

# Base Area Services



## DEPARTMENT MANUAL

M. WILBER REV. 11/16/2019

### Contents

- Introduction.....2
- Company Overview .....2
- Mission Statement .....2
- Department Overview .....2
- Service Philosophy .....3
- Policies and Procedures .....3
- Chain of Command.....3
- Employee Appearance .....4
- Uniform Policy .....5
- Tobacco Policy .....5
- Daily Performance .....5
- Attendance and Tardiness .....6
- Time Force.....6
- Breaks and Meals.....6
- Employee Areas.....7
- Radio Protocol .....7
- Radio Procedures .....7
- Injury/Accident Reporting .....8
- OSHA/Training.....9
- Skiing Policy.....9
- Bobcat Operating Policies .....9
- Policies.....9
- Snowmobile Use Policy.....10
- Purpose .....10
- Policy .....10
- Snowmobile Starting Procedures.....10
- Snowmobile Operating Procedures.....11
- Shuttle Bus Driving Policies.....12
- Monarch Emergency Plan.....13
- Parking Lot .....13
- Parking Lot Set-Ups .....13

Directing Parking.....	13
Parking Lot Assistance .....	14
Employee Parking Policy.....	14
Non-Holiday Employee Parking.....	14
Overnight Parking.....	14
Recommendation from the Sheriff on how to deal with cars left overnight:.....	15
Reporting Overnight Vehicles .....	15
Duties.....	15
Opening Duties (not limited too).....	15
Daily Duties (not limited too).....	16
On Hill Duties.....	17
Closing Duties .....	17
Other Duties.....	18
Summary.....	18

## Introduction

This manual is designed to acquaint new employees and refresh returning employees with established policies and procedures for the Base Area Services (BAS) Department. Training sessions will be conducted in order to train for specific tasks. The purpose of this manual is to provide an overview of the BAS Department and to familiarize employees with the various departmental functions. Throughout the season, this manual should be used as a guideline and resource for all staff members.

## Company Overview

Monarch Mountain is owned by Powder Monarch LLC. The ski area has been in operation since 1939. A group of 16 owners make up PowderMonarch LLC. The Mountain is broken up into two main divisions, Mountain Operations and Guest Service. Both departments have a VP of Operations who report to the Mountain GM. Mountain Operations have the following departments: Lift operations, lift maintenance, ski patrol, terrain parks, slope maintenance, vehicle maintenance, tubing, and Base Area Services. Guest Services includes: Ski and Ride School, Children’s Center, Rentals, Food and Beverage, Retail, and Property Maintenance.

## Mission Statement

Provide our guests with a QUALITY, personalized mountain experience!

## Department Overview

Base Area Services is a mountain operations department that addresses the needs of Monarch guests, both on and off the hill. Base Area Services manages, not limited to, the parking lot, outside base area, pedestrian areas, walkways and stairways outside the lodge and base buildings, entrances to the lodge and base buildings, outside/on hill trash, snow and ice removal from base area, some special events, and other duties as assigned. Base Area Services is front line guest service and will work with guest both on and off the hill. Base Area Services is a ski or ride position that continues guest service and maintenance on the hill.

## **Service Philosophy**

Base Area Services addresses the needs of Monarch's guests, both on and off the hill. We are a "catch-all" department and deal with a variety of issues for both our guests and other departments at Monarch. Basically, there isn't anything that is "Not Our Job".

Our priorities are seeking out positive guest encounters, from the parking lot to the Hill, and looking for ways to enhance the guest's Monarch experience. Although it is important for all Monarch staff to offer great guest service, it is especially incumbent upon our department. Often Base Area Services may be called upon by other departments to assist guests, and we often become the last line of defense to salvage the guest's experience. We turn our guest's problems into opportunities to provide a positive experience.

Our strength as the Base Area Services staff, because we are here not only to get a job done, but to enjoy the magnificent mountain setting and the sport that we have come to love. We take pride in our work, enjoy contact with all of our guests and are happy to share our love for the sport with our guests.

It is the philosophy of the Company to provide guests with the best possible service. Employees are expected to treat guests in a courteous, respectful manner at all times. Employees should always remember that the guest comes first and is entitled to the same thoughtful treatment that the employee would like to receive if they were the guests. Guests should not be treated in a condescending or impolite manner and should never be kept waiting an unreasonable amount of time. When a guest approaches an employee with a question or complaint, the employee should give the matter immediate attention. If a guest becomes abusive or argumentative and the employee cannot properly handle the situation, the guest should be referred to the employee's supervisor. There is no better way to become more valuable to this Company than to provide good service to our guests!

