



# July 2024

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July

PLAYMAKER 2024

# Cassie Loney

## HR Specialist

## Gear Up

Cassie took on a huge task for the Aerie, by washing all the winter staff uniforms. Her teamwork was super helpful in getting this accomplished. It also ended up being much larger of a project than originally expected, and she was entrepreneurial by embracing the change. She demonstrated responsibility by being thoughtful and untangling the mess of apron strings that became one giant ball wrapped around each other, which I'm sure took her quite some time, instead of leaving it for someone else to deal with. Thank you so much Cassie for being enduring and seeing through to the end of the project!

NOMINATED BY: Ryan Putnam



July

PLAYMAKER 2024

**Mathew Harpole**

**Employee Experience Foreperson**

**Employee Experience**

I received a call from the Base Operations team this past week specifically calling out Mathew and how he has always been so helpful, always follows-up, and is a pleasure to work with on the Employee Experience team. We take great pride in being a department that is professional, approachable, and following up on what we say we do; and we are so excited to get this feedback of our team following through on this commitment. Thank you Mathew for delivering a great employee experience!

**NOMINATED BY: Kelly Renoux**



July  
PLAYMAKER 2024

# TJ McKee

## Server

## Banquets

The playmaker moment happened at Copper's first wedding of the summer season. TJ and myself were tasked with adding additional cupcakes near the wedding cake. In the process of making room for the cupcakes, a candle incased in glass was almost knocked over. As this was happening the father of the bride was giving his speech. The room was fully silent outside of him talking. If not for TJ and his quick thinking and gabbing the glass candle before it hit the ground, there would have been a very loud noise interfering with the wedding.

NOMINATED BY: Kyle Smith



July  
PLAYMAKER 2024

# Brianna Nino

## Server

### Downhill Duke's

Bri demonstrates an exceptional work ethic and sets a positive example for the entire team. Her dedication and willingness to tackle any task without complaint has truly been inspiring. Bri embodies the qualities of a model employee, and her contributions has been invaluable to our success. Bri deserves recognition for her outstanding hard work and exemplary attitude. We are happy to have you on our team Bri.

NOMINATED BY: Somer Kearney



July

PLAYMAKER 2024

**Lindsey Wunningham**

**Bartender**

**Downhill Duke's**

Lindsey has consistently demonstrated the ability to anticipate and exceed our guest needs which sets her apart as a standout member of our team. Her contributions have significantly enhanced our operations and guest satisfaction, making her a deserving candidate for this recognition. Lindsey consistently delivers memorable experiences to our guests and never strays away from helping others and her peers. She is thoughtful decision maker and passionate about her work which is truly admirable.

**NOMINATED BY: Somer Kearney**



July

PLAYMAKER 2024

**Matthew Crowe**

**Advanced Cook**

**Ten Mile Tavern**

**RALLY AWARD WINNER!**

Ten Mile Tavern has been short staffed most of the summer with the kitchen team impacted most of all. While only 40% staffed, Matthew and the kitchen team stepped up by working doubles every day with a great attitude and fortitude to get the job done. They have shown many of Copper's values by working together as a team and demonstrated endurance by showing up every day this summer!! Thank you!!

**NOMINATED BY: Andrew Kuster**





July

PLAYMAKER 2024

**Jose Cruz Ruiz**

**Kitchen Foreperson**

**Ten Mile Tavern**

**RALLY AWARD WINNER!**

Ten Mile Tavern has been short staffed most of the summer with the kitchen team impacted most of all. While only 40% staffed, Jose and the kitchen team stepped up by working doubles every day with a great attitude and fortitude to get the job done. They have shown many of Copper's values by working together as a team and demonstrated endurance by showing up every day this summer!! Thank you!!

**NOMINATED BY: Andrew**



July

PLAYMAKER 2024

**Jeff Nesburg**

**Front of House Foreperson**

**Ten Mile Tavern**

**RALLY AWARD WINNER!**

Jeff stepped into the Front of House Foreperson position this summer. We've been short staffed this summer, but Jeff has been a huge help to me personally by stepping up and helping to manage and fill in where needed. He has been a great asset to the team, and the team loves working with him. Thank you!!

**NOMINATED BY: Andrew Kuster**



July

PLAYMAKER 2024

**Joshua Steele**

**Advanced Cook**

**Ten Mile Tavern**

**RALLY AWARD WINNER!**

Ten Mile Tavern has been short staffed most of the summer with the kitchen team impacted most of all. While only 40% staffed, Joshua and the kitchen team stepped up by working doubles every day with a great attitude and fortitude to get the job done. They have shown many of Copper's values by working together as a team and demonstrated endurance by showing up every day this summer!! Thank you!!

