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March
PLAYMAKER 2024

Mel Steele
Employee Experience Manager
Employee Experience
PEAK AWARD WINNER!

We have unfortunately had a huge uptick in the number of worker's comp injuries in the past few weeks, and you may not know - but Mel Steele, in addition to overseeing our front desk operations and Gear Up - also helps manage most of our workers' comp claims. She has become a worker's comp guru and handles everything with care, concern, and professionalism and a great attention to detail. She is responsible for all reporting to the RLT and following up with departments to make sure that employees are getting the medical attention they need and following up on their appointments. She has jumped into this role with both feet and has been a huge help to me personally. But this is just another example where Mel shines - she has led the way across Powdr in setting up our Tagmatiks system for uniform inventory and loss prevention, she and her team have redesigned Gear Up to be a better experience for all of our employees; and she continues to push a high level of service and care with the Front Desk Team. Love the new Real Deals being digital? Love the QR code and the new employee website? That's all Mel and her team. She continuously finds ways to challenge the status quo and improve the Employee Experience at Copper. Mel - you are awesome, and we are so fortunate to have you on our team!

NOMINATED BY: Kelly Renoux



March
PLAYMAKER 2024

Camilo Gonzalez

Employee Housing Housekeeper

Employee Housing

Recently, Camilo was tasked with completing a linen inventory for all EDGE linens to prepare for summer camp operations. We needed to know what we have in stock, the condition of each item, and what we need to repurchase. Over the course of several days, in addition to his normal tasks of taking care of EDGE room move outs, temp rooms, kitchens, laundry rooms, hallways, etc.... Camilo counted, refolded, and reorganized, over 1,500 individual pieces of linen. He then put together a spreadsheet to share with the supervisors/managers to plan for purchasing. The commercial laundry room now looks better than it ever has and we have a clear plan for summer. Thank you Camilo for the time you spent on this project! Summer operations will be a breeze now thanks to all your hard work!

NOMINATED BY: Brian Shade



March
PLAYMAKER 2024

Emily Pankey

Employee Housing Supervisor

Employee Housing

When the EDGE Cafe transitioned to the limited to-go meal style, Emily became the point person on running the day-to-day operations. Every morning, she would check in with Chef to see what needed to be done. From wrapping cookies to labeling bags to full on making sandwiches, Emily did it all. If she saw someone else doing something Cafe related, she sent them away and happily took over the task. Emily got people excited for the new meal system, singing "MEAL TIME" to everyone that walked in the office with a big smile on her face. Even on busy days, she would drop what she was doing to make sure each employee got her undivided personal attention, reading out the cookie and chip options like a court jester. Her dedication even went as far as her taste testing the sandwich of the day so she could give her honest (and always raving) review when people asked how things were. Emily truly made the transition to the bagged lunches so easy for the EE team, and enjoyable for the employees coming in for lunch. Thank you for going above and beyond Emily!

NOMINATED BY: Lindsey Kuligowski



March
PLAYMAKER 2024

Lucy Trull

Accounts Receivable Accountant

Accounting

We had a team member who was out of the office for an extended period of time and Lucy was asked to cover this position during the absence. Lucy did a great job in preparing herself by learning what she could and by taking the initiative to handle whatever came her way and asking leading questions to get to the answer. Her work ensured that the position was covered and upon the employees return, only immaterial items had to be fixed and cleaned up. Thank you, Lucy, for taking charge of this and always being open to help anyway you can. Your positive and "can do" attitude shines through not only in our department but throughout the departments you work with at Copper Mountain.

NOMINATED BY: Dave Schumacher



March
PLAYMAKER 2024

Sam Baird

F&B Driver

F&B Warehouse

Sam has really been a huge help this season with keeping T-Rex, Flyers, and Kokos stocked up for the staff at those locations. He picked up additional responsibilities this year and has been doing a great job of making sure that we have what we need to make revenue out of those spots. Sam's flexibility with his schedule due to varying delivery days is great. He often times is in to handle the work that we need before heading over to teach lessons with ski and ride school, then back to help us haul product up the mountain after the lifts have closed. We really appreciate his attention to detail with staff training and safety when it comes to operating snowmobiles on the mountain.

NOMINATED BY: Greg Neumann



March
PLAYMAKER 2024

Matthew Butz

F&B Driver

F&B Warehouse

During a tough week of delayed deliveries due to the big snowstorm in the Denver area, Matthew did a great job of working with the rest of the F&B Warehouse team to ensure that our outlets were able to keep running and have products to sell. He was instrumental in helping get product from one restaurant moved to another and was very flexible with his time to pivot last minute and work longer shifts on some weekend days. Matthew has done a great job this season in learning how to help our locations on and off the mountain. He is always here early in the morning to get things started before many of us are even out of bed and has been relied upon to keep our places running, especially the Aerie.

NOMINATED BY: Greg Neumann



March
PLAYMAKER 2024

Jeff Nunes

F&B Storeroom Supervisor

F&B Warehouse

During a difficult week of no deliveries from our distributors in March, Jeff handled all the changes that were thrown his way quite well. He did a great job of keeping the F&B Warehouse team moving and helping all the outlets find and transfer food and spirits from locations that had excess to those that were running short. He flexed his schedule during the week in order to be able to be onsite when deliveries were completed and communicated with our warehouse team to ensure that we could help everyone stay stocked up during a busy time period. Jeff has really helped our warehouse team handle the increased volumes this season with Aerie coming on board and has been instrumental in the success of this department and all its new responsibilities.

NOMINATED BY: Greg Neumann



March
PLAYMAKER 2024

Thomas Pearson

F&B Driver

F&B Warehouse

Thomas just started back with us in the F&B department in late February and has quickly shown us all how much he was missed in his role early in the season. As with all the years he has worked for us in F&B, Thomas hasn't missed a step and has jumped right back into completing a ton of work before the sun even comes up. Thomas quickly picked up the nuances of deliveries and logistics at Aerie that are different from Solitude, and he has really helped us fill a void with staffing to make sure that we can efficiently and safely keep the Aerie stocked for the large volumes they are seeing. Thomas has really helped set an example of what hard work is and helped myself and the warehouse team make sure that we can get all the duties done in a timely manner.

NOMINATED BY: Greg Neumann



March
PLAYMAKER 2024

Sean Raymond

F&B Storeroom Stocker

F&B Warehouse

Sean moved over to the F&B Warehouse team mid-season and has quickly picked up all the duties and been a great addition to the already fantastic warehouse team. He does a great job of staying positive when things get stressful in the position and always takes direction well from his supervisors. His ability to stay on task and work efficiently really complements the rest of the warehouse team and his can-do attitude is great for us to have on staff. We've really enjoyed having Sean working with us for the past couple of months.

NOMINATED BY: Greg Neumann



March
PLAYMAKER 2024

Cole Weiler

F&B Storeroom Stocker

F&B Warehouse

Cole has been a great addition to the Food and Beverage team this season. His positive attitude and willingness to handle whatever is asked of him have been a great benefit to the Food and Beverage department this year. Cole's punctuality in the mornings, ensuring that our pastry deliveries are done on time for our coffee shops and food courts to be ready for service has been awesome. He is very flexible with his scheduling to ensure that when deliveries are delayed or larger than expected, we have staff onsite to put away food at our locations when product arrives.

NOMINATED BY: Greg Neumann



March
PLAYMAKER 2024

Kim Bonner

Senior F&B Manager

Food & Beverage G&A

Kim received positive comments on our employee opinion survey and has had a very positive impact on her team this season. Her team loves working for her as you can see in this EOS comment:

"Working for Kim, I feel seen, appreciated, and recognized."

Kim has been working hard to develop her managers this season, and I have seen her grow as well in working on her own development. The EOS comment shows how she has had a positive influence and impact with her teams.

NOMINATED BY: Amy Geppi



**March
PLAYMAKER 2024**

Nina Michel

Banquets Manager

Food & Beverage G&A

Nina has had such a positive impact on the Banquets Team. She received a very positive comment in the employee opinion survey this year:

"I love my boss. She's so cool and puts a lot into knowing her employees."

Nina is a great example of a Copper Mountain Playmaker!