## **Policies and Procedures**

### **Chain of Command**

The management of the entire ski area is the direct responsibility of the GM, Randy Stroud. All of the departments at the ski area are divided into two categories of supervision: Mountain Operations and Guest Services.

BAS is a Mountain Operations department, as are Lift Operations, Ski Patrol, Cat Skiing, Lift Maintenance, Vehicle Maintenance, Tubing, and Slope Maintenance. The Guest Services departments are Ticket Sales/Reservations, Food and Beverage, Ski School & Children's Center, Property Maintenance, Sport Shop, and Rental Shop.

All Mountain Operational departments, including BAS are under the direct supervision of the VP of Mountain Operations. The Guest Services departments are under the direct supervision of the VP of Guest Services.

Within the BAS department, the Manager is at the top of the chain of command, followed by the Supervisor.

All Monarch employees are expected to understand and follow the chain of command. Although all Monarch managers have an "open door" policy, the chain of command should be followed unless there are extenuating circumstances.

## **Employee Appearance**

All Base Area Services Staff are always expected to adhere to Monarch's Dress Code policy while on duty. The following is an excerpt from the employee manual:

---

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Monarch presents to guests and visitors.

The following are company-wide guidelines:

- You are expected, at all times, to present a professional image and to dress in manner that is normally acceptable in the ski resort industry. You should not wear suggestive attire, clothing or have an appearance that may be considered offensive.
- Certain employees may be required to meet special dress, grooming, and hygiene requirements, depending on the nature of their jobs. Refer to your department manual.
- While on duty, you are required to wear a Monarch uniform if one is issued, and a nametag, without alterations. All Monarch employees will be issued a nametag. Employees on duty and/or in uniform are not allowed to sit at the bar or to consume alcohol. Employees not on duty are not to be in uniform.
- Onsite donning and doffing of special protective attire, gear and equipment required specifically for your job duties is compensated. Refer to your department manual.

---

Base Area Services Staff will be expected to wear everyday:

- Company issued Vest
- Company Issued hat
- Warm or outside appropriate layers

- Helmet while skiing/riding or operating a snowmobile

Base Area Services staff have the option to wear:

- Company issued jacket/shell
- Company issued snow pants

All Base Area Services staff should look professional and wear clothes/layers appropriate for the outdoor winter environment.

## **Uniform Policy**

All BAS employees will be assigned an outdoor uniform at the beginning of the season. Each employee will be held financially responsible for his/her uniform. The uniform must not be taken off the ski area premises and should remain locked in your locker when not on duty.

Monarch uniforms and nametags must never be worn in any public place, except the ski area when on duty. Off duty employees should not wear their uniform since guests will expect them to be working. Any employees eating lunch in the Sidewinder Saloon bar must remove their uniform and nametag before ordering.

Outdoor uniforms consist of jacket, vest, pants, and gloves. At all times while on duty, outdoor staff will wear uniform pants, either jacket or vest or both, and nametag. Any damage to a uniform should be reported to the Manager. Footwear and eye protection are the responsibility of the employee. Pro deals and discounts are available. Check with your Manager.

## **Tobacco Policy**

There is no smoking or using smokeless tobacco while on duty. There are three designated smoking areas for use by employees while on break or lunch- the loading dock, the parking lot, or on the mountain away from lifts and guests.

In keeping with Monarch's intent to provide a safe and healthy work environment, smoking and the use of a vaporizer is not allowed in any of the buildings or company vehicles; Colorado law dictates no smoking in any building or within 15' of any doorway. Smoking is not allowed in the lift lines, on the ski lift, on the deck, on top of the stairs from the parking lot, or between the ticket window and the RLC. If you smoke or vaporize, you may do so only in designated areas. Use ashtrays or receptacles for disposal of butts – do not throw them on the ground. Please be respectful of others and be mindful of the fact 19-20 Handbook 30 that marijuana is an illegal substance on Federal land and consumption is not permitted at all at Monarch.

## **Daily Performance**

All BAS staff are expected to perform to their best abilities and have a positive attitude each day of work. Showing up to work sick or impaired is not acceptable. If you are unable to perform to your utmost ability, then you should not be at work. If you are absent repeatedly for circumstances within your control (i.e. being "hung over"), this will lead to disciplinary action

and may cause termination.

