

DO WHAT YOU CAN, WITH WHAT YOU HAVE, WHERE YOU ARE.

[ROOSEVELT]

Guest	Make eye contact, smile and try to anticipate our guests needs before they ask us.
Service	Try to answer our guests' questions and guide them to where they can be helped if we do not know.

Greet	Previous Experience
<ul style="list-style-type: none"> <input type="checkbox"/> How are you today? <input type="checkbox"/> My name is....., can I help you at all? <input type="checkbox"/> What is your name? <input type="checkbox"/> Where are you visiting from? <input type="checkbox"/> Is it your first time here? <input type="checkbox"/> What do you have planned while you are here? 	<ul style="list-style-type: none"> <input type="checkbox"/> Have you been skiing / riding this year? <input type="checkbox"/> When did you last go? <input type="checkbox"/> Previous experience at WB? <input type="checkbox"/> Where have you been before? <input type="checkbox"/> Have you taken lessons before? <input type="checkbox"/> How was your previous experience?
Goals	Considerations
<ul style="list-style-type: none"> <input type="checkbox"/> What is your students' goal for the lesson? <input type="checkbox"/> What is the parent or partner's goal for student? <input type="checkbox"/> What sort of runs do you like to do? <input type="checkbox"/> Are you looking for more instruction or guiding today? <input type="checkbox"/> What has helped you previously? <input type="checkbox"/> What have you found challenging? 	<ul style="list-style-type: none"> <input type="checkbox"/> How are you feeling today? <input type="checkbox"/> Ask the parents how their children are feeling too. <input type="checkbox"/> Do you have any friends, siblings or partners you would like to be with? <input type="checkbox"/> Anything I need to know? (allergies) <input type="checkbox"/> Do you have any injuries or pain I should be aware of? <input type="checkbox"/> Have the students had breakfast?

**Any additional
information
needed?**

Make sure students, parents and family members know the plan for the day.

- Where we plan to be today
- Do you know what time the lesson ends?
- Do you know where to pick up students?