

MammothSM

Ski and Snowboard School

**NEW SKI
INSTRUCTOR'S
START UP GUIDE
2011/2012**

Welcome to the magical world of ski school. Get ready to don your poodle uniform and make animal cookies and pretzels a major part of your diet. We hope that this guide helps you get off to a strong start in your new position as a Ski Instructor. We wish you a successful and rewarding teaching experience here at Mammoth!

*- The Trainers and Management of the Mammoth Mountain Ski School
Edited by Victoria Ortiz*

Our Mission Statement is:

We are great Instructors creating lifelong skiers and riders through Safety, Fun and Learning.

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Expectations

- **Safety, Fun and Learning**, in that order.
- **R-E-S-P-E-C-T**: Towards guests, and all mountain employees
- **Look Sharp**: Follow appearance guidelines; ie: no beards (ladies too), no visible piercings (men too), uniform zipped and clean, etc.
- **Always use appropriate and courteous language** - Additionally the school will not tolerate the use of sarcasm within the lesson.
- **Pursue and Complete PSIA or AASI Level 1 Certification** - This certification validates your abilities as an Instructor through the Beginning Zone of students. Successful completion of certification levels will enhance your pay rate and offers many other professional benefits.

Introduction to the Lodges

Each lodge has their pros and cons, so here are some things to know about each of them:

Lodge	Size	Pros	Cons
Canyon	Biggest/ Newest	<ul style="list-style-type: none"> • Convenient access from village • A poma chair for beginners • Lots of people to help you and learn from • Warmest/caldest weather 	<ul style="list-style-type: none"> • The death march to Chair 17 will kill your kids (make a detour at the igloo) • You're 1 of a million instructors
Main	Medium	<ul style="list-style-type: none"> • Mammoth Kids with daycare for misbehaved/little kids • Discovery chair with great teaching terrain • Best hot chocolate • More likely to have a Chair riding class 	<ul style="list-style-type: none"> • The commute, waiting for the red line in a blizzard • Locker rooms in different building from Mammoth Kids • Big ability jump from Discovery chair to Gondola 1 • Worse weather
Eagle	Smallest	<ul style="list-style-type: none"> • Tight knit community • TV in snack area 	<ul style="list-style-type: none"> • Need to allow 1-1.5hrs for first run off chair 15 • Horrible poma

		<ul style="list-style-type: none"> • Lots of learning terrain off chair 15 • Less crowded 	<ul style="list-style-type: none"> • Inconvenient tree next to the magic carpet • Lunch tables are with the kids (no relief)
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Tools Instructors Should Keep in their Pockets:

- Pens and Pencils: ballpoints and sharpies
- Extra hang tags and zipties
- “Edgie Wedgie(s)”
- Chapstick, lift pass, wallet, your business cards
- Tissue paper for runny noses.
- Cold Days: Wax, to put on the bottom of skis that stick
- Hot Days: Sunscreen
- Teaching Aids: these are things to make that crying child smile. A small toy, finger puppet, hacky sack...ideas are endless.

Use your nametag to get ice off the bottom of kids’ boots so they can snap into their bindings

Check In Questions:

How old is your child?

1. Has your child skied before?

No.....**First time class (bunnies)**

Yes.....Next Question

2. Does your child know how to stop? Show me...

No.....**2nd time class (raccoons)**

Yes.....Next Question

3. Has your child ridden the poma/chair and skied down independently?

No.....**3rd time class (chickadees)**

Yes.....skiing classes (bears, coyotes, deer, etc.)

Bibs, Hang Tags, Class Lists:

Bibs: Every child 7 and under will wear a bib.

