

# UNDERSTANDING CREEKSIDE DAILIES & AC



**Lead Supervisor:** Eleanor Smith (SAT-WED)  
**Phone:** 6049061472

**Supervisor:** Laura Baney (WED-THU)  
**Phone:** 6049059704

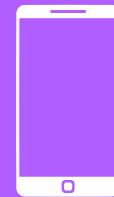
**Supervisor:** Chantel Whiteman (THU-FRI)  
**Phone:** 604-905-2149

Please only call the number of the supervisor on duty that day!



## STEP 1

If you are running late/sick, please  
contact the schedulers before 7:50AM  
**DO NOT CALL THE SUPERVISOR**



## STEP 2

- 7:50AM: Prepare for your day
- Uniform and equipment ready
  - Check the daily update
  - Finish your breakfast



## STEP 3

8:00AM: Morning Meeting begins  
(please no coffee or food)



## STEP 4

8:30AM: Check your assignment and  
get ready to welcome our students

# GREETER ROLES

## HOW WE LIKE TO GREET OUR GUESTS



**GREETER**

SMILE! You are their first impression of Snow School. Check for pass, safety voucher and lesson ticket. Adventure Camp or Dailies? If they don't have vouchers or pass send them to Guest Services (can check child in while parents go). Check that they are coming with equipment (if not send them to Can-Ski, located across the bridge on the left).



**FLAIK/BIB**

**FLAIK** (combined with greeting/bibbing on quiet days). Place a Flaik on each child's **left** leg, above the boot, below the knee - this makes flaiking a whole team in faster. Check boots are done up.

**BIB** ages 5 and 6 get a kinder vest. Make sure you choose the right sizes XS-L. Help kids put bibs on and/or give to parents to help if there is a line.



**ASSESS**

Assess skiing ability level. When was the last time you skied? Can you stop in a snowplough/wedge/pizza or french fries? Can you link turn on green runs? Can you ski blue runs in parallel? **\*This is a crucial part of the sign-in, take the time to understand the guest's ability to set them up for success\***



**WALKER**

Gather a few kids at a time and walk them to their Level Captain. It's a good time for kids to say goodbye to parents. On Mondays, check if kids are AC or Dailies and take to the appropriate Level Captain. Make sure that the Level Captains know that they are getting a new child and check if they need to be sent additional instructors. Come back to receive more children ASAP.



**LEVEL CAPT**

At level sign in, write 2 class cards, one per age group (junior 5 and 6 super 7-12). As soon as you fill a class card (6 kids) call for an instructor. Level 3 is our busiest level; all kids are assessed on the carpet before heading up the gondola to ensure they are mountain ready; you will usually have a Junior Captain and a Super Captain for level 3 unless it is very quiet.

hello

### DROP OFF

8:30-8:45AM

Upload when your class has fully arrived - 9:00AM HARD CUT OFF

THANK you!

### PICK UP

3:00-3:15PM

Please let the Supervisor know if you are delayed on the mountain

## *Before uploading:*

Check the group has their **PASS** and **FLAIK**.

All juniors are wearing a blue **Kinder Vest**.

**Lunch order** is placed in the **BLUE BOX**.

Lunch seatings will be allotted **45mins** max.

### **GUEST SERVICES**

If a student arrives without a PASS or SAFETY VOUCHER, please ask the parents to head to Guest Services to collect a new one while you wait for the rest of your group.

If parents have already left, remember to ask someone else to watch your group while you go to Guest Services.

### **SNOW SCHOOL LIFT LINE**

Use the 'Whistler Kids' lineup on the edge of the main maze. Put your lunch order in the BLUE BOX (don't forget to tally). The box is close to the front of the Whistler Kids lift line, but before the RFID GATES,

# TERRAIN INFO



**Be prepared** Creekside has very limited beginner terrain, ensure your groups are 100% ready and that you have enough time before attempting the easiest loop - if unsure either keep them on the carpet or ask for a second opinion



**Easiest Loop** for 2\* from top of Creekside gondola = down Expressway, (up Garbanzo or Village Gondola) down **Pony Trail** or **Whiskey Jack/Papoose/Bear Cub** back to the top of Creekside gondola



**Creekside mandatory download** after 2:30PM (Levels 1-4)



**Ski Out** (Lower Franz's -> Dave Murray DH) is for L5 and up ONLY, L4 will need Supervisor approval



If in doubt consult the Safety Manual/Call a Supervisor

## DAILIES

- Different kids each day
- instructors receive different levels each day

## ADVENTURE CAMP

- Monday - Wednesday program
- The same kids for all three days
- The same instructors on a group for Mon-Wed

**All the students have been signed out and the FLAIKS (and bibs) have been collected... now what?**

- *Please return FLAIKS to a charging tray (stack from the back)*
- *Full trays can be returned to docking station*
- *Please hang up any WET Kinder Vests*
- *Borrowed spare layers? Please put in the laundry*
- *AC? Fill in a new class card for the next day*



Finally... hand in your class card to the Supervisor and debrief your day.