**NOMINATED BY: Andrew Kuster**



July

PLAYMAKER 2024

**Richard Wurster**

**Dishwasher**

**Ten Mile Tavern**

**RALLY AWARD WINNER!**

Ten Mile Tavern has been short staffed most of the summer with the kitchen team impacted most of all. While only 40% staffed, Ricahrd and the kitchen team stepped up by working doubles every day with a great attitude and fortitude to get the job done. They have shown many of Copper's values by working together as a team and demonstrated endurance by showing up every day this summer!! Thank you!!

**NOMINATED BY: Andrew Kuster**



July PLAYMAKER 2024

## Lorinda Merrill

IT Business Analyst–Information Technology

**PEAK AWARD WINNER!**

A special note regarding Lorinda's THREE nominations this month. Those nominating her have coined unofficial yet very sharable titles for Lorinda including: "I.T. Superhero" and "Square Guru and Angel".

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Lorinda is the angel that swoops in and saves all of our businesses when we have Square issues. Her contribution to the F&B department is endless and invaluable. I had Square devices that needed a login code. I texted Lorinda to see if she was in, only to find out that she was on vacation. So I reached out to IT, but before they could answer, Lorinda had looked up and texted me the device codes from wherever she was vacationing. Above and beyond! Music not working in Sawmill? Lorinda swoops in to figure it out. And that's just this month. Dust off your halo, Lorinda!- Nina

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Lorinda is simply the best. Anytime we need her assistance she goes above and beyond to help all of us in the Food and Beverage department. She truly demonstrates all of Copper Mountains core values and brings Teamwork to a whole new level. Just as an example, anytime we have square, internet connectivity, or just need someone to talk to; she is readily available to help us get through the problems. She is soulful and enduring through the toughest times and brings us answers and solutions no matter the hurdle. We cannot express enough how grateful we are to have her! - Kat, Amanda, Nataly

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Lorinda has been an invaluable asset and resource to the F&B team here for year, and there really aren't words to express our gratitude. Since the introduction of Square, this has only exponentiated. She has answered more texts/tickets/and calls on her weekends than I can count. She's thoughtful enough to always take the time to explain what is happening so we know how to navigate it in the future. She even calls back to help while she's ON VACATION! :D And EVERY SINGLE TIME something in Square changes or a new problem occurs, we know we can count on her to advocate for us as a department. She truly cares about making sure things run as smoothly as possible and understands the magnitude of how disruptive these outages and issues are. Her good attitude and willingness to help no matter what, encourages the rest of us emulate the same approach. I actually can't imagine what we would do without her. So - thanks Lorinda for (wait for it...) "enduring our lesser moments" - when things go wrong, embracing the constant changes we encounter or require, being thoughtful enough to look for lasting solutions time and again and.... being an irreplaceable part of our team by proxy. - Amanda Hambergh

**NOMINATED BY: Nina Michel, Kat, Amanda, Nataly, and Amanda Hambergh**



**July**  
**PLAYMAKER 2024**

# **Hanna Amon**

## **Athletic Club Front Desk Agent**

### **Athletic Club & Front Desk**

We are so lucky to have Hanna with us again this summer! She has taken on TWO roles over in our building this summer working both at the Athletic Club and Front Desk. She even occasionally goes to Guest Services when they are super busy! She has shown amazing flexibility with her schedule and is always willing to help wherever she is needed. She can easily switch between jobs without hesitation. Guests love her in all roles, and she is able to handle anything thrown at her. She is a wonderful asset to our building and to Copper. Thank you for your flexibility and willingness to help anywhere Hanna!

**NOMINATED BY: Colleen Ward**



July

PLAYMAKER 2024

# Nicole Simmons

## Rental Owner Services Assistant Manager

### Rental Owner Services

The Greens fractional timeshare program and fractional timeshare owners very recently transitioned to a new short-term rental management company. While this transition was a multi-year, big picture goal for the overall Lodging & Resort Services division, it came to fruition very quickly and required some major pivots by the ROS Team. Nicole immediately began shoring up the necessary documentation, including weekly calendars, which was an extremely granular and time-consuming process. Nicole spent time outside of business hours and on her normal days off, working to finalize this document, which resulted in a successful transition of The Greens management on the target date of July 1st. I greatly appreciate Nicole's diligence and dedication helping to see this complex initiative over the finish line.