- Child Care, 7 years and under - Green
- 3-4 Year olds - Orange
- 5-7 Year olds - Blue
- 8-13 Year olds - Hang Tag Only

Hang Tags are discipline specific and must be filled out as soon as you meet the child

Red writing - Skiing

Blue writing - Snowboarding

Yellow tag - 3-4 year olds

White tag - 5-13 year olds

Name: Jane Smith 1 st Instructor: Hillary P. 2 nd Instructor: 3 rd Instructor: Contact Number: (310) 123-4567 Allergies: Peanuts
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- First and Last name of the child
- Contact number for parent
- Food allergies noted (ie; nuts, dairy, gluten)

Class Lists: Instructor fills out Names (Legibly), age, helmet, clothing color
FOR EVERY STUDENT

- Turn in White copy (top sheet) to Supervisor after class is set
 - Turn in Orange copy (middle sheet) to Coordinator at lunch
 - Turn in thick White copy (last sheet) to Supervisor after kids are picked up
 - Make sure to fill out WHO picked up each kid (Mom, Dad, bro, etc.)
- ***Fill out sign out sheet on back before turning in class list***

General Procedures

Times you should know:

Morning line up ON THE SNOW IN UNIFORM - 8:25am

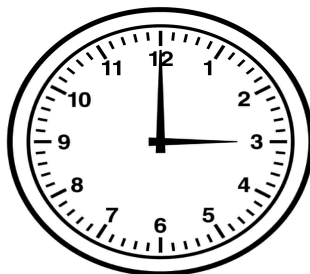
5 - 7 year old classes - 9:00 till 3:00

8 to 13 year old classes - 9:00 till 3:00

3 & 4 year old classes - 9:00 till 12:00

Afternoon line up " " - 12:40pm

PM beginner classes Adults, Adventurers and Explorers - 12:45 till 3:15pm



Kid Classes:

Pre-Class:

- Entertain your class with questions, games, stories, making a fool of yourself
- Wait until a supervisor tells you to start class or you reach the designated # of kids
- Write down kids' info. on class lists and your name on their hang tags

When you walk inside for snack/bathroom/lunch:

1. Find a basket and direct your kids to circle the basket
2. Take off your helmet, put your gloves and goggles in the helmet and then place it in your basket
 1. Tell kids to do the same
3. Help kids take off the rest of their gear, put their bibs back on, and lay your jacket on top with nametag showing
4. Walk into mini-world OR go to the bathroom

Bathroom: If one kid needs to go - NOW is bathroom time, if no one does then go after snack

- Walk to bathroom and take off their bibs
- Wait outside, or if you need to go too tell them to wait outside the bathroom
 - This miscommunication or lack of communication instigates most 1083s
- When they return put their vest back on and ask if they washed their hands
 - Trick question to make sure they washed their hands: What color was the soap?
- Keep everyone together walking back

During Snack:

- Seat your kids at a table
- Get drink order
- Apple juice, OJ, Fruit punch, (pink) lemonade, hot chocolate
- Only fill drinks ½ way, unless you want to wear it
- Get drinks and food and extra napkins (at least 1 kid will spill)
- Throw away used cups and make sure toys are put away
- Go back to gear basket and re-gear



Master Germ
Spreader
Extraordinaire

When you Re-Gear:

- Tell them jackets first, then helmet, then gloves
- Triple check you have all your kids and their gear on before going outside

Lunch: Go inside at 11:50 for 5-7 yr olds, 11:20 for 8-13 yr olds, allows bathroom time

