

2023-2024 Instructor Goals and Behavioral Anchors

Goal	Meets Some	Meets Most	Achieves	Exceeds	Greatly Exceeds
Professional Performance Instructor embodies professionalism in Snowsports instruction by following the expectations set forth in the Resource & Guidelines Manual, contributing to a positive, productive work environment, and taking responsibility for all functions of the job. <i>Score is marked down one if lack of PSIA/AASI (or international equivalent) currency is negatively impacting the quality of lessons)</i> <i>Score is marked down one if Required Paid Training is incomplete</i>	Rarely meets the professional expectations set forth in the R&G. Vocally unsupportive of our company values & strategies. Has a negative impact on the team's morale One or more Disciplinary forms Three or more documented coaching conversations	Inconsistent in abiding by professional expectations set forth in R&G. Inconsistently demonstrates our company values. Two documented coaching conversations	Instructor embodies professionalism in Snowsports instruction by following the expectations set forth in the Resource & Guidelines Manual, contributing to a positive, productive work environment, and taking responsibility for all functions of the job	As described in Achieves and including... Seeks opportunities to promote the company to others Consistently delivers exceptional lesson experiences Takes actions to improve the overall quality of their program	As described in Exceeds and including... Has a positive impact on the team's morale. Takes actions to improve the overall quality of the school
Safety The instructor consistently demonstrates safe class handling and on-slope awareness. <i>Based on SBP and overall SSS Work Comp Metrics goals for individual resort</i> <i>Measurements:</i> <i>Instructor Decision making resulting in guest Incidents w/in lessons</i> <i>Observations from SBP</i>	Requires intervention from supervisor or trainer to improve class handling or safety concerns.	Needs reminders on safe class handling and/or on-slope awareness.	The instructor consistently demonstrates safe class handling and on-slope awareness.	Sets the example for safety and class handling and calls attention to safety deficiencies.	Leads safety initiatives within the school to increase awareness and reduce incidents.

Guest Service The instructor demonstrates outstanding customer service by making a conscious effort to meet and greet all resort guests, effectively manage various types of lessons and acts as a role model for clients and coworkers alike <i>Based on GX goals for individual resort</i>		Consistent corrective communication based on guest feedback or supervisor observations. Makes no changes to lesson planning or communication style"	Some corrective communication is needed based on guest feedback or supervisor observation. Makes limited adjustments to lesson planning or communication style	The instructor demonstrates outstanding customer service by making a conscious effort to meet and greet all resort guests, effectively manage various types of lessons and acts as a role model for clients and coworkers alike	As described in Achieves and including... Consistently observed and recognized by peers or supervisors for delivering excellent service. Positive guest comments regarding experience with instructor.	As described in Achieves and including... Repeatedly recognized through GX comments guest emails or supervisor observations for exceptional service. Is a role model for Guest Service amongst peers and volunteers for roles that promote positive guest interactions.
Versatility Willingness to work in products or programs outside of your primary area, and in departments outside of Ski and Snowboard School as business needs shift		Unwilling to work in products or programs outside of your primary area, and in departments outside of Ski and Snowboard School as business needs shift	Sometimes willing to work in products or programs outside of your primary area, and in departments outside of Ski and Snowboard School as business needs shift	Willingness to work in products or programs outside of your primary area, and in departments outside of Ski and Snowboard School as business needs shift	Volunteering to work in products or programs outside of your primary area, and in departments outside of Ski and Snowboard School as business needs shift	Actively encourages others to work in products or programs outside of your primary area, and in departments outside of Ski and Snowboard School as business needs shift
Work Commitment Work proactively with your supervisors to support your school's business. Willing to adjust commitment as business needs shift <i>Score is marked down one if schedule is not communicated w/in one week of start date</i> <i>1 day = 6 hours of availability</i>	FT	Unwilling to adjust commitment as business needs shift	Sometimes willing to adjust commitment as business needs shift	Willing to adjust commitment as business needs shift Average of 5 Days/Week or 32 Hours/Week	Proactively adjusts schedule as business needs shift	Enrolls others in adjusting schedules as business needs shift
	PT	<12 days	12-14 days	15-20 days	21-30 days	31+ days
	PTP	<20 days	20-29 days	30-45 days	46-60 days	60+ days
	PTH	<4 days	4 – 6 days	7 – 10 days	11 – 15 days	15+ days

V/BC Guest Service

- The instructor demonstrates outstanding customer service by making a conscious effort to meet and greet all resort guests, effectively manage various types of lessons and acts as a role model for clients and coworkers alike.

- Guest Service scoring.

V/BC Professional Performance

- The Instructor embodies professionalism in Snowsports instruction by following the expectations set forth in the Resource & Guidelines Manual, contributing to a positive and productive work environment and taking responsibility for all functions of the job.
- Management observation that expectations in the Resource & Guidelines Manual Policies and Procedures were demonstrated effectively. Currency with PSIA/AASI (or appropriate professional organization) and completion of paid training.

V/BC Work Commitment

- The instructor works proactively with their management team to support the school's business needs. The instructor is willing to adjust commitments as the business needs shift.
- Meet the days and hours requirements for your school, work proactively with your management team to support your school's business needs, meet benefit hour requirements to maintain status and work with your scheduling supervisor to ensure timely and proper scheduling.

V/BC Safety

- The instructor consistently demonstrates safe class handling and on-slope awareness.
- Instructor decision making resulting in guest incidents within lessons and observations from Safety Business Plan.

IDP

- The Individual Development Plan (IDP) is an unrated portion of the performance review. You should create an IDP that focuses on specific areas that you would like to learn or develop.
- Management team and employee discussions.

V/BC Versatility

- The instructor is willing to work in products or programs outside of their primary area, and in departments outside of the Ski and Snowboard School as business needs shift.
- Daily observations from management team.