A task very deserving of a Playmaker nomination; excellent work Nicole!

NOMINATED BY: Tim Lonergan



July  
PLAYMAKER 2024

# Margaret Chavez

## Bike Patroller

## Mountain Patrol

I would like to nominate Bike Patroller Margaret Chavez for Playmaker for the month of July. This is Marge's second season on Copper Bike Patrol. Her passion for this role is evident in every task she undertakes, from her meticulous attention to trail conditions to her proactive approach in identifying and addressing areas for improvement. She has been key in also developing some of our daily procedures as our bike patrol continues to grow alongside our burgeoning downhill bike park. Marge's passion for the sport of mountain biking and excitement for Copper's efforts to offer more and more trails are obvious to anyone who spends time with her. I am excited to see Marge's continued growth in both her summer and winter roles and look forward to working with her for years to come.

NOMINATED BY: Trevor Lehto





July  
PLAYMAKER 2024

# Trevor Lehto

## Lead Patroller

## Mountain Patrol

Trevor has been the Friday night lead/anchor for bike patrol. He has worked through the challenges and learning experiences of late nights at the Aerie and developing the role. He has shared his thoughts and concerns with professionalism and thoughtfulness. Trevor's main focus is providing the best experience for our guests and the employees involved. I appreciate his insight and how receptive he is when he is aware of what we are trying to accomplish. He is forward thinking allowing bike patrol to avoid missing things as we figure out what needs to be done. Thank You Trevor.

NOMINATED BY: Michael Wagenseil



July  
PLAYMAKER 2024

# Anne Parker

## Lead Patroller

### Mountain Patrol

It is with immense appreciation that we recognize Anne for her exceptional contributions during her fourth season as a ski patroller at the Woodward Ski and Ride Summer Camp. Anne has consistently demonstrated an unwavering sense of responsibility, an enduring commitment to her role, and a soulful dedication to ensuring the safety and well-being of our athletes. Her positive attitude and proactive approach have made a significant impact on our team and camp environment.

Anne's approach to her work is nothing short of inspiring. Rather than merely identifying problems, she actively seeks out solutions to enhance our work environment. Her willingness to address challenges head-on, exemplify her commitment to fostering a better atmosphere for everyone at the camp. This proactive mindset has been instrumental in creating a supportive and effective team dynamic.

A particularly noteworthy example of Anne's skills and dedication occurred during a critical situation involving an athlete with a severe head injury. In the face of this emergency, Anne remained remarkably calm and focused solely on the care of the patient. Her ability to manage her emotions and maintain clear communication was crucial in coordinating with her patrol team and organizing multiple departments to ensure the patient was transported safely to the Summit Medical Center. Anne's meticulous coordination and her calm demeanor were pivotal in managing a complex and stressful situation effectively.

Furthermore, Anne's grace under pressure was evident when she received less-than-positive feedback the following day. Despite the challenging circumstances, she handled the feedback with remarkable poise, defending her decisions with well-reasoned explanations and demonstrating her deep understanding of the patient care protocols.

NOMINATED BY: Baylee Rice



July

PLAYMAKER 2024

# Debbie Caves

## Groomer/Cat Driver Level 3

### Slope Maintenance

Debbie has been very involved with the replacement of Timberline Express. From helping out with removing the old terminal footer to excavating the old footprint of the terminal so our lift construction contractor could start building the top terminal. This has been going on for a month with many discussions being had about backfill of this location. We've had soil engineer's out a dozen times to help the process of lifting the earth to satisfy the compaction needs for a successful project. All her effort has helped the project along and has helped reduce un-needed stress.

Thanks Debbie!!!!

NOMINATED BY: Mike Looney



July  
PLAYMAKER 2024

# Ben Chiles

## Shuttle Driver

### Guest Transportation

Ben is an exceptional employee who constantly exceeds expectations and sets a positive example for others. Ben is reliable, efficient, detail orientated, and has demonstrated a strong work ethic and commitment to excellence. He is a team player who is always willing to lend a helping hand and takes pride in his work. Ben has also shown great incentive to take on new challenges. He was willing to learn the Copper Coach routes for the summer and the mountain road for evacuations, along with all the Woodward camp policies to assure a safe and enjoyable time for campers and coaches. Ben's willingness to pick up extra shifts and do more cleaning and scrubbing of the buses caused by teammates leaving has not gone unnoticed. Thanks, Ben, for joining us this summer. We really appreciate all your hard work and dedication.

