesson and rental, a student must first register for the 5th Grade Passport. If they are eligible for the First-Class program, they will receive an email with instructions to retrieve a voucher online from participating resorts. Parents can make advance phone reservations for these group lessons, which will be booked as a "comp." They then need to hand in the voucher at the ticket window.

Colorado Ski Country USA is a not-for-profit trade association that represents the ski industry for the state. The association does public relations and marketing focused on its 22 member resorts.

### **HOW TO BOOK "First Class" Program Lessons**

Ensure guest has obtained voucher through Web site before making reservation. Assist them if necessary. Remind the guest to bring the voucher to the Ticket Windows on Day of Arrival.

Make Reservation as usual.

Click on Special on the Line Item to apply CSCUSA Comp.

## **Season Pass Holder Benefits**

Consult skimonarch.com for list of current season pass holder benefits on lessons, rentals, and childcare.

# Employee Benefits

Consult [Monarch Employee Handbook for description of current employee benefits](#) on lessons, rentals, and childcare.