NOMINATED BY: Amy Geppi



March
PLAYMAKER 2024

Natalie DiGiovanni

Server

JJ's Tavern

Natalie is an excellent example of a Playmaker. As a part-time employee, Natalie has always been a great team player while giving the best customer service to her guests. She is always positive, helpful, and cheerful to be around. We recently had several shifts that needed to be covered and Nat was quick to offer her assistance in any way that she could help. JJ's is very grateful that we have such a great asset to our team. She makes every day a great day when working with her. We greatly appreciate Natalie and would like to nominate her as a Playmaker. GO NAT!

NOMINATED BY: JJ's Management



March
PLAYMAKER 2024

Cheryl Byrd

Server

JJ's Tavern

Cheryl has been a wonderful team player for us. We recently had several members of our staff out sick. Cheryl was quick to help cover those shifts where she could. Cheryl has always been dependable and a great example in her role as a server to many of our newer staff members. She is always helping out whenever she can when it comes to guests and her coworkers. Cheryl is always positive, caring, and overall a great person to be around. Cheryl is always thinking of others before herself and makes sure everyone is ready to go before we enter a busy shift. JJ's is very grateful to have Cheryl on our team for a second winter. You are the best Cheryl!!!

NOMINATED BY: Nataly Flores



March
PLAYMAKER 2024

Zach Dawson

Host/Busser

JJ's Tavern

Zach has been an incredible team player recently. Earlier in the month, we were down a server and one of the two managers on duty had to drive to center to pick up something during an extremely busy lunch rush. While the manager was gone, Zach ran nearly all of the food for the servers, changed three kegs, grabbed cans of beer from the cooler, restocked the to-go condiments and bags, and still managed to help seat and bus tables. He showed an incredibly enduring attitude during a highly stressful time, all while maintaining a positive and helpful attitude.

NOMINATED BY: JJ's Management



March
PLAYMAKER 2024

Wayne Eslinger

Server

JJ's Tavern

Wayne has consistently maintained an impactful persona, producing smiles at tables that only a few servers can do. Earlier in March, Wayne was serving a table of 15, and by the end of their two-hour stay, every single individual was introducing themselves to him and talking about their lives. He was able to impact these people's lives to the point of them wanting to know him on a deeper and more personal level. They all left with smiles on their faces and assured our entire staff that they would be back sometime soon. Wayne has a way of doing this with the patrons here at JJ's; creating a connection with our guests that makes them feel truly appreciated and instilling a want to come back and receive great service again and again.

NOMINATED BY: Justinian McMaster



March
PLAYMAKER 2024

Carlos Flores

Host/Busser

JJ's Tavern

Carlos is simply the best. From guests to his coworkers, everyone is always greeted with a smile. Carlos is quick to help others and guests during his shifts, from bussing tables, seating guests, and helping run food. Carlos can do it all. We are very grateful to have Carlos back with us again this winter season. JJ's is thrilled that we have such a great example of a Playmaker in our restaurant. Thank you Carlos for all you do for us and our guests. You are the best!

NOMINATED BY: Nataly Flores



March
PLAYMAKER 2024

Cory Forster

Bartender

JJ's Tavern

Cory is an excellent example of a Playmaker in F&B. This is Cory's first season with us and he has been a great asset to our team. Cory is always thinking of others before himself. When it comes to taking care of guests, helping out by covering shifts for sick coworkers, or helping other bartenders to lift heavy kegs in the keg room. He is always in a positive mood when he comes in. Cory has also been helpful with his vast knowledge of drinks behind the bar and it is very exciting to learn something new from him. JJ's is very glad that Cory joined us this winter season. Great job Cory!!

NOMINATED BY: Nataly Flores



March
PLAYMAKER 2024

Hailey Garner

Server

JJ's Tavern

Hailey has been a tremendous help to JJ's in many different ways. She has gone above and beyond in her role such as being a team player, giving great customer service, and communicating well with others. When we are short-staffed, or when a new person has started with us, Hailey is quick to offer help in any way she can. We at JJ's are fortunate to have such a great member on our team. Thank you Hailey for everything you do for Copper and JJ's!

NOMINATED BY: Nataly Flores



March
PLAYMAKER 2024

Orquidea Grapain

Host/Busser

JJ's Tavern

Orquidea has been a fantastic help with our clientele lately. Throughout the whole season, she has shown a relentless willingness to lend a hand as soon as it is needed. In the month of March, she has continuously proven her capabilities of aiding our customers with whatever they may need; whether it be walking them through the parking process over here at JJ's, showing them to guest services, helping find lost and found items, or adjusting peoples seating to better suit their requests. She is a top-tier worker, and if I needed to find a dictionary definition of responsible or enduring, I would not be surprised to find Orquidea in the example sentences.

NOMINATED BY: Justinian McMaster



March
PLAYMAKER 2024

Steve Myatt

Sever/Bartender

JJ's Tavern

Steve has been a great help in covering shifts and staying on as a volume bartender for when we are busy. We had one of our closing bartenders call out sick one day and had two opening bartenders on that morning. The other bartender offered to cover the shift, because it was a slow morning, and right before Steve was supposed to leave, we had a massive Après rush. Steve ended up staying three hours later, with a smile and positive attitude, while also making sure that the bar was stocked and ready to go before leaving. He showed a massive amount of responsibility and care, for both his coworker's sake and the sake of the customers.

NOMINATED BY: JJ's Management



March
PLAYMAKER 2024

Jeff Nesburg

Server

JJ's Tavern

Jeff is a great example of a Playmaker in JJ's. This is Jeff's first season with us and he has been wonderful to work with and great with guests since his first day. Jeff is quick to help others when it comes to service, running food, and seating guests. Jeff is always in a wonderful mood and it positively affects the team. He has also been a major help when we face a problem and is quick to come up with a solution that will benefit everyone. JJ's is very happy that Jeff joined us this winter season. We know Jeff will do many more great things at Copper.
Thank you, Jeff!

NOMINATED BY: Nataly Flores



March
PLAYMAKER 2024

Ben Hull
Crewmember
Sawmill Pizzeria

I have seen Ben come through in some pretty tough situations here at Sawmill. This past week, he has stayed late to help the dish pit close, he has jumped on the salad line when we were short-staffed, and he even jumped behind the expo line to help with pizza on that same day. To say I was impressed and grateful is an understatement. Ben has really shown his passion for food and beverage, and his drive to enhance guest experience by ensuring that everything goes as smoothly as it can -- from everything to making sure tables are clean, to helping the servers where they need it. Thank you BEN!

NOMINATED BY: Valerie Michalak



March
PLAYMAKER 2024

Justyn Barton

Bartender

Ten Mile Tavern

There is never a day that doesn't go smoothly when Justyn is here. He runs the show with a smile and brings so much to our Ten Mile Team. He has had a HUGE impact on our new drink menu which our guests love. It's awesome how many ideas he comes up with to make things run more efficiently. He manages to hold the bar on his back (literally) when he worked our tent during Dew Tour AND holds it down inside the bar as well. He is one of the best coworkers we could have in this industry. He treats Ten Mile Tavern as if he was the owner of it and treats the establishment and the people with the upmost respect always.

NOMINATED BY: Karah Lee Matthews



March
PLAYMAKER 2024

Marcos Hurtado Perez

Cook - Advanced

Ten Mile Tavern

Marcos never stops smiling or bringing forth the best morale daily but especially in a busy or crazy situation. He does this for both my back of house and front of house crew. He is also great at communicating to the managers on duty when he either sees an issue or is giving praise to a coworker. He goes the extra mile at his daily duties and truly is the definition of a playmaker. I feel very lucky he is a part of our team and thankful we all get to see his smile everyday. He has personally been recognized by guests on top of the staffs compliments!

NOMINATED BY: Karah Lee Matthews



March
PLAYMAKER 2024

Matthew Lee

Sous Chef

Ten Mile Tavern

Matt is not only overly talented with a knife, he is an incredibly talented teacher (even if he doesn't mean to be) to the back of house staff at Ten Mile. His patience is seen daily and instantly has ideas on how to fix a problem. As a manager, I often ask him how he would handle an issue, and he is always willing to help. Recently he has been stepping in when we are short staffed to expo and runs it with ease. He is respected by all Ten Mile staff and is praised by guests with beautifully presented food. I personally admire the inspiration he brings to the table, along with the drive and expectations he holds for the kitchen. He had a a root canal and still managed to be here half an hour later.. and still was smiling. It would be hard to run this ship without our first mate!

