



# April 2024

## PLAYMAKER HONOREES

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# **Chase J. Davis**

## **Property Maintenance Specialist**

### **Property Management**

Chase's dedication to The Cirque's operations as a Building Superintendent over the past couple of years has been much appreciated. He recently applied for and moved into a position that is primarily based in the building as a "Maintenance Specialist." I'm thankful for his "owning the zone" attitude, and commitment to work standards that drives success in our department. Thanks Chase!

**NOMINATED BY: Nick Ashton**



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# **Hayden Jordan**

## **Recruitment Specialist**

## **Employee Experience**

When the power went down on Thursday, there are few tasks Recruitment can accomplish as most of our work requires computer work and internet access. When this occurs, we usually go in cleaning mode around the office. On this day, Hayden took it one step further and jumped in with the Housing team to deep clean rooms for Woodward summer camp move-in. With the winter season extension, our Housing team has significantly less time to flip rooms and prepare them for Woodward summer camp, so an extra set of hands is tremendous.

In addition, Hayden recently took the initiative to offer assistance with Payroll while they are offboarding a majority of our employees and volunteers. He provided assistance to his teammates during a very busy time.

Hayden - thank you for your teamwork and support during other department's busy times!

**NOMINATED BY: Regina Case**



**April**  
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# **Natalie McCarthy**

## **Employee Experience Specialist**

### **Employee Experience**

Need a Real Deal? Parking pass? Information on where to grab the shuttle? A major project deadline? A quick moment to chat about your day? Look no further than the EE front desk on a day Natalie is working. She greets everyone with a smile and "Hi (insert name)"! Her capacity to remember your name is only matched by her ability to get things done. There isn't a thing in Gear Up she hasn't tackled with a smile, a can-do attitude, and the force of someone who absolutely loves a challenge. I've witnessed her time and time again at the EE desk handle every topic under the sun, in what seems like a 5-minute period, and I've had the joy, AND pleasure of having her assist in Gear Up over the course of the season. People are always pleasantly surprised to see her smiling face in Gear Up to greet them for their uniform needs with enthusiastic comments of "you really can do everything around here!". I know I'm not the only one who's thankful for her hard work and dedication to everything she tackles. She never waivers in her commitment to make great things happen, and I'm beyond grateful to have her on the EE team.

**NOMINATED BY: Cassie Loney**



**April**  
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# **Devin Schermerhorn**

## **Security Officer**

### **Security**

Devin has shown an amazing level of determination and professionalism in multiple situations. Devin helped several guests retrieve their belongings that were stolen either on the mountain or throughout the villages by demonstrating an unwavering dedication to his investigations. Devin also kept a high level of professionalism dealing with a stressful situation that ended with a guest getting trespassed due to the guest's unruly behavior.

**NOMINATED BY: Alex Petite**



**April**  
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**Kelsey McCombs**

**Security Officer**

**Security**

**PEAK AWARD WINNER!**

I would love to nominate Kelsey McCombs for the Playmaker Award. Recently, during a rough snowstorm, I found myself in a tight spot with my car, needing to get to work before 6:30 AM. Kelsey stepped up in a big way, showing amazing kindness, and quick thinking. She jumped in, pushed my car, and directed traffic with such positivity. Worried about being late, she even gave me a ride to work and made sure my car was safely relocated. Kelsey's selflessness and proactive attitude really embody what it means to be a playmaker, and she definitely deserves recognition for it.

Thanks a lot, Kelsey, for everything you did. Your help meant a lot, and I'm grateful for your support.

**NOMINATED BY: Kat Pitzer**



**April  
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# **Somer Kearney**

## **Downhill Duke's Manager**

### **Downhill Duke's**

Somer is the ideal candidate for being the Peak Playmaker for the April 2024 season for Copper. She is the example in leadership that goes above and beyond her role. With the extreme turnover with both front and back of the house staff, she took on both roles of Chef and Manager without hesitation. Her dedication and commitment have not gone unnoticed. Her willingness to go the extra mile is truly appreciated and makes a significant difference in Downhill Duke's team success. Thank you, Somer, for being the extraordinary leader that you are!

**NOMINATED BY: Kim Bonner**



**April**  
**PLAYMAKER 2024**

# **Jasmine Rivera**

## **Resort Services Foreman**

### **CM Sports West - Rental**

Jasmine is a blessing to West Village. She is always holding down the Guest Services desk for us. Jasmine is diligent, efficient, and always making sure guests are receiving the correct information and products. Jasmine is also a great resource for her fellow employees, exemplifying teamwork. As a foreman, she is knowledgeable and helpful whenever someone has a question. We are thankful for her stories and smiles and her calm presence behind the guest services desk. Thank you Jasmine!