1. Follow steps 1-3 of "When you walk inside"
2. Take kids to the bathroom

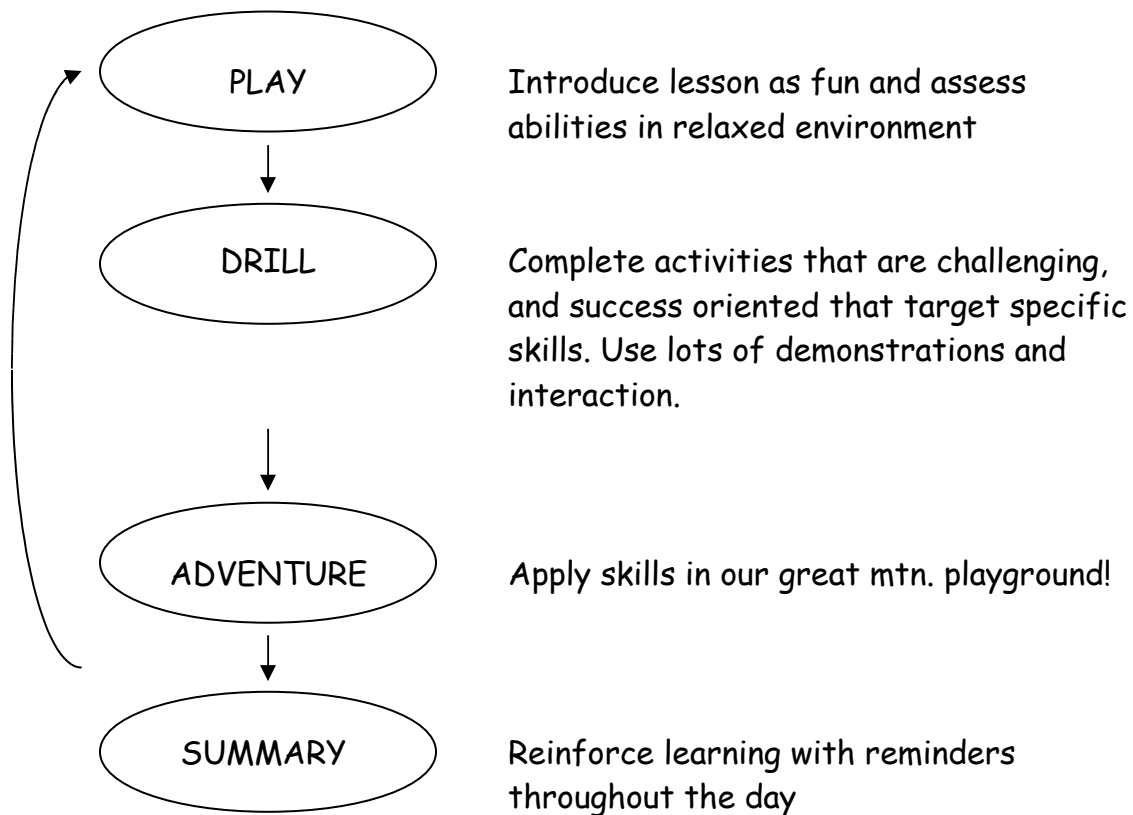
3. Give class list to the coordinator and follow their directions
4. Come back in 30 minutes whether you want to or not

Parent Pick-Up:

- Have kids organized and sitting with skis off
- Fill out tags (if you haven't already)
- As parents arrive (kids will tell you) tell them to come inside the fence, don't have the kids go to the parents
- Write who picked up kid on class list and turn completed list into supervisor

Teaching Cycle for Kids

This is the general format that you should build each and every teaching progression around. This is an on-going process that will occur multiple times throughout the lesson.



Welcome students, especially later arriving guests. Introduce yourself, learn their names, introduce to class in a very inviting manner.

Find out their goals or why they are in the class. Having fun is an expectation, how gear works, from gloves, helmets to their skis and boards. Set realistic and mutual goals for your class!

Age/Ability Breakdown

*Sort by age, we have all ability levels within each age group

**Lodge dependent, ie: a Bear at Main is different than Bear at Canyon

Little Pioneers: 3-4 yrs old (minis), orange bibs

Timeframe:

9am-12pm – Class, usually with 1 or 2 breaks (10:15ish)

Sample First Time Progression: adapt according to ability level

1. Inside play Coloring
 Play with boots on

 Toys
 Stories
2. Adventure to the outside
3. Outside play Ride the magic carpet
 Roll down the hill
 Animals in the snow
 Snowman/snow castle building
4. One ski
5. Two ski on the flats
6. Straight runs
7. (Only for Athletic mini's) - Introduce the Gliding Wedge shape – Not breaking wedge.