NOMINATED BY: Karah Lee Matthews



March
PLAYMAKER 2024

Zach Rosswork

Server

Ten Mile Tavern

Everyone knows Zach, he has been a playmaker multiple times but holds that true value still, not only in his work daily but even after he's off the clock. I have never heard him complain about anything. His personality is honestly the extra mile we need as a team here on some days. He brings so much business in by just being the person he is. There have been countless amount of times I have called or asked him what to do in a situation when I first started. He is an asset to not only Ten Mile, but Copper Mountain as a whole.

NOMINATED BY: Karah Lee Matthews



March
PLAYMAKER 2024

Chris Velez Quezada

Cook - Advanced

Ten Mile Tavern

Chris has been such an asset to our Ten Mile team this season. He is excellent to work with and does a great job working with our team. I admire his hard work and dedication to both our crew and our guests. Everyday is easier for me as a manager on duty knowing how awesome my entire crew is at their jobs but especially Chris!

NOMINATED BY: Karah Lee Matthews



March
PLAYMAKER 2024

Erika Pavser

Crewmember

West Village Cafe

Erika is a veteran J1 who has become a vital member of the West Village Team. Erika came into the season with superior job knowledge and was essential in training a new season's staff. She trained fellow crew members in how to run ski school, how to cashier, and many other detailed tasks that are essential to run a food court. Erika jumped into running the outdoor bar when we needed her to step up. She took on the full responsibility of running it well and made the atmosphere on the patio that much more inviting.

Erika sets an example of excellence with her fellow crew members. She is always on time, does the job with care and completion, and is kind and considerate with guests. Her fellow crew members can depend on her and go to her with problems and questions. Erika is one of my go-to people for problem-solving, handling difficult tasks and positions, and when I need someone to bounce ideas off of. If the J1 position allowed, she would have been promoted to a lead long ago.

The season would not have been possible without her consistency, flexibility, and leadership at West Village Café.

Thank you Erika!

NOMINATED BY: Paige Gifford



March PLAYMAKER 2024

Kimberly Harris

IT Business Analyst

Information Systems

I wanted to take a moment to express my appreciation for Kimberly and the contributions she has made to our Woodward team.

This fall, as we underwent a restructuring of our operations, Kimmie came in and led the retraining efforts of myself and the front desk staff in all things RTP ensuring that everyone was equipped with the necessary skills and knowledge to navigate the changes seamlessly. Her attention to detail and patient guidance played a crucial role in ensuring a smooth transition.

Kimmie's involvement in the product builds for the Barn, particularly focusing on moving private lessons and parties out of activity manager, which were a pinch point for our guests and employees. These products can now be accessed by our guests online in addition to booking in person or over the phone. Because of her efforts she successfully reduced the throughput time for these key products from 10+ minutes down to an impressive 3-5 minutes. This not only streamlined our operations but also significantly enhanced the overall experience for our guests, making it easier for them to enjoy what Woodward has to offer.

We have more large adjustments coming down the pipe and Kimmie has been working proactively with us every step of the way to ensure these projects are seen through to the end and provide the best experience for our guests and employees.

What truly sets Kimmie apart is her consistent dedication to seeking out opportunities to improve and streamline our business processes. Whether it's identifying inefficiencies or brainstorming innovative solutions, she is working hard to make life easier for our employees and guests alike. Her proactive approach, positive attitude, outstanding work ethic, and genuine passion for our mission are inspiring.

Thank you Kimmie

NOMINATED BY: Heather Rounds



March
PLAYMAKER 2024

Hunter Wirtzberger

Resort Services Foreman

CM Sports East Rental

Hunter was flexible and happy to help another village when they had multiple employees call out. Hunter adapted to the pace of West Village for a day and had fun while doing it. Asking an employee to switch locations for the day can disrupt their routine and learning how a different village functions can be a little stressful, but Hunter took this in stride. Hunter has been a reliable foreman for East Village this season, and he thrives on the rental side of things but is not afraid to jump over to Guest Services when he is needed. Thanks, Hunter!

NOMINATED BY: Taylor Duncan



March
PLAYMAKER 2024

Brenda Troyo

Resort Services Supervisor

Guest Services Administration

Brenda Troyo is an invaluable asset to our team here in Center Village Guest Services. This is my first year as a manager at Copper Mountain and Brenda has supported me and our team through this challenging year. Her ability to boost our employee morale, step in when the line gets long, assist with escalations, and practically take on a second role with group ticketing is what makes her so spectacular. The connections she makes with our staff truly makes the environment here in Center what it is today. After working the A10 desk and ticket windows in previous seasons, she knows the importance of being there, right next to our staff, and working through the line together as a united front. She has also taken on a large part of the Group Ticketing and Race process this year, learning a whole new process and stepping up to get the job done. I am very proud of how much she has grown in this past season, and I could not have asked for a better person to grow alongside.

NOMINATED BY: Julia Vara



March
PLAYMAKER 2024

Cassidy Arndt

Resort Services Agent

CM Sports West - Rental

Cassidy is a true blessing to have in West Village. Her attention to detail and ability to ask great questions are always helping West improve. She has a great eye for what needs to be done in our retail space; she is constantly organizing and moving items around. She recently had the great suggestion to have our retail person handle all goggle sales in order to keep our guest services agents focused on long ticket lines. Cassidy picks up information incredibly fast, you only have to tell her once how to do something. We can also count on her wherever we need her. You can frequently see Cassidy shifting around in the middle of the day from guest services to rentals, to retail, helping guests with a smile along the way. She has a passion for skiing, and she imparts that excitement onto guests. Thank you Cassidy for all that you do!

NOMINATED BY: Lauren Glassbrenner



March
PLAYMAKER 2024

Ira Tane

Lost and Found Agent

Gear Storage & Repairs

Ira is an exceptional employee who always goes above and beyond in his work. Whenever there's a problem with the lockers in our office, Ira is the first one to step up and take care of it. He not only efficiently installs locks for broken lockers but also takes the time to fix any issues that arise with existing lockers. Ira's attention to detail and dedication to ensuring our facilities are in top-notch condition make him an invaluable member of our team. His willingness to go the extra mile sets a shining example for his coworkers and demonstrates his commitment to providing exceptional service.

NOMINATED BY: Charlene Heinning



March
PLAYMAKER 2024

Nancy Levin

Ambassador Supervisor

Guest Services Administration

Nance is always looking to help our guests. Our ambassadors work several of the trailboards, both on the ground and on hill on a daily basis. The most asked question is, "Where are we?" Also high on the list is, "How do we get to Solitude?"

She spoke to Woody about the situation of multiple boards having wrong information. They settled on stickers and off Nance went to tackle this project. She was able to get stickers made saying: "You are Here" and "Aerie". She was able to replace all notes Solitude with Aerie stickers on 7 boards and added "You are Here" stickers to a total of 21 boards and maps.

Thank you Nance for always keeping our guests in mind!

NOMINATED BY: Charlene Heinning



March
PLAYMAKER 2024

Madeline Abramczak

Front Desk Agent

Lodging Front Desk

Madeline has been a great addition to the Front Desk Team by being a great co-worker (TEAMWORK). She shows her knowledge of guest service in every interaction. Tonight, Madeline had a situation arise with a guest that lasted over two hours, and at every step, she kept her cool and showed the people around her she is someone who can be looked up to and someone the other agents can go to if they have any issues.

NOMINATED BY: Lennon Fargon



March
PLAYMAKER 2024

Sam Danford

Senior Patroller

Mountain Patrol

I would like to nominate Sam Danford for the month of March. While no stranger to Copper Mountain Ski Patrol, prior to this season, Sam successfully completed the necessary training to become a paramedic, allowing his work to reach new heights. Sam approaches this immense responsibility with enthusiasm, eager to utilize these new skills to better serve our guests and his fellow patrollers. Sam has played a key role in training his coworkers in the advancement of their own medical skills. Additionally, he has provided a number of continuing education lectures to the patrol, something that is vital for us as we pursue recertification of our medical credentials year after year. While all of this would more than qualify Sam as a Copper playmaker, his contributions do not stop there. He is also an active member of our snow safety team and a great example of what a seasoned, well rounded ski patroller should be. Thank you, Sam, for your contributions that help make our patrol one of the best in the west.