## **Attendance and Tardiness**

BAS staff is expected to show up and **be ready for work at the designated time each day they are scheduled to work (7:45 a.m. weekdays, 7:30am weekends & holidays)**. If you are unable to come to work or are going to be late, you are expected to notify the BAS Manager or Supervisor directly. If you are unable to contact management you should call the office phone @ 530-5150 and leave your name, reason for absence or tardiness, and your return number.

If you need to schedule time off during your normal workweek, you must make arrangements with a co-worker to cover your shift. The change must not force any employees into an overtime situation. You must submit a schedule change request signed by all affected employees to the Manager or Supervisor for prior approval. You must check with a Supervisor before leaving for the day. Repeated absence and tardiness will affect your performance review and may be grounds for termination.

## **Time Force**

BAS staff should clock-in to Time Force on the computer inside the Base Services Office. You should be in uniform and ready to work when you clock-in (We can let people dress on the clock). After clocking-in you should pick up your radio and check the project board to see where the manager/supervisor needs you to start the day. Time Force must be verified after you clock-out at the end of the pay period. Your verification confirms that the hours posted on the time card are correct.

It is against Monarch policy to clock-in/out for anyone besides you. Any employee violating this policy may be subject to termination.

## **Breaks and Meals**

When working an eight-hour day, employees are allowed a 15-minute break in the morning and a 15-minute break in the afternoon, with pay. These are informal breaks and are taken as needed. Sometimes the crew may take their morning break at the same time, once the parking lot is settled. On busier days, staff must make sure their position is being covered before taking a break.

A half hour meal break, without pay, is allotted for each eight hour shift. You must clock-out for 30 minutes on the Time Force system. (We can set up an auto ½ hour lunch deduction in TF if you want to) Meal breaks will be scheduled by supervisors to ensure that everyone gets a break, while all departmental functions are covered. If you were unable to take a lunch break, notify the Manager or Supervisor. Breaks and meals may be taken in the lodge or employee room. The cafeteria and bar are open to staff if they are paying customers.

Remember, when taking your breaks in an open area, guests may think you are on duty and you must remain polite and helpful.

## Employee Areas

Each Base Service staff member will be assigned a locker in the base services office. You will need to furnish your own padlock (optional). Skis/Snowboards can be stored in base services office. Remember to always pull the door shut behind you so room stays locked. **Do Not Share Room Code With People Not In Base Service Department.**

**Employees are expected to keep all of these areas neat and clean!**

## Radio Protocol

Each staff member should carry a radio with him or her while on duty. If your radio does not function properly please notify your Supervisor for the day. Radios should not be left in chargers for longer than 24 hrs. Extended charging may damage the batteries as well as leaving your battery on while in the charger.

BAS department staff using Monarch radios should use the following procedures:

- Channel 3 is for BAS and the Guest Services desk.
- Channel 1 is for most mountain operations channels and Admin. It uses a repeater for longer distance communications. After making contact, if you are not able to communicate your question/answer in a brief concise manner, both parties should change to channel 2.
- Channel 2 is for open communications and is a line of sight channel.
- Channel 4 is for Ski and Ride School, Children's Center, Sales & Reservations, Rentals & Groups.
- Channel 6 is used for Property Maintenance, Food & Beverage, and the Sports Shop.
- Channel 7 IT and is also the Emergency Channel
- Channel 8 Marketing, Events & Tubing. This channel is also the Lift Evacuation Channel
- Channel 9 is a talk around channel for channel 10 users
- Channel 10 is for Cat Skiing and uses a repeater for longer distance communications.

## Radio Procedures

When initiating a page on the radio begin with the parties' name you are trying to contact and ending with your name. For example: Dave this is Andy. Dave would then respond with his location. For example: "5150" indicating that Dave is at telephone extension #5150. If it is feasible for both parties to converse by telephone, this is the preferred method of communication in order to free up the radio channel. The word "copy" is used to terminate a conversation and to acknowledge you understand the information that was transmitted. If you need to move from one channel to another pause and listen for 10 seconds prior to keying the microphone in order to avoid interrupting (stepping on) another parties conversation.

Remember, RADIO TRANSMISSIONS ARE NOT PRIVATE. Anyone, including guests could be within earshot of a radio. When there is a sensitive conversation taking place, you may need to turn your radio down so that everyone is not hearing it. There is no excuse for use of profanity or lewd remarks on the radio. Music or other inappropriate items should not be transmitted on the radios.

- Radios are to be turned off while in the battery chargers.
- Do not pull radios out of charger or case by the antenna.
- Use a protective radio holster or pack to protect the radio while in use.
- Do not drop, get wet, or lift radio by the antenna.
- When using channel 1 or 10, key the mic for 2 seconds before you start to talk.
- Radios or batteries that need attention/repair are to be sent to the Network Administrator as needed.