**NOMINATED BY: Lauren Glassbrenner**





**April**  
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# **Julia Vara**

## **Guest Services Manager**

### **Guest Services Administration**

I am writing this playmaker to express my heartfelt appreciation for Julia's leadership and dedication as the manager of the Center Village Guest Services. Her approach to management has fostered a positive work environment among the staff and her willingness to listen has created a culture of trust and collaboration within the team.

Above all, Julia's compassion and kindness towards others have left a lasting impression on everyone she encounters. Her ability to empathize with others and her willingness to go above and beyond to support both her staff and our guests during difficult times have not gone unnoticed. Her genuine care for the well-being of our team members exemplifies the true essence of leadership.

This season has been a tough one for us, but I am so glad that we had each other to support one another. It would not have been the same without her. Thank you, Julia, for all that you do for us here in A10!

**NOMINATED BY: Brenda Troyo**



**April**  
**PLAYMAKER 2024**

# **Melinda Williamson**

## **Resort Services Supervisor**

### **Rental G&A**

Melinda has really stepped up this year. She galvanized the Copper Sports Center group and kept them moving as a complete unit. Her vast experience in the guest service world has ensured that Copper Sports Center team was able to perform at a high level throughout this challenging year for them. Her positive attitude and ability to problem solve kept moral high in a year that could have had a different outcome without her leadership.

Teamwork is something that we all strive to work at every year and Melinda is a testament to the fact that it can be done. There were several times we needed extra help at Camp Hale Outfitters and Melinda sent help anytime she was able. It isn't always easy to send help when you don't have the ideal number of staff for your own operation, but Melinda is always willing to help when others needed it most.

A huge shout out to Melinda and the CSC crew for helping us out this year!

**NOMINATED BY: Andrew Marmon**



**April**  
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# **Jackson Boatman**

## **Resort Services Supervisor**

### **Retail G&A**

Jackson Boatman has become a staple for Camp Hale Outfitters as a Supervisor during the past 4 years in this position. He has organized and entered our demo fleet into the system and has been in charge of our daily demo rental operation. He has a thirst for learning more about products and takes a real pride in sharing that information with guests and employees alike.

It was decided to do all rentals out of Camp Hale Outfitters during the extension through the 12th of May. Jackson worked hard on getting all of the performance equipment organized and ready just a day before we transformed the shop into offering more packages. This ensured that we would run smoothly and could take on any challenge during the extended season.

Thank you, Jackson!

**NOMINATED BY: Andrew Marmon**



**April**  
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# **Gilbert Dominguez**

## **Resort Services Supervisor**

### **Retail G&A**

Copper Sports Center is our main store for volume rentals here in Center Village. Gilbert worked very hard to keep continuity within the staff at that location. He has really stepped up this year with learning more on the RTP side and leading by example. Gilbert is not the type of supervisor that has others do the dirty work but will instead lead any rental project to better his shop.

I have had the pleasure of working with Gilbert during the extension this year, and he has been nothing but a delight. He keeps it light with his positive attitude and happy personality. If he sees a guest in the distance, he is quick to be the first to ask them if they need help. Gilbert moved most of the performance equipment from Copper Sports Center to Camp Hale Outfitters in preparation for the extension and ensured that we would be prepared for any volumes that would hit us during these extra days in operation.

A huge thank you to Gilbert for helping the extension run smoothly for Camp Hale Outfitters.

**NOMINATED BY: Andrew Marmon**



**April**  
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# **Kristi Iannacone**

## **Merchandise Assistant**

### **Retail G&A**

Kristi has been in her position as Retail Merchandise Assistant for two winters now and she is an integral part of the team! This year, in addition to her normal duties, she took over the management of our online store orders. Kristi was a part of everything from the photo shoots, to order fulfillment, to shipping, and to working with guest emails/issues. She took over that responsibility for our team, and has been increasing efficiency and sales for us! Not only has Kristi tackled a new role with us, but between all that she found time to make her schedule as flexible as possible to help us with staffing needs in our locations. During the months of Feb-April, Kristi has been working in the shops covering the sales floor, working in rentals, and covering lunches to help our team in any way she can. She has gone above and beyond to make sure that our shops have the support they need during our busiest times. Thank you Kristi, and we look forward to having you on the team in future seasons!

**NOMINATED BY: Lauren Resnick**



**April**  
**PLAYMAKER 2024**

# **Natalie Butzke**

## **Lift Maintenance Tech 2**

### **Lift Maintenance**

# **PEAK AWARD WINNER!**

Natalie is relatively new to our Lift Maintenance team. She joined us mid-summer and is now nearing the end of her first winter operations season. As part of our department's training progression, Natalie had only been assigned Base Area conveyor lifts to start in the morning until our confidence in her snowmobile riding and route selection qualified her to start the upper mountain lifts.