NOMINATED BY: Trevor Lehto



March
PLAYMAKER 2024

Kanani Eichholz

Senior Patroller

Mountain Patrol

For the month of March, I would like to nominate Kanani for Playmaker. They are responsible for the ever-growing success of the Junior Ski Patrol program. Their dedication is a testament to their entrepreneurial spirit and soulful commitment to nurturing young high school students in the realm of safety and service. Kanani embodies the true essence of teamwork and is consistently prioritizing the well-being of our guests above all else. Their unwavering dedication to leaving the building first, putting guest needs before work missions, and valuing all other matters third, exemplifies their selflessness and commitment to our mission. Kanani's remarkable efforts have not only elevated the standards of our ski patrol but have also left a lasting mark on our patrol inspiring others to follow suit.

NOMINATED BY: Baylee Rice



**March
PLAYMAKER 2024**

Rollin Hills

Ski Patrol Volunteer

Mountain Patrol

RALLY AWARD WINNER!

Two volunteers with the Copper Ski Patrol deserve the biggest kudos for their most successful season getting 13, I repeat, thirteen patrol candidates through a rigorous and time-intensive training to become full-fledged volunteer ski patrollers at Copper Mountain. They got the final candidate into a ski patrol jacket on Sunday, March 17th.

These kudos go to two volunteer patrollers who began their careers with Copper Ski Patrol many years ago. Rollin, in 2000 as a junior patroller, and Kevin in 2003 on the full-time staff. Together these two not only bring a tremendous wealth of knowledge, but a huge dose of commitment and dedication to bringing on volunteer patrollers.

These two, who alternate weekends, have young children, have full-time commitments, live outside of Summit County, and dedicate their time each weekend to focus entirely on getting the new hire class through this training.

Because of Kevin and Rollin's efforts, we have a baker's dozen that can now help our full-time staff with everything from doing rope work, to helping give our guests the best medical care, toboggan ride down the hill, and customer service in the industry!

Well done gentleman!

NOMINATED BY: Shauna Bocksch



**March
PLAYMAKER 2024**

Laura Lowe

Mountain Safety Patrol

Mountain Patrol

Now completing her 2nd season with Mountain Safety Patrol, Laura Lowe is a playmaker every day she volunteers at Copper Mountain. And there have been a LOT of those days! Last season as a rookie, Laura volunteered 54 days. And now in her second season, she already volunteered an additional 59 days with several more scheduled through our expected closing date.

Being a Playmaker involves more than just showing up. It means that you go above and beyond. Laura stepped up this season to join our training team and helped us graduate our largest-ever rookie class (23 new-hires). The quality of the training she provides is truly exceptional. Rookie feedback forms consistently note that training days spent with her were among their most enjoyable AND most effective as they built skills in mountain geography, radio use, and guest service.

Laura makes it a point to help everyone on our team as much as she can and as often as she can. Each encounter Laura has with a Copper guest solves a problem or improves their experience whether she is helping them put on skies, figure out how to find and access the terrain they want to ski, or assisting ski patrol with problems of a more serious nature. And because she makes sure that her team on the mountain is always skiing with a purpose, she has a LOT of these guest encounters, and they are uniformly positive.

Laura, thank you for everything you have done for Copper Mountain for the last two years. The drive, energy, and enthusiasm you share with the MSP volunteer program are exceptional and we are already looking forward to "Playing Forever" next season knowing that you are on the team.

NOMINATED BY: Ron Doyle



**March
PLAYMAKER 2024**

**Kevin Lukanski
Ski Patrol Volunteer
Mountain Patrol**

RALLY AWARD WINNER!

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Well done gentleman!

NOMINATED BY: Shauna Bocksch



March
PLAYMAKER 2024

Mark Sweeney

Mountain Safety Patrol

Mountain Patrol

Mark has been a dedicated Mountain Safety Patroller for 4 years. He is always positive and someone that others ask to work with because of his passion for the job. When there is a project that needs to be completed, he steps up to volunteer and provide support.

During a 10-50, Mark assisted a Ski Patroller who lost a ski and needed help securing the sled so that the injured party was given the proper care. He also went after the ski and carried it back up hill for the Patroller who was more than appreciative. Last week, he also helped a little girl who was skiing with a 12" branch in hand. He intercepted her and without making her feel bad convinced her that the forest needed the tree more than she did.

He is a true leader within the Safety Patrol and has my nomination as a Playmaker for Copper Mountain that represents its core values and mission.

NOMINATED BY: Tom Meredith



March
PLAYMAKER 2024

Lisa Whitaker

Mountain Safety Patrol

Mountain Patrol

The experience of Mountain Safety Patrol (MSP) has to be more than standing at SLOW banners and enforcing the Ski Safety Act. This is the necessary part of the role but not the best part.

So, in order to make up for the not so fun parts of being on MSP, we do this by making sure the volunteers on the program feel that they are part of something greater, a team, and social parties are a great way to create this community.

And, 'we' should be replaced by Lisa Whitaker, 13-year MSP veteran, who has taken the lead on our social events for many years now.

This is no simple task with a group of our size. If you think standing at stations all day long is hard, try planning six or more parties a season and the big End of Season banquet for over 100 people! Locations and logistics get tricky with a group of this size.

Lisa has a particular knack for negotiating and meticulous (yes Lisa, meticulous) organizational planning so that no detail is neglected. This saves us money and creates a seamless and fun event.

Two of the biggies - the Tennessee Pass Yurt luncheons and the End of Season Party were two of her successfully executed gigs this season! Lisa created a social committee this year which helped take some off her plate, and now she is ready to pass the torch to another MSP party planner, understandably. I appreciate and have enjoyed working (and commiserating) with her over the years with these fun and important social events! Thank you Lisa!

NOMINATED BY: Shauna Bocksch



March
PLAYMAKER 2024

Rebekah Peaster

Transportation Driver

Guest Transportation

I would like to nominate Rebekah for her teamwork within our department. As many may know, it sometimes seems as though there are never enough buses to meet the demands of our guests and employees - this is even more apparent around lunchtime. Rebekah consistently volunteers to take her lunch in Center Village, away from the rest of the team and her packed lunch, to ease the transition between drivers and our lunch breaks. By volunteering to do so, she puts herself in a position that makes breaking a fellow driver more efficient, resulting in timely lunch breaks, new bus assignments, and an easier transition to post-lunch operations. I believe this displays adequate camaraderie to be recognized for her sacrifices for our team, its department, and our commitment to guest satisfaction.

NOMINATED BY: Alan Cunningham



March
PLAYMAKER 2024

Jeff Rivera

Transportation Foreman

Guest Transportation

Jeff and I received our CDLs here at Copper together three years ago. Recently, he's taken a higher position within our department and accepted the role of Foreman. Over these last three years, I've watched Jeff get more involved with our guests, striving to excel with guest satisfaction, i.e., recently being nominated for a playmaker by helping a guest in crisis, constantly being out of his bus talking to and helping guests, and now more recently, as a Transportation Foreman, doing what he can to ensure us bus drivers are well equipped to do our jobs -- even if this means staying late, coming in early, or volunteering to work on his days off. Jeff's commitment to ensuring we can offer the best service possible demonstrates both teamwork and an eagerness to achieve guest satisfaction that I believe most could learn a thing or two from. Jeff's desire to lead by example is displayed greatly in the information already provided, however, it does not end there. Jeff also upholds Copper's commitment to encourage soulfulness. Despite the nearly 60 hours a week he's working, Jeff is always smiling, shouldering team burdens, and making time to mingle with staff outside of work by attending Taco Tuesdays, movie nights, and other events and activities held within our department. I believe Jeff deserves to be recognized for his commitment to our team, our guests, and to the brand of Copper Mountain.

NOMINATED BY: Alan Cunningham



March
PLAYMAKER 2024

Geoff Skews

Transportation Driver

Guest Transportation

Geoff Skews, a fellow early morning driver, has an opposite approach to work than myself, one that I believe needs to be recognized. Geoff's shift starts at 6:15 every morning. Despite this, Geoff usually arrives early, volunteers to stay late, and does so without complaint. He likes to humor himself by saying he hates people; however, Geoff has been one of the most soulful team members Copper Mountain's transportation team has had and is always out of his bus helping our guests by answering questions and giving directions. Geoff recently worked close to an 11-hour shift as we were short on drivers and busy in the parking lot. Despite having reasons to be exhausted and frustrated, Geoff took on the extra work with a smile on his face and waved at every bus driver he passed, as if it were any ole Saturday, which, indeed it was. Geoff's willingness to walk the extra mile, work the extra hour (or two), and his ability to do so with a smile on his face deserves recognition.