NOMINATED BY: John Gillespie



July

PLAYMAKER 2024

# Noah Hatvani

## Shuttle Driver

## Guest Transportation

Noah is an extremely diligent and hardworking individual. Regardless of whether anyone notices or gives him praise, Noah continually takes pride in his work and consistently delivers outstanding results. Noah is also very efficient in his work, often taking on and completing even more tasks than what is asked of him without compromising on quality. Noah does all of this with a smile on his face and a positive attitude that rubs off on everyone around him. His positive attitude and willingness to go the extra mile has not gone unnoticed, and he has become a valuable member of our team. As a Woodward driver this summer, Noah has also been assigned many other duties like keeping the mountain road free of trash, ensuring Bo and Trever have all the Woodward transportation information needed for the day, cleaning, washing buses, and helping coworkers wherever he can. We had a few drivers leave us mid-season this summer, and Noah was willing to pick up extra work that they left behind. He is always willing to do whatever it takes to get the job done. Thanks, Noah, for all your hard work.

NOMINATED BY: John Gillespie



July

PLAYMAKER 2024

# Ralph Knowlton

## Transportation Forman

## Guest Transportation

This year we had our fair share of fender benders to our bus fleet. Since we cannot take our buses off site for repair, that puts a lot of pressure on the Transportation and Vehicle Maintenance departments to do the repairs and get those buses ready for our upcoming winter season. Ralph has been instrumental in working with the VM department to get everything repaired and looking new again. Ralph is an invaluable member of our team always going above and beyond to ensure that our fleet is running smoothly. He has a deep understanding of what vehicles need to look like and run like and can diagnose and repair issues quickly and efficiently. Ralph is also a skilled communicator, keeping the rest of the team informed of any issues and working collaboratively to find solutions to keep the fleet running smoothly. His dedication to his work and willingness to take on any challenge has made him an asset to our department. He is a hardworking, skilled, and reliable individual who would be an asset in any job that he's put on. Thanks, Ralph, for taking on these projects and making sure that the drivers have a good-looking bus that they can be proud of when transporting guests around Copper.

NOMINATED BY: John Gillespie



July  
PLAYMAKER 2024

# Rebekah Peaster

## Shuttle Driver

## Guest Transportation

Rebekah is an exceptional employee who constantly exceeds expectations and sets a positive example for others. Rebekah is reliable, efficient, detail orientated, and has demonstrated a strong work ethic and commitment to excellence. She is a team player who is always willing to lend a helping hand and takes pride in her work, Rebekah has also shown great incentive to take on new challenges. She was willing to learn the Copper Coach routes for the summer and the mountain road for evacuations, along with all the Woodward camp policies to assure a safe and enjoyable time for campers and coaches. Rebekah's willingness to pick up extra shifts and do more cleaning and scrubbing of the buses caused by teammates leaving has not gone unnoticed. Thanks, Rebekah, for joining us this summer. We really appreciate all your hard work and dedication.

NOMINATED BY: John Gillespie



July

PLAYMAKER 2024

**Michael Phipps**

**Shuttle Driver**

**Guest Transportation**

I would like to nominate Michael for his exceptional work in the transportation department over the summer. As a driver for Woodward, he has consistently surpassed our expectations and has become an invaluable member of our team. He is a hard-working individual with strong work ethics, who takes pride in the work he does. Michael has shown the ability to learn quickly, think creatively, and find solutions to complex problems. He has a positive attitude and willingness to take on new challenges that has made him a role model for other employees. This month Michael decided he was going to install the marquees and mountain radios in the two new cobses that arrived late last season. In between his Woodward driving, picking up trash on the mountain road, and bus cleaning he got everything installed and operational in just a few weeks. This is something that had to be done and done right, Michael did an extraordinary job with the installation. And if you ask him about it, he will tell you it's all about getting ready for next season. Thanks, Michael, for all you do.