Tips:

- Purpose of class: Have fun with them and make them like the snow
- If parents have ridiculous expectations remind them of the purpose of the class and that their child has an attention span the size of a snowflake
- Curse of the minis: most of the lesson will be spent putting gloves on and off
- Edgie Wedgies are your friend
- Get kids away from their parents as quickly as possible
- They burn out quickly: be prepared
- Have toys, coloring books, stuffed animals out on your tables before 9am



Parents
will be
watching
YOU

Adventurers: 5-7 year olds, blue bibs

Timeframe:

9-12 – Class, usually with 1 break

12-12:30 – Lunch

12:30-3pm – Class, usually 1 break

Afternoon lessons:

12:45-3:15pm, usually with 1 break

~Magic Carpet Riders~ Learning to stop in Pizza~Chairlift Riders~ Can stop in pizza

Bunny	Raccoon	*Chickadee	*Bear	Coyote	Deer
1 st Timer	Bunny who didn't get it the first time and still learning pizza shape	Gliding Wedge, can almost stop with pizza	Can stop in pizza, ready to move beyond the magic carpet	Can turn, still uses pizza but getting to parallel turns	Parallel turns

*At Main Lodge, a Bear is working on turns and Chicks is working on gliding wedge

Sample Bunnies Progression:

Morning Session

1. Boot play (5-10mins): Duck duck goose, Red light Green light, Simon Says, Ride the magic carpet, Roll down the hill
2. Introduce equipment (5 mins)
3. One Ski (10 mins each ski): Sliding/scooting, Side stepping, ski on uphill and downhill side, Walking in circles, Sliding ski into wedge
4. Two skis flatland mobility (10 mins): Same games as One Ski
5. Straight runs (Work on straight runs till lunch): superman, standing tall then small, head shoulders knees and toes, "limbo," squish the grape in front of boot, jumping, obstacle course

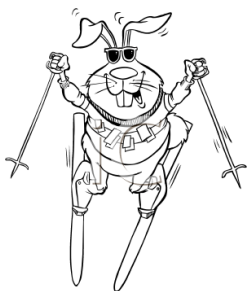


Afternoon Session

6. Quick review of morning session.
7. Introduce wedge shape WITHOUT SKIS (10mins): make shape with feet, red light (make wedge shape with feet) green light, show them what it looks like with your skis (pizza, "V," mountain peak)
8. Introduce gliding wedge (rest of day)
9. Wedge change ups - different size wedge as they ski; big-small-big etc

Tips:

- This is a long day for a 5 year old, start slowly by walking up magic carpet and playing boot games
 - Play games constantly and try to promote fun & team spirit
 - Don't let them disperse, keep them together so you don't lose them
 - Don't make promises you can't keep. They'll remember.
 - i.e.: Don't promise a gondola ride if you can't deliver
 - Give lots of high fives and positive reinforcement
 - Tell them what they're working towards
 - i.e.: we'll go to the Poma when you can stop by yourself



Explorers: 8-13 year olds

*No bibs only hang tags (you can't trick them as easily and tell them it's a racing bib)

Timeframe:

9-11:30 – Class, maybe a break?

11:30-12 – Lunch

12-3 – Class, maybe a break?

Afternoon Class:

12:45 – 3:15, maybe a break?

First Timer (FT)	Orange	*Red	Yellow/Green/Blue
Duh!, or if they only skied once in the last few years	2 nd /3 rd day skiing, or learning pizza to turning	Learning to turn to parallel turns	Baller kids, go explore the mountain and try not to kill them

*At Main Lodge Reds are strong wedge turners

If you get these levels be grateful because you must be an awesome rookie!