NOMINATED BY: Alan Cunningham



March
PLAYMAKER 2024

Gracie Baker

Ski Patroller

Mountain Patrol

Gracie brings thoroughness and competency to all her patrol endeavors. She is conscientious and consistently pursues work missions, medicals, and snow work on patrol. Gracie's humor and ease make the long work days in duty stations better. This season Gracie has joined the Dispatch team and very quickly established herself as both a Timberline and Patrol Headquarters dispatcher. On medical scenes she is efficient and her patient rapport is excellent. On a recent Trauma Activation, Gracie communicated with the patrollers on scene with her to be sure protocols were followed. She also did a superb job establishing trust with the patient, and this made a huge difference both to the guest and to the patrollers on scene. Thanks Gracie for your quiet, consistent leadership and your grace and humor!

NOMINATED BY: Martha Loring



March
PLAYMAKER 2024

Anna Park

Ski Patroller

Mountain Patrol

Anna's exceptional contributions as a ski patroller merit heartfelt recognition as a playmaker for the month of March. Her enduring commitment to her role is matched only by her responsible approach to every task she undertakes. Anna's entrepreneurial spirit shines through her adaptability, seamlessly transitioning between duty stations, and working harmoniously with colleagues outside her team. Her dedication and love for this job is evident in her growth and proficiency in the dispatcher role, demonstrating a keen ability to learn and evolve. Despite getting injured, Anna's positive attitude towards her situation is inspiring, as she not only focuses on her own recovery but also actively engages in discussions on injury prevention to safeguard her coworkers. Anna's unwavering commitment to teamwork and safety is a perfect addition to our ski patrol.

NOMINATED BY: Baylee Rice



**March
PLAYMAKER 2024**

Rick Seewald

Ski Patrol Volunteer

Mountain Patrol

From offering to help paint the halls of the EDGE housing floors in exchange for usage of the rooms for the volunteer staff, to offering to “help out however you need it,” volunteer ski patroller, Rick Seewald, can be counted on and has been counted on for years and years!

In his nearly 30 years with the Copper Mountain Ski Patrol, Rick, who also serves in a leadership role on the volunteer patrol as a Team Chief, has been a constant, positive member of our patrol and shows up for his shifts in a cheery mood, always ready to help out.

Specifically, this season, Rick stepped up to do many of the coverage tests for this year’s volunteer class of 13. Once these candidates were ready to be tested, Rick would take them out on their “coverage test.” This is a very comprehensive on-hill mountain orientation assessment. Rick was very thorough and made sure that these new patrollers had a thorough understanding of patrol operations and locations before he passed them.

Thanks Rick for stepping up in so many ways to make Copper Ski Patrol so successful and professional all of these years, and I hope for many more years to come!

NOMINATED BY: Shauna Bocksch



March
PLAYMAKER 2024

Luke Davis

Ski/Ride School Instructor

Adult Ski School

Luke has been very helpful to Copper Ski and Ride School this season. he shows up ready for any assignment and is ready for whatever the day brings. This month specifically, Luke has assisted in rentals quite frequently on busy days before reporting to his regular instructing shift. On days when we have a large volume of guests arriving during a short period of time this is very beneficial. Luke also brings a good energy to his lesson experience and shares his love of snowboarding with the guests he works with. When teaching students he offers encouraging words and builds their confidence as they progress. Thanks for joining the team. We appreciate all of your efforts to help the guests this year.

NOMINATED BY: Matt Hammell



March
PLAYMAKER 2024

Tyler Robinson

Ski/Ride School Instructor

Adult Ski School

Tyler has been working at Copper for several seasons now, and has been making great things happen throughout his time here. His positive attitude and calm demeanor helps him build rapport with everyone he meets, from fellow staff members to guests. Tyler can teach a large variety of lessons. He excels in teaching snowboarding to adults, but is known to teach a stellar youth lesson as well. He is one of our few dual certified instructors, which means he even puts on ski boots from time to time. Last week when he was asked to teach a ski lesson, he didn't miss a beat. He jumped right into the ski lineup, worked hard, and rounded the team out for the day. A couple weeks ago a staff member showed up for their free lesson. Unfortunately, there was no paying guest in the group which typically means we don't run it. Tyler saw an opportunity to help a fellow staff member from another department. He volunteered to take them and get them moving. Thank you, Tyler, for your delivery of amazing guest experiences and your versatility and flexibility. We appreciate having you on the team!

NOMINATED BY: Jeff Moritz



March
PLAYMAKER 2024

Rachael Anderson

Ski/Ride School Instructor

Kids Ski School

Rachael's passion for skiing is infectious. She not only excels on the slopes herself but also has a remarkable talent for imparting her skills and enthusiasm to others, particularly children. Her ski lessons are not just about technique but also about fostering a love for the sport and instilling confidence in her young students. Rachael's customer service is second to none. She goes above and beyond to ensure that every guest feels welcome, comfortable, and valued. Whether she's fitting a child with their first pair of ski boots or assisting a family with their rental equipment, Rachael approaches each interaction with warmth, patience, and genuine care. What sets Rachael apart is her soulful approach to everything she does. She connects with people on a deeper level, understanding their individual needs, and tailoring her interactions accordingly. Her empathetic nature creates a sense of trust and camaraderie among guests and colleagues alike. Rachael is the epitome of a team player. She is always willing to lend a hand, offer support, and collaborate with her fellow employees to ensure the smooth operation of our resort. Her reliability is unmatched, and we know we can always count on her to deliver exceptional service, no matter the circumstances. Thank you Rachael for your passion, dedication, and unwavering commitment to excellence. You truly shine on the slopes and beyond.

NOMINATED BY: Jackie Pelletier



March
PLAYMAKER 2024

Caroline Diebler

Ski/Ride School Instructor

Kids Ski School

On March 11th, at the height of the first week of Spring Break, Youth Ski and Ride had a total of 239 students. Of those, 155 were 6 to 17 skiers. Caroline was assigned to the 6 to 17 Orange Flag (Pre-Chair). At this level, Caroline was tasked with preparing her students to ride the beginner chairlift in order to access longer beginner runs. As is normally the case, Caroline started her class on Magic Carpet 2, which was extraordinarily crowded due to the high volume of students. As she began teaching her class, Caroline received several students needing a refresher from other classes. When I checked on Caroline, she informed me that she had 17(!) students. I informed her that I would do as much as I could to get an additional instructor to help her, but that it might take a while to get that person to the carpet. Caroline handled this situation in a calm and very professional manner. She exhibited excellent class management skills and was patient in the way she handled her large number of students. I would like to commend Caroline for the positive way she handled a situation that would have been unnerving for even a veteran instructor. I am positive that Caroline's calm demeanor and professionalism contributed to her students having a positive experience during a very hectic start to an all-day lesson. Thank you Caroline for exhibiting the values and behaviors that encompass Copper Mountain's culture and devotion to high-quality guest experiences.

NOMINATED BY: Hal Edwards



March
PLAYMAKER 2024

Jane Gemellaro

Ski/Ride School Instructor

Kids Ski School

Jane's love for skiing is evident in everything she does. Whether she's shredding down the slopes or sharing her expertise with guests, her enthusiasm for the sport is contagious. Jane's passion inspires both colleagues and guests alike and adds to the vibrant atmosphere of our resort. Jane is always willing to go above and beyond to assist her colleagues and ensure the smooth operation of our resort. Whether it's helping a guest with their equipment, assisting a fellow employee with a task, or stepping in to cover a shift at the last minute, Jane can always be relied upon to lend a helping hand. Jane's teamwork skills are exemplary. She works collaboratively with her colleagues to achieve common goals and is always willing to pitch in and support her team members. Jane fosters a sense of camaraderie and cooperation that enhances the overall effectiveness of our staff. Jane has a natural talent for providing our youngest guests with the care and attention they deserve. Whether it's offering a warm smile, listening attentively to their needs, or going the extra mile to ensure their comfort. Her genuine concern for their well-being creates a welcoming and nurturing environment in our ski school. Jane's adaptability is one of her greatest strengths. She handles changes and challenges with grace and professionalism, always maintaining a positive attitude, and finding creative solutions to problems. Jane's excellent communication skills ensure that information is effectively conveyed to guests and colleagues, contributing to the overall success of our operations. We are so lucky to have her at Copper Mountain!