**NOMINATED BY: John Gillespie**





**July**  
**PLAYMAKER 2024**

# **Geoff Skews**

## **Shuttle Driver**

### **Guest Transportation**

Geoff is an extremely diligent and hardworking individual. Regardless of if anyone notices or gives him praise, Geoff continually takes pride in his work and consistently delivers outstanding results. Geoff is also very efficient in his work, often taking on and completing even more tasks than what is asked of him without compromising on quality. Geoff does all of this with a smile on his face and a positive attitude that rubs off on everyone around him. His positive attitude and willingness to go the extra mile has not gone unnoticed, and he is a valuable member of our team. As a Woodward driver this summer, Geoff has also been assigned many other duties like keeping the mountain free of trash, ensuring Bo and Trever have all the Woodward transportation information needed for the day, cleaning, washing buses, and helping coworkers wherever he can. We had a few drivers leave us mid-season this summer, and Geoff was willing to pick up extra work that they left behind. He is willing to do whatever it takes to get the job done. Thanks, Geoff, for all your hard work.

**NOMINATED BY: John Gillespie**



July

PLAYMAKER 2024

# Trevor Glenn

Woodward Camp Coach Supervisor

Woodward

It is with great pleasure that we recognize Trevor for his outstanding performance since joining Copper as a new supervisor for our Woodward Summer Camp. Although new to both the company and his role, Trevor has quickly proven himself to be an invaluable asset, demonstrating qualities of responsibility, endurance, and a soulful commitment to his work.

From the outset, Trevor's approach to his responsibilities has been marked by a strong sense of accountability. One notable example of his exceptional handling of his duties occurred during a weather hold caused by a lightning in the area. In a situation that could have easily led to confusion and frustration, Trevor stood out by maintaining open, clear, and direct communication with both the campers, his team, and the other departments working on the hill. His ability to relay vital information effectively ensured everyone understood the delay and the safety measures in place. This level of transparency not only reassured our campers but also kept the teams well-coordinated, demonstrating Trevor's adeptness at fostering a collaborative environment even under challenging conditions.

Another instance showcasing Trevor's dedication and calm demeanor involved a camper who had been injured on the hill. Faced with the urgency of the situation, Trevor exhibited remarkable poise. He allowed the patrollers to carry out their specialized work while taking on the critical role of communicating our needs to the camp office. His composed approach ensured that all necessary resources were mobilized swiftly and that the camper received the assistance required. This not only highlighted Trevor's commitment to the well-being of our campers but also underscored his respect for the roles of his colleagues, embodying the true spirit of teamwork.

NOMINATED BY: Baylee Rice



July

PLAYMAKER 2024

# Andrew Sorum

## Woodward Camp Office Lead

### Woodward

Andrew consistently brings a positive attitude and a willingness to go above and beyond his role, significantly enhancing our work environment. His dedication is particularly evident in his handling of both routine tasks and challenging situations.

Andrew's proactive approach was notably demonstrated in two recent incidents. When we encountered an issue with bedding bundles that affected campers who had prebooked, Andrew took immediate action to resolve the situation by organizing necessary washes to ensure no camper was left without proper accommodations. Additionally, in a recent emergency where a camper required overnight care at the ER and their parent was en route from out of state, Andrew selflessly stayed at the hospital until the early hours of the morning to support them upon arrival.

Andrew embodies Copper's values through his exemplary dedication and compassionate actions. His commitment to both the team, campers, and parents makes him a truly deserving candidate for recognition.

NOMINATED BY: Bridgett Durfey and Olivia P'ng



July  
PLAYMAKER 2024

# Golf Resort Operations

The inside and outside staff at the golf course has been absolutely fantastic. I have never had so many compliments on their customer service and attention to detail since I have been at Copper. With new staff learning the ropes quickly with the help of the returning staff its been a flawless season outside. The inside staff has been navigating some outages with our booking software and hasn't missed a beat and has been able to take care of each and every customer as if nothing was wrong to begin with. The smiles around the course from first time visitors has been a direct result of the outstanding customer service everyone has been providing. Its been great to be a part of.

NOMINATED BY: Zach Dobrota



July

PLAYMAKER 2024

**Woodward Park Crew**

**Woodward**

**TEAM OF THE MONTH!**

Good Morning America, the nation's most-watched morning show, featured Copper Mountain's Woodward Summer Camp last month for their "Cool For Summer" segment. The Woodward Park crew rallied together to support PR on this shoot. They came in early (2 a.m.) outside of their normal schedules, hung extra branding, groomed and set features and did an amazing job, all very enthusiastically. As a result, the segment was a huge success and the clip received over 38 million live views and garnered a publicity value of over \$110,000,000 - these numbers will likely increase. Clips of the summer camp feature were also displayed on the iconic ABC Supersign in Times Square ahead of the live broadcast. We are immensely grateful for the support and collaboration from the Woodward crew. Thanks to them and the barn crew we elevated Woodward Copper's visibility and further positioned Camp Woodward as a sought-after summer camp destination.