## Injury/Accident Reporting

All employees must be aware of safety issues at all times while working or skiing at Monarch. BAS staff members do a lot of physically strenuous work including shoveling and lifting. It is important to prevent injuries by stretching and warming up adequately and working and skiing in a manner that prevents injury.

All employees must have an acute awareness for any potentially hazardous situation in order to protect both our guests and our employees from injury, as well as to reduce the liability exposure of the company. Refer to the Job Hazard Analysis (JHA) for the BAS department.

If you are injured on the job, you must report to the Manager/Supervisor immediately and fill out the required paperwork. Even if the injury seems minor, it is important to notify Worker's Comp, in case treatment is needed in the future for this seemingly minor injury. A written report must be given to your employer or immediate supervisor within four (4) working days of an accident.

Employees are strictly prohibited skiing/riding out of control, or from riding any of the features in the terrain park while on duty or in uniform. Violation of this policy may result in termination.

Any injuries to guests or other employees should be reported directly to Ski Patrol Dispatch, on channel 1 or at extension 5111 on the phone. Dispatch will need to know the location and the nature of the injury. You should stay with the injured party until Ski Patrol releases you. You may be needed to assist Ski Patrol or make a witness statement.

Any accidents that occur within BAS jurisdiction (parking lot, outside base area, race course, etc.) regardless of whether or not there were injuries should be reported to the BAS Manager after contacting Ski Patrol Dispatch. This is important for future accident prevention.

In the event of any accident with injuries, no matter how minor, it is extremely important not to admit or imply any fault on behalf of the ski area or any employee. Be kind and supportive of the injured party, but **keep your comments neutral**.

Employees may **NOT** make any comments regarding any accident; incident or injuries, to anyone except their immediate supervisors. Comments and discussions should not take place

with any guest, media person or other employees regarding any incident that occurs at the ski area. All media questions should be directed to the GM or the Marketing Director.

## **OSHA/Training**

BAS staff abides by all OSHA standards. Safety Data Sheets (SDS) are located [online](#) and can be found on the desktop in the BAS office. The SDS pertain to any hazardous or toxic substances that we use within the workplace.

BAS staff will have safety training throughout the season to help make our workplace as safe as possible. BAS training will include lock-out/tag-out, hazardous materials, workplace emergencies, sexual harassment, snowmobile safety, manual lift evacuation, and ACL training. Mindflash training is completed by every BAS employee and covers these topics and more.

## **Skiing Policy**

The regular BAS staff is considered a “skiing position” and are covered under Worker’s Comp to ski while on duty.

Certain policies apply to skiing while working: you are expected to ski in control, follow the Skier Safety Act and Skier Responsibility Code, and set a good example for our guests at all times; if the lines are excessive and you have a task to accomplish, you can use the Ski School line; you should ride up with a single guest.

At certain times, BAS staff will be assigned to go out on the hill to courtesy ski/board. The purpose of this function is to have a positive impact on our guests, to assist Patrol with safety, retrievals, speed control, and sweep. Guest assistance may be provided. Be mindful of your routes on the mountain and determine the most appropriate route for the task you are performing.

Helmets are expected to be worn for all skiing and snowmobile duties while working. Monarch Mountain highly encourages the use of appropriate helmets while skiing or riding, whether an individual is working or utilizing the resort for personal recreation. We encourage our employees to educate themselves regarding the benefits and limitations of helmets and no helmet can prevent all injuries. It is critical to note that Skiing/Snowboarding safely and sensibly is the key to overall slope safety. Be aware ski/ride with care.

## **Bobcat Operating Policies**

Bobcat machinery will only be operated by trained BAS staff members. Trained staff will work with slope maintenance or a qualified trainer to be certified in bobcat operation. Once checked and confirmed by a trainer the BAS staff member will be able to operate a bobcat for snow removal or other maintenance purposes. Bobcat work should be performed on slower weekdays if possible.