NOMINATED BY: Jackie Pelletier



March
PLAYMAKER 2024

Henry Gustafson

Ski/Ride School Instructor

Kids Ski School

In recognition of his contributions to our ski school, we proudly nominate Henry Gustafson for the monthly Playmaker Award. Henry's infectious energy and warm hospitality shine through in every interaction, making him a true asset to our team. His welcoming nature and animated engagement with young guests create an atmosphere of joy and excitement that leaves a lasting impression on all who visit.

Henry's flexibility and adaptability have been very helpful for our school, especially as assignments and responsibilities change and fluctuate throughout the course of our season. Whether he's leading youth groups, facilitating adult sessions, or conducting private lessons, he approaches each assignment with enthusiasm and dedication. His ability to seamlessly transition between different tasks showcases his versatility and commitment to excellence.

Moreover, Henry's go-with-the-flow mindset and composure in the face of last-minute changes embody the spirit of a true Playmaker. His calm and collected demeanor instills confidence in those around him, ensuring that every situation is handled with grace and ease. Henry Gustafson's remarkable contributions make him a good example of dedication, adaptability, and positivity, truly deserving of the Playmaker Award. Thanks Henry!

NOMINATED BY: Mike McFarland



March
PLAYMAKER 2024

Simon Meer

Ski/Ride School Instructor

Kids Ski School

Simon's love for snowboarding is infectious. Whether he's carving down the mountain or teaching kids how to ride for the first time, his enthusiasm for the sport shines through in everything he does. Simon's passion inspires both colleagues and guests alike and adds to the vibrant atmosphere of our ski and ride school. Simon is a model of trustworthiness and reliability. He consistently delivers high-quality work and can be counted on to fulfill his responsibilities with integrity and diligence. Simon's dedication to his role and his willingness to put in the extra effort when needed make him an invaluable member of our team. I know that when he is on the schedule he will do his duties and have fun doing them! Simon's professionalism is evident in every interaction he has with guests and colleagues. He communicates effectively and respectfully, ensuring that information is conveyed clearly and accurately. Simon's approachable demeanor and excellent communication skills contribute to the positive atmosphere here! Simon's kindness and generosity know no bounds. He always has a smile on his face and has a willingness to lend a helping hand. Simon's compassionate nature and willingness to help others create a welcoming and inclusive environment. Simon has a growth mindset and is always eager to learn and improve. He actively seeks out opportunities for personal and professional development and embraces challenges as opportunities for growth. Simon's enjoyment of teaching is evident in his interactions with guests of all ages, particularly children, whom he delights in introducing to the joys of snowboarding. We love having him in our ski and ride school! He is truly exceptional at what he does!

NOMINATED BY: Jackie Pelletier



March
PLAYMAKER 2024

Bill Orchard

Ski/Ride School Instructor

Kids Ski School

It is very clear that Bill Orchard's mission is to deliver memorable experiences, enhance peoples' lives, and have fun doing it. Bill embodies Copper's soulful value as he is quite passionate about teaching skiing to guests of all levels and all ages. Bill has gotten many positive 'warm and fuzzies' which is guest feedback about how their lessons went. Bill stays humble despite all of the positive feedback he constantly gets. He is eager to teach any guest at any level, we really appreciate his versatility. We can trust him to teach a great lesson to 3 year olds, to 80 year olds, and at a first-time level up to intermediate/advanced level. Bill takes chances by constantly thinking of new games, analogies, and other ways to relate to his students so they can be better engaged and learn skills without them even realizing it. Bill Orchard also embodies Copper's enduring value. Bill wakes up at 3-4am every day to get to Copper on time and is always looking for ways he can help us out when he gets here. Bill is full of positive energy and is always uplifting his supervisors and coworkers when they see him. I really could go on and on with examples about how Bill Orchard is Copper Playmaker because every day and every lesson Bill is embodying all of Copper's values which makes his guests love skiing and keep coming back to Copper. We are SO lucky to have Bill at Copper Ski and Ride School!

NOMINATED BY: Holly Reitsema



March
PLAYMAKER 2024

Matt Hammell

SRS Supervisor

Mountain Sports Administration

I'd like to tip the hat to Matt Hammell with this monthly Playmaker Nomination in recognition of his solid leadership and dedication during the long-term absence of his co-supervisor. Matt demonstrated outstanding initiative and adaptability by seamlessly stepping up to handle the increased responsibilities, including managing lineups and coordinating both private and group lesson meetings single-handedly on numerous occasions. His ability to maintain efficiency and excellence in the face of added challenges is a testament to his exceptional work ethic and commitment to the team's success.

Furthermore, Matt has shown commendable growth in his role as a leader/planner, consistently demonstrating a proactive approach to identifying and addressing upcoming issues and staffing gaps. His foresight and strategic thinking have played a role in ensuring smooth operations and maintaining high standards of service. Matt's dedication to continuous improvement and his ability to anticipate and mitigate potential challenges make him an invaluable asset to the team.

Beyond his professional achievements, Matt's genuine and friendly demeanor has made him a trusted confidant and advisor among his peers. His approachability and willingness to lend a listening ear make him a shoulder to lean on for his colleagues, fostering a supportive and inclusive work environment. Matt Hammell embodies the qualities of a true Playmaker, and we are honored to recognize his outstanding contributions to the team.

Thanks Matt!

NOMINATED BY: Mike McFarland



**March
PLAYMAKER 2024**

Lizzie Messerschmitt
Mountains Sports Manager
Mountain Sports Administration
PEAK AWARD WINNER!

I am pleased to nominate Lizzie Messerschmitt for this month's Playmaker Award. Over the past 10 weeks, Lizzie has been the driving force behind the successful implementation of a new payroll system for SRS Operations. In all my years, spanning what feels like almost a million years in Ski School, timekeeping has always been a cumbersome, multi-step, paper process. Instructors would laboriously fill out timesheets each day, supervisors would then sign off on them, and finally, they would be submitted to the payroll office for processing. However, thanks to Lizzie's exceptional project management skills, we've finally entered the 21st century.

Lizzie devised a comprehensive week-by-week plan, complete with milestones, to guide the leadership team and instructors through the transition from paper-based to paperless timekeeping. Her strategic approach facilitated a smooth transition, addressing any questions or obstacles that arose and building confidence in the new system. Remarkably, she accomplished all of this during our busiest month, March spring break.

As we enter the second week of paperless timekeeping, I'm thrilled to report that the initiative has been met with widespread enthusiasm from both instructors and the leadership team. On behalf of SRS and the Earth, I extend my deepest gratitude to Lizzie. Her dedication and ingenuity have not only streamlined our processes but also contributed to saving some trees. This important initiative would not have been possible without her.

Thank you, Lizzie, for your outstanding contribution to SRS and Copper.

NOMINATED BY: Kim Casey



March
PLAYMAKER 2024

Jeff Moritz

SRS Supervisor

Mountain Sports Administration

In recognition of his awesome perseverance and unwavering dedication, I'd like to shine a light on the strong work being done by SRS supervisor Jeff Moritz. Throughout the season, Jeff has exhibited remarkable resilience in the face of adversity, overcoming a season-ending injury with grace and persistence. Despite the challenges posed by his limited mobility, Jeff's determination to contribute to the team never wavered. He embraced new roles and adapted his approach, proving himself to be an invaluable asset and an inspiration to our staff.

Jeff's growth as a leader and communicator has been stellar this season. His meticulous attention to detail during morning meetings and adept facilitation of lineups have set a standard of excellence for our team. His ability to communicate effectively and lead by example has strengthened our team dynamic and made us stronger as a whole. His work towards optimizing staffing and staying ahead of upcoming issues has helped our team tremendously.

Furthermore, Jeff's unwavering commitment to a growth mindset and resilience in the face of adversity has been inspiring to witness. Despite the challenges presented by this ski season, Jeff has remained steadfast in his determination to overcome obstacles and continue to push ahead to the better days when he will be healed from his injury and back on snow where he shines brightest. His unwavering positivity and perseverance serve as an example to us all. Congratulations, Jeff, on receiving this Playmaker Nomination - your contributions and spirit are just phenomenal.

