

Private Lessons Whistler Blackcomb 24-25

Your basic guide to working in Privates. For additional questions and information on how pay works, please read the “Privates 201” and “Privates 301 (pay)”.

Privates Supervisors

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To reach supervisor on duty: (please add these number into your phone)

Privates **Whistler** phone: 604-966-8026

Privates **Blackcomb** phone: 604-966-8098

Check your schedule online: Your schedule changes quickly in privates, check often <https://instructor.snow.com> Username: your **ACTIVE** pass number (usually 10 or 11 digits)
Password: **\$noW2425** (Note the W is capitalized.)

Lesson Types and Timing

Full Day Lessons: **9am – 3pm**

Morning Lessons: **8:45am – 11:45am** – can be upgraded to full day lesson. See “3. Private Lesson Details” for instructions.

Afternoon Lessons are **12:30pm – 3:30pm**

*Half-day lessons will not be available during our holiday season dates. Please see our attached lesson calendar for dates.

** *Call the privates phone if you are going to be late!*

1. Your Schedule

If your schedule says “**Scheduled for Whistler (or Blackcomb) Ski or Snowboard**”, this means you are scheduled for Privates and are available to be booked. Please keep checking your schedule for updates and come to the morning meeting either on Whistler or Blackcomb (depending on where you are scheduled).

If you have a lesson on your schedule, please open the details on the right to see more info. Please remember your **client's name**, double check **meeting location Whistler (W) or Blackcomb (B)**, and note ability level, ages etc.

If you notice an error regarding lesson information on your schedule, please contact Privates Schedulers e.g. you are a skier assigned to a snowboard lesson. **Scheduler Phone # 604 905 2235 or text only # 604 902 9500*

The "Assignment" column of your schedule describes the history the guest(s) has with the instructor.

Assignment – single day lesson with guest(s) who have not had a lesson with you before.

Continuing Assignment – multiday lesson with guest(s) who has not had a lesson with you before.

Private Request – single or multi day lesson with guest(s) who you've taught previously and who have returned and are requesting you as an instructor.

Upgrade – Morning Lesson that you and your guest agree to extend to a full day lesson.

**If you notice your lesson should be labelled as "Private Request" but is labelled otherwise, please contact Privates Scheduling. They will confirm your history with your guest(s) and make the change.*

2. Private Instructor Meetings

MANDATORY Morning Meeting is at 8:30am, Afternoon Meeting is at 12:25pm @ the huts either on Whistler or Blackcomb **depending on your schedule**. If you are scheduled for Privates (even in the afternoon) be ready to go in the morning before guests show up.

Please remain in the privates' pros waiting location area until you have met your client or met with the supervisor for further instructions. Please arrive ready to work and greet your guests as soon as they arrive. Have equipment, flaks, kids' vests, etc. ready and be in your designated area/close by.

3. Private Lesson Details

- **Guest Level** - We often don't know the level of the guests – have a conversation to determine level and take them to the appropriate terrain. Ask what their goals are, when they skied last, at which resort, for how long, what terrain they feel most comfortable on, if they prefer wedge or parallel skiing or heel side/toe side riding. Unless all answers to your questions give you confidence that they can go up, always go for a warm up run at the Olympic Station or on Magic chair. This could save you from getting into trouble. Their private lesson should be catered to their needs and goals, while you keep them safe and engaged.

- **Level Splits** - If you have a split in your lesson, e.g. family lesson where kids and parents have different ability levels, explain that the lesson focus will be primarily aimed at the lower-level guests in terrain that is appropriate for them. Level differences need to be taken into account and discussed in order to align guest expectations. If appropriate, you might suggest guests book a second instructor or a kid/adult group lesson if this will better suit their needs.
- **Continuing Assignment Meeting Location**
After the first day of a Continuing Assignment, you may arrange alternate meeting locations with them for the rest of the booking. However, we expect you to come to the morning meeting and check in with your supervisor.
- **Upgrading a Morning Lesson to a Full Day Lesson**
To upgrade, call **Pro Concierge (604 935 9154)** and provide them with your guest's name and lesson information. Upgrades increase your work hours and add 3 request hours to your profile. Upgrades might not be approved during busy periods when instructor numbers are limited, or if you are already booked on an Afternoon Lesson and a replacement instructor is not available.