### **Policies**

- 1.1 All grooming and maintenance around the base area (commonly known as Front Side) will be finished by 8:00am.
- 1.1.A Any maintenance, after that time will require two spotters with the ability to communicate directly with the operator as well as flags to easily communicate with pedestrians.
- 1.1.B When possible any bobcat needed work around the buildings should be done by 8am or after 4:30pm.
  - 1.1.B.1 Between 8-4:30 two spotters will be required in addition to cones and ropes when needed.
  - 1.1.B.2 If operating a bobcat in base area or within the 50ft of base area buildings, operator will contact patrol dispatch on channel one to inform them of machine use near public areas. When leaving the Vehicle Maintenance lot, the operator will tell dispatch; location of work, estimated time of job, and if they need any spotters or extra signage/markings. Once the bobcat is returned to the Vehicle Maintenance lot, they will call dispatch again to inform them that the bobcat is out of the public areas.
- 1.2 Bobcat should never be used as a person lift.
- 1.3 Bobcat lights should be on when operating
- 1.4 General staff will be trained on how to act as a spotter, control traffic around the machine, and safe practices around the machine.

## **Snowmobile Use Policy**

All Monarch Mountain staff hired for a driving position, should qualify for snowmobile use, and be familiar with daily maintenance and operation. The goal of Powder Monarch, LLC is to establish safe operation of all over the snow equipment.

### **Purpose**

The use of over the snow machines including snowmobiles is necessary to accomplish certain company goals. To that end; Powder Monarch staff driving snowmobiles in the performance of their duty should qualify for snowmobile operation, use, and be familiar with their maintenance. Alert driving habits and the use of good common sense can control most hazards.

### **Policy**

An employee who is authorized by job description to drive snowmobiles should read the Monarch Mountain Policies; the Snowmobiles Owner's Manual, the Snowmobilers Safety Handbook and view the NSAA snowmobile operator's video prior to using any over the snow machine. They will be given an opportunity to pass the written proficiency test, and a one-time driver test. Unsafe or negligent operation of equipment will not be tolerated. Disregarding this policy or misuse by any employee will be subject to disciplinary action. The use of a helmet is required when operating a snowmobile. (Ski/Ride helmets are acceptable)

### **Snowmobile Starting Procedures**

Prior to starting snowmobiles, inspect the machine as follows.

1. Visually Inspect:
  - a. Under hood:
    - i. Drive belt & belt guard, plug wire connections, cables, brake pads
  - b. Head Light, Tail Light, and Flashing Light
  - c. Flag
  - d. Steering skis & Steering skis chains
  - e. Shock & Suspension
  - f. Track
  - g. Shroud latches
  - h. Windshield
  - i. Bumpers
  - j. Hitch pin, ski racks, tow rope & rear flap
2. Check the oil mix and gas levels, fill as needed
3. Check the brake and throttle handle for free movement of the hand levers
4. Engage the engine stop switch and reset
5. Ensure track is broken free from the snow, bounce and pull backward to rotate
6. Attach the tether cord to start the engine. Operators should attach the tether to their wrist while operating to help avoid a runaway snowmobile situation.
7. Engine cold start and stopping:
  - a. Put kill switch into up/run position.
  - b. Push start button once to allow engine and computer to cycle up completely.
  - c. Push start button again until engine starts.
  - d. If Snowmobile has a key, use key to start and stop engine.

## **Snowmobile Operating Procedures**

1. When choosing a route consider the following:
  - a. highest hazards are on uphill travel routes
  - b. drive right of center line uphill and downhill when available
  - c. do not drive near tree lines when possible
  - d. slow down in skier congestion or traffic areas
  - e. snow conditions for you and our guests
  - f. your visibility from above cat-walk roads, convex terrain features, or bench areas
  - g. blind corners
  - h. steepness and width of trail
2. Use snowmobiles on all Easiest trails and the following More Difficult trails and Runout Zones:
  - a. Doc's Run, Ramble On, and Little Mo on Breezeway lift
  - b. Snowburn and Great Divide and the Black Diamond Runout Zones on Panorama lift
  - c. Freeway, North Forty, Romp and the Black Diamond Runout Zones on Garfield lift
  - d. Mirkwood service and egress roads. Do not drive above the Big Slide Trailhead up the egress road while it is open to the public.
  - e. Never Summer and Tilt Terrain Parks/Freeway Race Course
    - i. Try to avoid driving within the Terrain Parks or Race course while open, unless responding to an incident or situation that requires immediate

response. Other reasons that may call for driving in a Terrain Park include:  
Maintenance or installation of terrain features.