NOMINATED BY: Mike McFarland



March
PLAYMAKER 2024

Andrew Sorum

Mountain Sports Specialist

Mountain Sports Administration

I am writing to express my appreciation and recognition for the outstanding contributions and dedication that Andrew has consistently demonstrated in his role as a Sales Agent in the Mountain Sports Sales Center. His hard work, commitment, and positive attitude have not gone unnoticed.

In line with our company's mission to deliver memorable experiences, enhance people's lives, and have fun doing it, Andrew's efforts have embodied this spirit.

When it comes to people, Andrew always seems to find a way to connect with them and elevate their experience. His people skills and ability to empathize have strengthened relationships with both customers and colleagues.

Recently, Andrew learned one of our most tedious tasks - sending next-day texts to all lesson participants. He quickly recognized that he could help make this process more efficient. When he got the ball rolling for the KPSF (some Excel magic), I was thrilled to see this process become simple, which quickly improved our overall efficiency.

Allowing us to focus on what we do best, customer service.

His dedication to creating positive experiences for our customers and our team members reflects our core mission and sets a shining example for others to follow. Thank you once again for your outstanding contributions, Andrew. Keep up the fantastic work!

NOMINATED BY: Ansley Robinson



March
PLAYMAKER 2024

Beth Carter

Lift Ops 2-Day Crew Lead

Lift Operations

Beth has been with the Lift Operations department since the beginning of December. Throughout her time here her greatest strength has been excellent guest service. Beth makes it a point to talk to every guest when they are loading lifts. She coaches them through getting on the chair, especially at Resolution where the chair comes through quickly. At Storm King, where most people have trouble loading the T-bar, Beth is always giving advice to guests on how to load and ride the lift. Finally, she always displays a calm attitude when instructing guests.

Furthermore, Beth is an excellent leader to both her regular crew and new employees. She is glad to teach her fellow coworkers how to operate lifts they are not familiar with. She also demonstrates how to perform specific snow work and keep safe while working. At the end of the day Beth not only does all the snow work necessary at the lift but makes sure to stop at other lifts to help out if needed.

Our team appreciates all that Beth has done for the Lift Operations department. We hope her post-season endeavors go well! Thank you Beth and we hope to see you again next season!

NOMINATED BY: Emma Davis



March
PLAYMAKER 2024

Craig Kennison

Lift Operator

Lift Operations

We used the Easy Rider slope this morning and Craig was the lift operator. He was so patient and helpful with our two newbie skiers. He was super attentive in cleaning off the carpet with the broom when the powder got caked all over it. I just wanted to say he deserves some praise because he was super professional and nice this morning and we really appreciated it.

NOMINATED BY: Megan Lundquist



March
PLAYMAKER 2024

Jalen Raya

Lift Operations 5 Day Crew Lead

Lift Operations

Jalen can most times be found working at the American Eagle or the American Flyer. Jalen is a team player who always keeps a positive attitude at work and is not afraid to help wherever we see fit. Due to some unfortunate circumstances, we lost two access operations crew leaders during the month of January. Without hesitation Jalen stepped up to the plate and helped fill the role of five-day crew lead at the American Flyer. We appreciate everything Jalen does for Lift Operations.

NOMINATED BY: Howie Fraser



March
PLAYMAKER 2024

Hannah Turner

Lift Operator

Lift Operations

PEAK AWARD WINNER!

I first interacted with Hannah when she was working Easy Rider in Center Village. As a liftie, I can imagine how being on the carpet all day might be a tedious job that doesn't provide the same thrill as working a lift higher up the mountain. As an instructor, we often rely on the lifties to assist us with picking kids up, helping them walk down the spaghetti mats, and keeping the loading/unloading areas in good shape. On this day when Hannah was working, I had several kids in a private lesson who had never skied before. On our third time up the carpet, one of the girls fell down just before getting on the carpet and was struggling to get up. I was in the middle of skiing with her younger sister but I wasn't even needed because Hannah saw this young girl on the ground and went down to help her. Even more than that, she consoled her, talked to her to find out her name and where she was from, told her a couple of jokes, and eventually got the girl to stop crying. Once calm, Hannah offered to ride up the carpet with my student so she could regain her confidence and feel safe getting off at the top. She even offered to ride up with her the next time too, if that made her feel better. Without Hannah's interaction, there could've been a much higher potential that my student would want to quit skiing and be too scared to try again. Learning to ski can be very challenging and intimidating for people, so we should take any chance we can get to make sure these guests feel like they are being set up for success. If Hannah wasn't there or didn't help my student, it would've taken extra time out of the lesson for me to handle that situation, and instead, I was able to carry on teaching and maintain the flow of the lesson. This also helped to show the young girl that even though falling over can be scary and hurt sometimes, skiing can also be really fun. Hannah made it very clear to the girl that falling is a part of skiing and we just get back up again and keep going. I am so grateful for Hannah's help on this particular day and I wish that everyone who works on the carpets can bring as much energy and positive attitude as Hannah does.

NOMINATED BY: Trina Lamarre



March
PLAYMAKER 2024

Quinn Brewer

Mountain Sustainability and Facilities Technician

Play Forever

Quinn Brewer is a Copper Mountain Playmaker! Her actions during this past Dew Tour were instrumental in decreasing the amount of waste sent to the landfill during this event weekend. On top of her regular duties to facilitate Copper's usual recycling and food scrap system, Quinn worked late into the evening to ensure that recycling succeeded during this high-profile event. Implementing source-separated recycling and continually adapting this rollout of recycling bins to fit guests' needs, which allowed Copper to have a meaningful landfill diversion this weekend. Quinn spent many hours separating contamination from the recycling bins and ensuring that what was collected was ready to go into Copper's CIRQU recycling system. Despite the long hours Quinn brought a smile to her face and an energy to the weekend that was infectious. Her efforts to keep things moving along smoothly while also positively engaging with the team and guests was unmatched. At the concert, Quinn engaged with guests and other employees to educate and share her passion for the planet. Her efforts are a role model of dedication to Copper's overall mission and Play Forever's objective to increase successful recycling during events held at our resort. Thank you, Quinn!

NOMINATED BY: Megan Wagaman



March
PLAYMAKER 2024

Claudia Buchholz

Mountain Sustainability and Facilities Technician

Play Forever

Claudia Buchholz is a Copper Mountain Playmaker! Her actions during the Dew Tour Event weekend supported other Copper teams to achieve a larger scale of recycling success. Claudia provided helpful and tactful direction to other Copper employees involved in this event. Her kind and supportive attitude was infectious to others throughout this event's many high-volume and busy moments. Claudia helped other employees feel that they were not alone in achieving our company's landfill diversion goals and allowed for a remarkable recycling success during this event. Her leadership over the Dew Tour weekend permitted Copper to set a new standard for recycling during significant scale events. Not only did she stand out in the events success, Claudia completed the daily tasks of the day and afterwards was always ready to jump right into the next thing and lend her teammates a hand. Thank you, Claudia!

NOMINATED BY: Megan Wagaman



March
PLAYMAKER 2024

Megan Wagaman

Mountain Sustainability and Facilities Supervisor

Play Forever

Megan Wagaman is a Copper Mountain Playmaker! Her efforts to plan, implement, and innovate led the Play Forever team to an outstanding success for the Dew Tour event. Megan invested countless hours ensuring that Copper's waste diversion efforts would succeed for an event that others believed our company would be too busy to recycle. Her relentless passion for waste diversion influenced other leaders in our company and inspired other employees to participate in recycling. Megan's innovation led to a remarkable breakthrough during the Dew Tour concerts. Activating the Play Forever tent inside the concert venue provided a noticeable guest-facing effort, demonstrating that recycling could succeed in these events. Her adaptations lead Copper teams to succeed with recycling at a time and place where other organizations have given up on waste reduction. Megan's dedication, innovation, and outstanding leadership at the Saturday night concert venue achieved an unbelievable 75% landfill diversion rate. Her efforts and innovations' success are a remarkable inspiration for other companies and organizations to follow. No concert at Copper Mountain will ever be the same as Megan's innovations will serve as a new waste reduction model. Thank you, Megan!