Tips:

- If on older side: treat these kids like adults and they'll respect you
- If age variability: have the older ones help younger ones
- Promote team spirit
- Explain why you're doing something
- Ask what they want to do, and do it if you can



Adults

Timeframe:

9:30-11:30 – Class

11:30-1pm – Lunch

1-3pm – Class

First Time	Novice	Intermediate	Advanced
Guess....	Skied a few times; learning to control speed with turn shape	Headed towards parallel turns	They're probably better than you and will make you question your ability. Ski behind them... j/k

Tips:

- Ask what they want to do, and do it
- ****Take away their poles if FT or Novice****
- Tell Jokes, be a little silly, tell them funny stories about teaching kids
- They can leave whenever they want, you aren't responsible for them
- No 1083's!
- Tell them why they're doing something (technical component)
- Remind them they're there to have fun if they're visibly frustrated



Riding a Chairlift

The following are **Children's Lift Riding Guidelines**, but they apply to adults as well.

1. **SHOW** children how to load chair while watching others from outside the lift line.
2. Tell kids what to do while on the chair: "SIT BACK, SIT STILL, HOLD ON, LOOK AHEAD."
3. Tell kids how and when to unload from the chair (at full speed).
4. Organize kids into pairs and have them take straps off wrists **BEFORE** entering ski school line.
5. **TWO** children per chair, seated on **OUTSIDE ONLY** so the child can hold on to outside pole/armrest. >2 kids allowed at instructor's discretion
6. Use your best judgment when having another adult ride with children.
7. Tell lift attendant what you need them to do to help your class to load the chair properly, (i.e. slow down chair, needs help loading chair, etc.)
8. Praise children when they do it right.
9. Use of restraining bars is per instructor's judgment. Do not use the bar if it compromises the child's safety.
10. Children's classes riding the gondola need to have an adult in each car. Hosts, patrollers, off duty employees, and adult guests are acceptable.
11. When possible, the Instructor will ride on the first chair during the groups first time up the chair lift, until the majority of the class is comfortable unloading the lift. During subsequent rides up the lift the Instructor will then ride on the final chair of the group. These are guidelines, (as with any aspect in teaching children, safety is paramount - use your best judgment).

Class Management

Keeping Your Class Together:

Your class will have a brain of its own. You need to be able to stay one step ahead of the group at all times.



1. **Know your kids:** their names and what they look like. They look a lot different outside all geared up than they do inside.
 - Note student's distinguishing features (i.e. helmet/jacket/pant colors) on your class list.
 - Make sure your name is clearly written on hang tag straight away.
2. **Make sure the kids know you.** You, too, look very different with gear on than off. Greet them, at their level, with goggles or glasses off, and tell them your name. They will need to practice your name over and over again, so **say it a lot**.
 - Creating a team name or distinguishing feature (e.g. Balloon attached to helmet) will help students identify with group.
3. As mentioned before, **set boundaries, and establish rules** right off the bat. If kids know where they are supposed to be, they are less likely to wander off.
 - Clearly explain meeting points to students (e.g. Stand by snake at top of magic carpet).
 - Be consistent and minimize meeting points to avoid confusion.
4. Students most often are separated from their group when moving between locations (e.g. heading in for lunch). Ideas for keeping your group together:
 - Continually count your students.
 - Holding hands when walking.
 - Team object (ie: snake or rope) they all hold onto while walking
 - Always tell the class where you are going and make sure they know where that is.
 - Explain what to do if they get separated from the group.



Talking to and Dealing with Parents:



1. **AT CHECK-IN:** Greet both parents and students. Parents need to feel assured that their child is safely with an Instructor before they feel comfortable leaving. Parents may need to share any **special needs** the students have or special arrangements for pick up with the Instructor. While parents are there makes sure child is outfitted for the day with appropriate clothing/eyewear/helmet and ticket.
2. **DURING THE LESSON.** On occasion, a parent will want to address you during the lesson. Your class is the number one priority at this time. For issues that cannot be immediately and quickly addressed, refer parent to supervisor/manager.
3. **AT CONCLUSION OF LESSON.** Have students out of equipment and all sitting together before addressing any parents. Maintain supervision of all students until they are picked up. Do not be distracted by one parent who wants all of your attention.

What to Address:

- What we did today.
- What the student mastered - be positive.
- What the student is working towards.
- Invite them back - where they need to be next lesson.