**NOMINATED BY: Loryn Roberson**



July

PLAYMAKER 2024

# Housekeeping Lodging and Resort Services

Thank you, HSK TEAM (AKA TEAM AWESOME), for your unwavering dedication to being ROCKSTARS daily but especially in July!

I am incredibly proud to take this moment to recognize the outstanding teamwork the HSK Department has demonstrated over the week of July 15th - July 21st. Your collective effort, dedication, and seamless collaboration have been truly inspiring.

This week proved to be a challenging endeavor for our Team Awesome. It was the perfect storm of Courage Classic arrivals, NEO group request and cleaning schedules to manage and multiple p/u and deliveries. The fun began on Wednesday 7/15 as we began to prepare for over 265 arrivals on Friday 7/19 due to Courage Classic. In the middle of this we also had to navigate the clean requests for NEO group that are currently INH. As we celebrated our 1st win on 7/19 when we had all 265 arrivals ready for 4PM check-in, we knew we still had a rough weekend ahead of us. We were shorthanded and had multiple deliveries and pickups. Sunday 7/21 was a big turn day of 75 units for another group arriving as Courage Classic departed.

We took a deep breath and as Sunday approached, we were ready to roll. With a Team of 4 employees, we managed to track over 100 cleans, 75 arrivals, 15 pickup calls of inventory items and tackle 68 ALICE calls. Keep in mind this all happened between 8AM & 5PM and in addition to managing CM calls. Once again, we celebrated as 4PM approached and we had completed all our tasks. Everyone pitched in and teamwork was essential to our success!

Phew this week was one for the books! This team's ability to communicate effectively, support one another, and work towards a common goal has been exemplary. I am so proud to have you all a part of Team Awesome, You all ROCK!

NOMINATED BY: Sandi Siebenthal



July

PLAYMAKER 2024

# Lodging Front Desk

## Lodging and Resort Services

We knew Courage Classic was going to be the busiest weekend of the summer for the Front Desk. We were expecting 300+ check ins solely on Friday 7/19...with that many check in comes lots of phone calls and requests. We prepared and came up with a game plan to get through the weekend successfully. During the day on Friday, everything was smooth sailing! We had all our staff in (including Noah on his normal day off) and they were cranking out check in after check in, we had supervisors in the back office answering phones calls and text messages, and our bell team was out and about running calls for guests. Everything was fine until Audit started...

When Hayley went to run audit Friday night, it presented a few different issues. Dates weren't rolling smoothly then audit froze midway through. Hayley worked calmly through the issues with Agilysys and was able to get everything pushed through. She had to stay way later than expected into the wee hours of the morning. So many thanks to Hayley for dealing with this major issue with patience and staying almost two and a half hours after she was supposed to leave!

After the audit issues Friday night, we thought we were in the clear! Things were smooth all weekend until it was check out time Sunday morning. When Voguelais went to check out the rooms, she found about 1/3 of the units had balances (when there's a balance, you cannot check out the room and lots of investigation needs to take place). After taking a moment to investigate, she realized audit missed posting revenue Friday evening for many reservations. She knew she had a lot of work ahead of her. And we had another group checking in that afternoon! She figured out how to prioritize the turnovers and she started going to work posting revenue. When Dave got in, he jumped in as well. Lennon was able to come in early to help run the desk (answering phones calls and text messages, doing check ins and helping any guests who came by) while Dave and V focused on posting. By 3pm, Dave and Voguelais had fixed all the turnover reservations. But here were still lots of rooms missing revenue! When Kristen came in

NOMINATED BY: Colleen Ward



July

PLAYMAKER 2024

# Banquets Food and Beverage

The banquets team has spent countless hours during July working to provide excellent service and amazing food to one of the larger revenue generating groups we have had in the summer in quite a while. From special requests and last minute menu changes/ service timing requests and more, they have worked tirelessly to make sure that this group walks away happy at the end of each day and we can showcase what Copper F&B can offer. The production and logistical challenges that they have overcome have been eye opening for the upper management team in the F&B department and beyond. Whether tenured staff or newer employees, they have handled this challenge with confidence and professionalism. Everyone in the F&B department appreciates the long days, teamwork and fortitude shown by the banquets department and those that have helped out from all other departments and divisions here at the resort. Thank you all in the banquets team for what you do. You inspire us all to continue the hard work it takes to make memories for a group of this style.

NOMINATED BY: Greg Neumann