NOMINATED BY: Jeff Grasser



March
PLAYMAKER 2024

Olivia DeWitt

Mountain Sustainability and Facilities Crew Lead

Play Forever

Liv DeWitt is a Copper Mountain Playmaker! Her leadership in helping build a new way to recycle at our resort was critical to the success of the Dew Tour event at our resort, and will continue to be pivotal in the way we think about recycling in future events. From the beginning, Liv helped plan, implement, and communicate with employees about Copper's CIRQU recycling system. The Dew Tour provided a new opportunity to test the functionality of the CIRQU recycling system during a high-profile event and showcase its innovation to many new visitors to our resort. Implementing a new source-separated recycling system during this event allowed for a remarkable improvement in Copper's landfill diversion rate and stands as a unique recycling success in a space where other companies have deemed that recycling is impossible. This ultimately led to less contamination and less sorting due to this program's success. Liv's hard work and continued innovation stand as an example to other companies beyond our industry and show that recycling can succeed during high-volume visitation times. Thank you, Liv!

NOMINATED BY: Megan Wagaman



March
PLAYMAKER 2024

Emma Purinton

Mountain Sustainability and Facilities Technician

Play Forever

Emma Purinton is a Copper Mountain Playmaker! Her actions supporting the Dew Tour event allowed Play Forever's objective of recycling during and after the event to succeed. Emma's efforts to lead Copper's recycling efforts allowed our company to achieve a remarkable landfill diversion rate during this event. Her efforts to sort out contamination and haul tons of recyclables out of the village were the backbone of this success. Not only during the event but in the clean up process afterwards, Emma continued to provide detailed care and effort into the lingering trash and recyclables left after Dew Tour. Helping her team to haul supersacks and toters from so many different venues and locations in the aftermath of this large scale event. Emma inspires her fellow employees through her actions and her forward-thinking attitude. Always on to the next step, she knew what needed to happen and was not afraid to speak up to share her thoughts on what should be next. She encourages others to believe that recycling at the Dew Tour can succeed. Emma's influence on others in the Copper team allowed for a larger scale of recycling success over this event weekend. Thank you, Emma!

NOMINATED BY: Megan Wagaman



March
PLAYMAKER 2024

Megan Wagaman

Mountain Sustainability & Facilities Supervisor

Play Forever

Dew Tour is a huge opportunity for Copper and one of our largest events of the year. With that comes a lot of waste. In addition to supporting the Events Team, Dew Tour team, and all the vendors with their collection needs, Megan without hesitation jumped in early in the planning process to work with us and the Dew Tour team to create new techniques and tricks to encourage participant engagement in collection efforts. Megan asked for an announcement from the stage to encourage concert-goers to pick up waste in exchange for swag and got 55 participants to assist, saving hours of effort in cleaning up after the Streetstyle events and diverting tons of waste from the landfill. Large events can be notorious for waste production but thanks to Megan's efforts and enthusiasm, we were able to reduce both the cleanup effort required and unnecessary waste ending up in the landfill. Many thanks to Megan and her team for the huge help to our team and Dew Tour team and for striving to and successfully engaging a new audience with our Play Forever efforts!

NOMINATED BY: Daniel Parker



March
PLAYMAKER 2024

Colin O'Connor

Mountain Sustainability and Facilities Technician

Play Forever

Colin O'Connor is a Copper Mountain Playmaker! His efforts to continually adapt Copper's recycling efforts over the Dew Tour weekend were instrumental in setting a new standard in landfill diversion during these types of events. Leading up to the event Colin helped prepare by prepping bins and creating a new schedule. This took planning, communication with the team and led to the success of the weekend. During the event, Colin provided on-the-fly innovations that supported the functionality of recycling and helped adapt to challenges that naturally arose. His dedication to recycling helped Copper show visitors to our resort that they, too, can be a part of waste diversion by making recycling more convenient for all. Colin's attempts to improve recycling were crucial in Copper's successful efforts to improve our landfill diversion rate compared to previous years. His efforts influence others to believe recycling can and must be implemented in events like the Dew Tour. Thank you, Colin!

NOMINATED BY: Megan Wagaman



March

Team Nomination 2024

Tubing Hill

Resort Operations

TEAM OF THE MONTH!

I would like to nominate the Tubing Hill Lift Ops team as Playmakers. On 3/21, the Tubing Hill staff stayed late and rallied together to help the Events team download all our gear and load it into the car. By coming together as a team and working together, they helped us save about 45 minutes of extra work. On top of that, they offered to help -- we didn't even ask! It was a great example of staff supporting staff and really working as a team. Thank you lift ops tubing hill staff!

NOMINATED BY: Katherine Pottinger



March

Team Nomination 2024

Employee Experience

Employee Experience

The Employee Experience team has gone above and beyond in the last several weeks to keep the EDGE Cafe running. When F&B needed to relocate some of their employees, we had to come up with creative solutions to make sure that there was a cafe lunch option for employees. With the help of Chef Peterson (THANKS CHEF!!!), the Employee Housing, and HR teams jumped into action to create vouchers for trade, wrap cookies, sell meals, and even make sandwiches when needed! The Housing team ran a meal service right out of the office, providing a variety of sandwich options, fruit, chips, cookies, and more. Thank you EE team for keeping our employees fed and doing all your "other duties as assigned."

When the EDGE Cafe lost employees at the end of February, there was some concern on how the operation would be able to continue. It's such a value to those living in the building and to those that take advantage of the low cost meals over their lunch breaks. The Employee Experience team was asked to help initially with just bagging and selling lunches, but eventually jumped in to prep/assemble sandwiches, wrap cookies, prep bags, and sell the grab n go lunches from the Housing office. Chef Peterson set us up each morning and off we went with an assembly line to get it all done each morning. The EE Team really came together and helped one another with the entire process. We had up to 3 people every day prepping on a rotating schedule and there was zero complaining. It was a shining example of how great this team is and what it means to come together to tackle a common goal with a positive attitude that benefits not only the employees/volunteers of our resort but Copper as a whole.

NOMINATED BY: Lindsey Kuligowski & Mel Steele



March

Team Nomination 2024

Play Forever Resort Operations

TEAM OF THE MONTH!

Over my years at Copper Mountain and my time away from Copper, I have seen the Play Forever Team shift and grow. Since coming back and starting my supervisor role at Copper Mountain, I have seen tremendous growth in this team. Each member of the Play Forever team makes it part of their everyday life to engage other departments in sustainability through things like composting, recycling, and conversations. This was significantly elevated for Dew Tour, where the team endlessly sorted to divert so much waste from the landfill! Across so many spaces, from vendor village to on-mountain competition venues, spanning at night to the concerts, this team was upbeat and ready to get down in the dirt of sorting. In preparation for this significant event, the team tie-dyed jumpsuits, making us recognizable to everyone at the resort - including visitors and employees. This work can get frustrating, especially when you see someone not recycling or tossing something in the wrong bin, but this year was such a success. The flashy jumpsuits allowed us to be seen in a way that before people tossed things, they asked questions and engaged with our team. The suits were strategic and made for a fun weekend where we could dance at the concert and add biodegradable glitter to our faces to show those in the crowd that recycling is fun. I am proud to be a part of such a passionate team and community where we challenge one another to learn and grow. 🏔️

NOMINATED BY: Megan Wagaman



March

Team Nomination 2024

Downhill Duke's Food & Beverage TEAM OF THE MONTH!

I wanted to express my gratitude for all of your unwavering hard work, determination, and dedication to Downhill Duke's. Your relentless efforts have not only broken sales records, \$40k + for one day over Dew tour, but have also set new standards of excellence within our team. Your contributions and creativity to the restaurant have been invaluable! 698 Baja Blast Jello shots were sold! Duke's success is because of all your hard work! You all relentlessly encouraged each other to keep going despite long hours, short staffed, and what seemed like impossible sales goals at times. Your hard work is the benchmark of success for Downhill Duke's. Your commitment to success is truly inspiring and I am incredibly proud to be part of such an exception team. You are so deserving of the Team Playmaker! Thank you all!

NOMINATED BY: Kim Bonner



March

Team Nomination 2024

Slope Maintenance Mountain Operations

The slope maintenance team at Copper has done an outstanding job this entire season with snow surface, safeties, base area cleanliness, and support of other department needs. This has been a tireless season with zero early season snow turning into a really good winter. The groomers, trail crew, and snowmakers have gone out of their way to make sure the guest experience is the best it can be.

Thank you for keeping this mountain awesome!!!

NOMINATED BY: Mike Looney