- ii. Do not operate on additional More or Most Difficult runs not listed above, without the approval of the VP of Mountain Operations
3. Do not operate machine without
  - a. One lighted headlight and lighted red taillight. One flashing light.
  - b. Fluorescent Flag of at least 40 square inch mounted 6 feet above tracks
  - c. Brake system maintained in operable condition
4. Driving speed should be determined by the operator based on a combination of factors including terrain, skier traffic, and current snow/weather conditions.
5. Slow and yield to skier or foot traffic.
6. Slow down in congested areas and approach trail intersections cautiously.
7. Do not run at extremely slow speeds, this may cause the clutch to slip.
8. Drive slower when towing a skier, a toboggan, or hauling equipment.
9. Do not overload the machine, designed for moderate load only.
10. Maximum transport is:
  - a. 2 riding and 2 towing on 4 stroke machines.
  - b. 2 riding and 1 towing on 2 stroke machines.
11. Drive slower when cornering, in moguls, or on side hills.
12. Apply brakes gently to avoid locking them.
13. When braking on a downhill slope, a light pumping action of the brake slows the machine.
14. Use steering chains on steeper sections of trails when needed or conditions warrant.
15. When parking on steeper slope, place machine across the fall-line and engage the brake lock.
16. Use the bumpers to move manually, never use the skis to lift or slide.
17. When towing a toboggan downhill, use the toboggan chain if needed.
18. When towing a patroller with a toboggan, operate on level or uphill slopes, not downhill.
19. Snowmobiles may be used to transport sick, injured, or guests in need.
20. Maintenance adjustments are to be done by Vehicle Maintenance personnel only.
21. Report any damage to your supervisor and Vehicle Maintenance
22. If the snowmobile has rolled or turned over, bring to the shop for mechanical evaluation.
  - a. Call Ski Patrol Dispatch (5111) immediately for assistance.
23. As stated in the USFS Winter Operating Plan; only company snowmobile use is allowed within the Monarch Mountain permitted boundary.

## **Shuttle Bus Driving Policies**

Base Areas Service Staff will be required to have a motor vehicle records (MVR) check and will need to have a company insurable driving record. Base service staff will be expected at different times throughout the year to operate a pair of shuttle buses in order to transport guests or employees. Buses will typically be run to the Crest or Paradise lot during overflow parking times. Occasionally BAS staff may be asked to pick up cat skiing tours at the Waterdog Lakes Trailhead.

Base Service Staff should operate the bus in a safe fashion and drive under control. Speed should be limited to 15 MPH while in the parking lots. Chains should be used when road conditions dictate. All headlights/brake lights should be inspected, working, and on during operating.

If all BAS staff is currently being used for parking, requests for drivers should be submitted to VP

of mountain operations, and assistance will come from other departments or CDL drivers on staff.

## **Monarch Emergency Plan**

In the event of a major emergency at the ski area (fire, lift failure, etc.) the formal Emergency Plan will go into effect. Every employee must be familiar with this plan.

Under this plan, each department and each employee is assigned a specific function. BAS Manager will act as Traffic Controller and help facilitate guests leaving the ski area. BAS Staff will act as supporting roles to the traffic control and may have other duties assigned by incident commander or other organizing personnel.

A copy of the Emergency Plan is kept in each department office and is located in a red 3-ring binder. In the event of a major emergency, report immediately to your supervisor for instructions. Remember, you may not discuss any incident with the public.

## **Parking Lot**

The Parking lot is the first interaction that Monarch Guest have with the BAS crew and for that matter any monarch employee. This is where the crew can set the tone for a guest day. Crew should be professional, polite, approachable, and ready to help. BAS parking duty is to both give a good customer experience while efficiently parking the lot to maximize space.

## **Parking Lot Set-Ups**

Each morning the parking lot must be set up to define parking areas. A Fire Lane is established all the way around the perimeter of the lot by defining the ends of the parking rows with barricades. Also a lane through the middle of the lot is defined with cones and an ambulance lane around to PHQ is kept open with cones and barricades. At the end of each day, all cones and barricades must be picked up and put in the BAS truck to facilitate snow removal.

## **Directing Parking**

On slow days, only 3-5 attendants are needed to direct parking: one person at the entrance (point man), and 1-2 in the lower lot and 1-2 in the upper lot. On an average weekend, it may take up to 8 staff to direct parking: one person at the entrance (point man), 3 in the lower lot, 3 in the upper lot, and 1 Person to roam and set up new areas or take care of base tasks. During very busy holiday periods, when parking becomes crucial, it may require 8-10 staff in the lot. In addition to normal weekend parking needs, extra staff may be used driving busses, parking at the crest, floating to find more spots. On busy days there needs to be a person in the upper overflow lot (paradise or crest) and the lower employee lot to direct parking for staff. These employees must be in uniform in the lot no later than 7:00 to facilitate parking in these lots.