**See Whistler Blackcomb Snow School Compensation Plan – 2023/24 for details on Private Request Hours, Privates Incentive Rate, and Privates Instructor Rank.*

Adult Private Lesson Details

- **Lunch** – Lunch is not included in the lesson price. No bookings required at the Quick Serve Restaurants. No cash at any WB restaurants or shops.

Bookings for lunch are completed on the Tock App for Christine's and Steeps.

Please check the TOCK App for release dates on reservations.

- **Waiver / Safety Voucher.** All **adults 19 and over** need to have signed a lesson waiver. If they have a Pass Product (epic pass, edge card), this is included in the Pass Waiver. If lesson notes say **NO ROL** it means **the guest(s) needs to sign the snow school waiver**. There are some at the hut that a supervisor can present to your guests (it should be presented with specific wording).

Kids Private Lesson Details (19 and under)

- **Helmet** – If the child doesn't have one, please go to a WB rentals location to get one free of charge.
- **Pick up** – Make sure to set a clear pick-up **location and time** with parents.

- **Flaik**— GPS system that you and guests under 19 years old wear. Collect these @ 8.30am at the Privates Tent. Flaiks need to be scanned in before leaving the hut. Please seek help if you are unsure how to use the Flaik scanner. **Return Flaiks to the base hut by 4pm.**
- **Safety** – When greeting guests, ask parents about any food or drug allergies, medical conditions or special considerations. Get a contact number so that you can communicate with the parents. Kids dispatch line 604-905- 2234 will have emergency contact details if needed.
**Always double check that the phone number provided by parents is one where they are going to be reachable.*
- **Lunch** - Check with parents if they want to meet for lunch and if the kids have any dietary preferences. No cash at Quick Serve Restaurants*. Parents can add a credit card to their kid’s lift pass or purchase a gift card for use at resort-operated food and beverage locations. If the instructor is comfortable paying for lunch, parents can reimburse them through cash or e-transfer.
- **Vests** - Tots and Kids 6 and under need to wear a lesson bib.

5. Injuries

Always report any injury or suspected injury to your supervisor before you leave for the day – no matter how minor. You will be paid for the time required to receive first aid assessment so please wait if there is a line. **All injuries should be checked at the First Aid Room @ Blackcomb Admin building** (Tuesday to Friday 7:30am to 5:30pm 604-938-7302) or by calling patrol 604-935-5555 if the First Aid Room is closed. After seeing patrol/first aid please follow up with your supervisor.

** If you were working on a different POD that day, make sure to contact the supervisor on duty of that POD.*

6. Useful Contact Information: Save this in your phone!

	Emergencies
Privates Schedulers Tel: 604 905 2235 Privates <u>text only</u> : 604 902 9500 Email: wbpvtschedulers@vailresorts.com	Patrol: 604-935-5555
	Kids Dispatch: 604-905-2234
Concierge	
Pro Concierge Day-of lesson changes, Upgrades, Next day bookings Tel: 604 935 9154 (Staff only – do not share with <u>Guests!</u>)	Guest Concierge (email only): *If guests want to book through concierge they can only do so through email wbyconcierge@vailresorts.com

Email: wbmyconcierge@vailresorts.com	
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7. Pay

See Privates 301 document for more pay-related questions!

Teach Pay = Teach rate
Incentive Pay = Teach rate AND incentive rate

Morning Lesson



Full Day Lesson



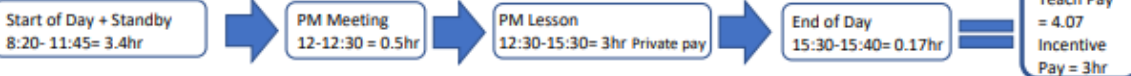
Morning Lesson + Afternoon Lesson



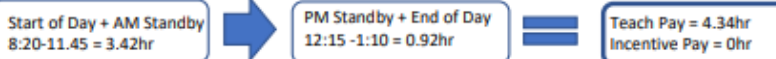
Morning Lesson + Afternoon Spare



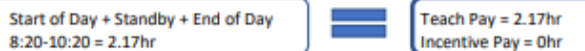
Morning Spare + Afternoon Lesson



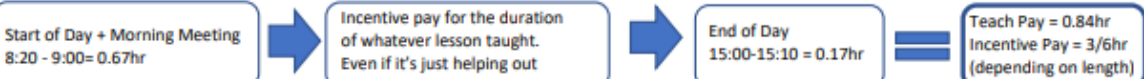
Full Day Spare



Lesson Cancelled & Pro Goes home



Lesson Cancelled & Pro Stays to Work



Backpocket