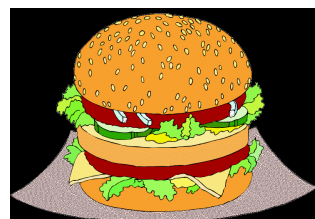
What Not to Say!

- "That was great! It was my first lesson teaching!"
- "It was hard to learn anything today because the class was so big."
- "Go see the supervisor, he will give you a refund/free lesson."
- "Your child was too good for this class."
- "We couldn't go to _____ because one of the kids wasn't ready."
- "I don't know."
- "We had to put him down a group."

Common Questions and Suggested Answers

Q: "How'd they do?"

A: Give them a Shit Sandwich; Say something the kid did well, something to work on, and something the kid did well outside of skiing



- i.e.: has good balance, needs to improve listening skills, but worked well with the other kids in the class

- This method works well in life too 😊

Q: “What class should my child be in?”

A: 1. How old is your child? 2. Ability assessment (ask the kid, not the parents)

- Then direct them, or better yet, show them where to go

Q: What time do I pick them up? Where?

A: Tell them 10 minutes prior to actual pick up time so that the parents show up on time

- 11:50am for 3-4 yr olds
- 2:50pm for 5-12 year olds
- 3:10pm for afternoon lessons

Pick them up where you dropped them off



Q: Can both of my kids be in the same class and/or with his friend?

A: We assign classes by ability level so they can be most challenged. If they stay together they might not improve as much as they could individually

Q: What level will he or she be in next time?

A: Tell them and show them on filled out hang tag

Q: Lunch/snacks?

A: We provide snacks for all kids, lunch for 5-13 year old all day lessons

Q: Will they have the same instructor tomorrow?

A: The only way to guarantee that they have the same instructor is to request a private lesson with that instructor, but we try to put them with the same instructor if parents request it and the instructor is teaching their level.

How to Increase your Odds of Getting a Tip:

Sometimes parents give tips to thank you for giving them some precious “child free time.” Here are some tips for getting some tips.

- Don't ask for one
 - Ask the parents' names and introduce yourself, shake hands, keep eye contact
 - Be organized when the parents show up
 - Fill out their hang tag with the parents so they can see how much progress the child made
 - Shit sandwiches: see explanation in “Dealing with Parents” section
- If the parent is shuffling in his pockets, keep talking until he takes some \$ out
- Linger, or offer to help the last parents take the skis inside
- Make business cards for yourself to hand out to parents so they can request you next time



*Disclaimer: Lessons are expensive, especially if they have >1 kid or are doing a private. Don't expect tips and always express gratitude if you get one. A lot of parents don't know that it's ok to tip or can't afford to tip. The biggest tip is always that they take back their kids.

Problem Solving

Crying and Hysterical Children:

- An upset child can potentially ruin your entire class environment
- Distract and engage them with alternate/fun activities
- A hysterical child should be removed from the lesson environment immediately



- First try and find a supervisor or coordinator to take the child
- They will use calming methods to help relieve the child's anxiety, call their parent or if enrolled in the Child Care program they may be taken to child care

Allergies and Dietary Requirements:

- Record them on child's hang tag at check-in, on your class list
- Inform a supervisor, especially if a child has an Epi Pen
- Inform lunch coordinator so that appropriate meal can be given

Missing Child (10:83):

- If a child missing from your group, inform a supervisor ASAP.
 - include student's name, description (clothing and equipment), approximate age, gender, and last known location
- Refer to this situation as a **10:83** in order to prevent panic from nearby parents.
- Your immediate priority is the care of your group - supervisory staff will take care of locating the child.
- You will think you have a 1083 at least once. Don't panic until you've really looked everywhere for at least 5 minutes. Then notify a coordinator and a supervisor. Hopefully the kid was just trying to give you a heart attack because kids are cute that way.

**It is vitally important to report this as soon as it happens!
The sooner we know, the easier it is to locate the child.**