For safety reasons, all staff is required to wear an orange vest and carry an orange flag at all times when directing parking. Parking attendants should monitor the speed of cars in the lot and be

careful not to get in front of or between two vehicles that may be unable to stop on a slick surface. When bringing cars into their space, the BAS staff member guiding them in should be just off to the side of the incoming car.

## **Parking Lot Assistance**

BAS staff may be requested to provide assistance in the parking lot, including jump starts, helping get cars started, calling tow trucks, airing up tires, unlocking cars, getting cars unstuck. Usually lot assistance is dispatched through the Guest Services Desk. Also, make sure release forms are signed at the desk before any employee attempts to unlock, tow, or jump start a vehicle.

## **Employee Parking Policy**

Designated employee parking areas are: the main lot for most weekdays and weekends, the Monarch Crest, or paradise lot for busy weekends and Holidays.

The number of cars we can fit in the lot limits the amount of business the ski area can handle. Ski area management requests your cooperation with these parking policies. If you park incorrectly, you will be contacted to move your vehicle immediately.

If you need to leave your car overnight, you **MUST** move your vehicle to the east bank by the water treatment plant and notify BAS that you will be leaving your car overnight. Leave a message at ext. 5150.

### **Non-Holiday Employee Parking**

There are two options for weekday parking:

1. Front row of upper lot.
  - a. Beginning at the corner of the loading dock, going north (up-hill)
  - b. Leave room for a fire lane.
  - c. Park in a straight line even with the car beside you.
  - d. Park close to the car next to you.
  - e. This will be a double row.
2. Lower lot by the Patrol building
  - a. Leave room for an ambulance/fire lane
  - b. Park in a straight line
  - c. This will be a double row

## **Overnight Parking**

Overnight parking is generally not permitted, however, Monarch recognizes that, at times, this may be unavoidable. If you have to leave your car overnight, notify the Base Area Services department

(x5150), and inform them of the make, model, license plate number and when the vehicle will be removed. If possible, park the vehicle at the east side of the Wastewater Treatment Plant, out of the way of snow removal operations. Vehicles need to be moved within 24 hours unless approved by the VP of Mountain Operations. Camping on Monarch property is not permitted for employees.

### **Recommendation from the Sheriff on how to deal with cars left overnight:**

- Obvious signs that the vehicle was left overnight. (Frozen windows, snow around the car after the lot has been plowed, etc.)
- Car still remaining in parking lot at the end of business operations on the day it was noted to be left in the lot overnight.

### **Reporting Overnight Vehicles**

- Reported Cars:
  - Cars that will be intentionally left overnight should be parked in the wastewater lot or bank near patrol
  - Notification should be made to Base Area Services (Ext 5150) with:
    - Name
    - Model
    - License plate
    - Reason
- Unreported Cars:
  - Document any cars left in the lot overnight after arriving in the morning for your shift.
    - Write down make, model, color, and license plate.
  - At the end of the day, check lot for any cars still remaining that made the morning list.
  - Call Chaffee County Sheriff Dispatch at 539-2596 to report these cars remaining in our lot.
    - This should correlate better with any missing person reports (giving 24 hours) with the Sheriff and give people a day to clear out cars that are broken down.

## **Duties**

### **Opening Duties (not limited too)**

- Set up the parking lot with cones and barricades.
  - All rows, fire lanes, ADA, special event parking (when needed)
- Premise Liability mitigation (not limited too):
  - Create reasonably safe access to lodge and base area.
  - Reduce ice in front of doorways and at the bottom of stairs
    - If ice cannot be reduced, then rock or mats should be put down to help cover the area and improve traction.
    - Use rope/signage when available
  - Reduce snow from entrances and walkways to create a more clear path into the buildings.
  - Put down mats down in areas where ice may form on snow or payment.
  - If a reasonably safe passage for our guests is not possible in an area, close the area, notify VP of Mountain Operations, create plan to open area back up.

- On big snow days focus of snow removal will be on main entrances first; East Stairs, tunnel entrances, West deck walkways, ticket windows, RLC entrance.
  - Create reasonably safe passage and notify manager/VP of Mountain ops of concern areas.
  - Manager/VP of Mountain ops may make decision to close area until hand crew can finish clean up.
- Set up base area (not limited too):
  - Putting out racks
  - Mats at the bottom of stairs/common icy areas
  - Ropes:
    - East Alcove
    - RLC
  - Shovel snow/Ice removal
    - While walking around the base bring a shovel to look at any areas that may need leveling, snow/ice removal, mounds or lines left by snow cats in pedestrian areas
    - Mitigate slip, trip, fall hazards
- Direct parking:
  - After set up all BAS staff will go to the parking lot to assist in Guest and Employee parking.
  - First staff member to the lot should go to the main lot
  - After that staff should spread out to point and lower lot.
  - All staff must wear orange vest and flag in parking lot
    - If in parking lot before 7:00am staff should bring flashlights or marking lights to parking lot to be seen.
  - Staff will direct parking until lot is established or Manager on duty call staff in.