Not long after being allowed to start the upper lifts, she had volunteered to do an early start for the USASA Nationals. With three lifts to start simultaneously, we routinely have three mechanics come in, but on this particular morning, one of the mechanics was unable to assist with this duty, leaving Natalie and another less experienced apprentice on their own.

Natalie took the initiative to prioritize two of the three lifts, shifted the other apprentice's lift assignment, and then coached that technician over the phone on how to power up, perform switch check, and start the lift. This action ensured starting these two vital lifts on time in support of preparing trails and venues for the USASA Nationals

Thanks Natalie, way to save the day!

**NOMINATED BY: Mike Johnson**



**April**  
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# **Oliver Creemer**

## **Cat Driver Level 3**

### **Grooming**

Oliver has stepped in as our pre-capital chainsaw maintenance leader. He is going through all saw work and making sure they are ready to go for next month's capital projects. This includes, the Timberline lift, the top of timber road improvement, the ski away improvement on WWE, and a few other projects on the mountain. Oliver is also training trail crew members in saw maintenance and chainsaw safety. We appreciate him stepping in and helping out.

**NOMINATED BY: Mike Looney**



**April**  
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# **Jake Holmes**

## **Transportation Driver**

## **Guest Transportation**

We love Jake over in West Village! Every day Jake works the Copper Loop, he checks in with us at 5:00 when we close to make sure he doesn't leave us behind at the end of the day when the bus stops servicing West. He even goes so far as to ask other drivers to check in with us if he is not on the Loop route that day. We also witness him driving the Copper Coach and being lovely and gracious to guests. He is always smiling and loading up their equipment for them. Thank you Jake!!

**NOMINATED BY: West Village Resort Services**





**April**  
**PLAYMAKER 2024**

# **Lawson Cook**

## **Lift Maintenance Tech 2**

### **Lift Maintenance**

**Lawson is a couple of years into his career as a Lift Maintenance technician and developing the skills and confidence to make more technical repairs.**

**Not long ago at Gem lift, a platter mysteriously flipped up into the return bull wheel guidage and became firmly wedged in the upper works. The ensuing line bounce, fortunately, tripped the counterweight limit switch, stopping the lift before worse carnage occurred. Lawson quickly responded to the lift, assessed the situation, lowered the bull wheel to the ground, and unraveled the entanglement. Before the lift could be reopened, he had to find and modify some appropriately sized pipe to replace the irreparable guidage support tubes as well as verify the correct tension and alignment of the newly repaired terminal. In just a few short hours, Lawson was able to make repairs and reopen the lift for our guests.**

**Thanks, Lawson, for your hard work and commitment to developing your Lift Maintenance skills.**

**NOMINATED BY: Mike Johnson**



**April**  
**PLAYMAKER 2024**

# **Jackie Pelletier**

## **Youth Ski School Supervisor**

### **Mountain Sports**

In Jackie's 2nd year as a Supervisor, she has led from the front with enthusiasm and joy. She brings amazing passion to her work and takes genuine interest and care of all instructors who work with our younger students. Within her scope, she also oversees the TLC/Indoor Support Team who are a valuable resource to all instructors from the School. Jackie helped support the TLC Foreman as well as ensuring that staff working there understood their roles. There is always a smile on Jackie's face and whenever there is an opportunity to have some fun, she is sure to be the one leading. Promoting staff engagement events like the SRS Pasta and Trivia Night or the end-of-season Rail Jam. Her creativity knows no bounds.  
Thank you Jackie for all your hard work this winter.

**NOMINATED BY: Tom Thatcher**



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# Race / Competitions

## Marketing & Events

### TEAM OF THE MONTH!

The months of March and April have been incredibly busy for the Race / Competitions Department. Beginning the month of March with the Special Olympics and then Dew Tour, the team then moved right into 4 days of FIS-level giant slalom and slalom races. Both days of men's racing contained over 100 athletes in each field. Each day pertained 2 races with two runs each. In total, over the 4 days, our team managed to run a world-class event with over 1,000 athlete starts. Together, this team overcame obstacles such as weather, large field sizes, and small staffing numbers. There are not many Race / Competitions departments in the world that could have pulled off the number of starts that we did - even with perfect weather and staffing. After the FIS races the team moved right into supporting two weeks of USASA nationals. Overall, the Race and Competitions department went above and beyond to pull off these events. I am incredibly proud of the teamwork, morale, and professionalism this team consistently delivers even during long, difficult days while providing the best events possible to our guests here at the Athlete's Mountain.

NOMINATED BY: Bill Ramsay