## **Daily Duties (not limited too)**

- Reduce snow and ice from:
  - All steps, doorways, walkways around base area
  - Deck, west steps, and doors
  - North Steps, and doors
  - Wolf's Den/Accounting Doors
  - Tunnel/Sack lunch area access doors
  - Lower restrooms, utility closet, and group tent
  - Dungeon door
  - All our roofs
- Knock down icicles if needed
- Reduce icy or slick spots around entire base area.
- Bobcat- RLC, tents, patrol, CC, water treatment plant, race shack, loading dock, recycling, parking lot steps, etc.
- Sweep base area for litter, lost & found.
- Empty all outside trash 3/4 full or more. Double bag trash can.
- Help Property Maintenance with lodge trash on busy days.
- Return all BAS tools and equipment to proper place.
- Check project board in BAS office

- Check with BAS Manager or Supervisor for projects.

## On Hill Duties

- Every chairlift ride, make an attempt to ride up with a guest. Converse with guests in a polite informative manner.
- Check and Empty trash at top of each lift as needed.
  - ½ full or heavy
  - If can is too heavy to safely ski/ride down, contact supervisor.
    - They will determine if they can have ski patrol bring it down on a snowmobile or if they will go up on snowmobile to retrieve it.
- Clear off picnic tables and free frozen table legs. Raise tables if needed out of the snow.
- At the top of each lift; 1.) Help Lift Operations by doing ramp duty. This means clear people out of the unloading zone and help guests who fall. 2.) Answer questions, mingle, hand out trail maps, and be your polite cheery self. **Note: this is to be done primarily on the Pioneer and Tumbelina Lifts! Keep your individual safety in mind and avoid injury while performing this duty.**
- If you see a guest who has just fallen, lying in the snow, walking down the hill, or just looking plain confused. Stop and help them. Be seen. People appreciate help.
- **On busy days, check with patrol dispatch to see if you are needed at a specific location to do speed control! This is normally performed at the slow-sign on Sleepy Hollow, on Glade and in front of the lodge. Report the amount of time spent and the amount of warnings given to patrol dispatch.**
  - Example. “Dispatch, Joe 15 minutes on Lower Glade, 10 warnings.”
- Assist Patrol when requested.
- Pick up trash under lifts, on runs, etc.
- Pick up any items dropped from the lift (gloves, poles, skis, goggles, etc) and take them to the bottom of the lift, unless otherwise specified.
- Observe all signs, bamboo, and ropes on hill. If there are missing or down ropes, report them to patrol if you are unable to fix them yourself. Report terrain park rope and sign problems to the Terrain Park Staff on channel 1.
- Clear rocks and debris from slopes.
- Be courteous and friendly to everyone **including employees.**
- **NO RIDING WITH A POSSE OF FRIENDS!!!**
- Be sure to be seen frequently on high traffic areas! (green runs and slow areas.)
- Provide courtesy rides when requested.
- Help Ski Patrol with sweep if requested.
  - Check in with supervisor before going on sweeps to confirm that the sweep difficulty is within your training and ski/ride skill set.

## Closing Duties

- Bring in cones and barricades from the parking lot.
- Sweep entire base area for trays, litter, and lost and found.
- Empty and replace liners in trashcans.

- As needed
- Close ticket windows.
- Clean all steps and doorways of ice and snow.
- Move necessary racks.
- Take down ropes at east alcove and RLC
- Move ski racks out of the way for nighttime grooming operations.

## **Other Duties**

- Clean G.S. work truck, check gas and oil.
- Clean BAS office
- Assist other department with daily needs
- Recycling or dump runs
- Town trips

## **Summary**

Perhaps the functions of the BAS staff are best defined by saying what it is that we don't do. If it is not Patrol, Ski School or Lifts, then it's probably BAS. We are a catchall department and therefore provide a variety of services both to our guests and to other departments. Guests should never be considered to be an interruption of our work; the guest is the reason for our existence here at Monarch!

This manual is an attempt to define our specific duties, but we may be called upon at any time to provide services in other areas. Specific training throughout the season will deal with the technical aspects of each of the BAS functions.