

Broomfield EpicService Awards



Name	Department	Nominated By	Description
Amanda Sarti	HR	Jeremy Edmonds	Amanda is being recognized by Jeremy, her direct report, for being an influential leader. Amanda has inspired Jeremy throughout her actions to push her team to be more self-aware and step out of their comfort zone. She holds the team accountable to deliver the best results, which encourages high performance. Jeremy has learned through the transparency Amanda has provided of her own leadership journey. She embraces the development of others by giving support and guidance, and always looks out for the success other employees.
Andrew Landsberg	IT	Bryan Zamastil	On Halloween, there were thousands of ski passes that were set to print and mail, when an error stopped the process. Andrew prioritized this unexpected error by creating a fix to allow the printing to continue. Even with a very busy workload, Andrew always goes above and beyond to help ensure processes are moving forward.
Ari McEwan	Recruiting	Troy Negley	Each year, Talent Acquisition grows more complex with additions of new resorts. It has become very critical to have accurate information from the respective resorts to guide our decisions. Ari has quickly become the go-to person for all recruiting needs through SuccessFactors. Whether it is building a new report to assist efforts to hire more teens, or revisiting several hundred thousand rows of excel data to determine year-over-year applicant volume trends, she is the person the entire department relies on to obtain accurate and timely information.
David Schneider	Marketing	Casey Davis Michael Suleiman	David was nominated twice for this celebration. His work with the Season Pass emails has integral to this initiative. During peak times, David is the first one in and last one to leave. He always steps in and does more than his fair share without hesitation. David is a pleasure to work with and his positive attitude and sarcastic humor make him an invaluable member to the team.

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<p>Jamie Knight Terry Graff Alex Heitzer Justin Willis</p>	<p>Accounting & IT</p>	<p>Cheryl Kerr</p>	<p>These four employees implemented a PeopleSoft strategy for a project that would ordinarily take several weeks. They all exhibited great attitudes and a willingness to drive PeopleSoft Multi-Books across the finish line. This power team was able to execute this foreign currency accounting initiative in just five days!</p>
<p>Janalee Taylor</p>	<p>Aspen Grove</p>	<p>Jeff Klem</p>	<p>Jan’s attitude, commitment and accountability have not gone unnoticed in the Café. Whether she is genuinely engaging in a conversation with an Aspen Grove customer, cleaning the coffee area, or refilling coffee beans, she truly makes employees experiences memorable.</p>
<p>Jessa Falconer</p>	<p>Accounting</p>	<p>Eric Aragon</p>	<p>A vendor was having trouble collecting payment for several months of outstanding invoices. Jessa took it upon herself to work through the invoices, and payments were made to the true outstanding invoices. The vendor was so thankful for Jessa’s ability to work through the mess that they recognized her by email for her outstanding assistance.</p>
<p>Jill Metchikoff</p>	<p>Payroll</p>	<p>Carrie Messmer</p>	<p>Recently there was an employee whose check was lost and he desperately needed the money to purchase gas and groceries for his young children. Jill stayed late on a Friday to coordinate the reissue of the check and tried everything she could think of to get the employee his check that night. Unfortunately, they were not able to get him the check that day. On Monday, the employee came into the Broomfield office to pick up the check, and also waiting for him were groceries that Jill had personally purchased to give to the employee and his family. The employee was speechless, humbled and gladly took the gift. Jill’s kindness and dedication to fellow employees is truly remarkable.</p>

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John Neff	VRR IT	Jason Emken	John stepped up to take on the San Francisco inventories, a task that no one else wanted. Not only did he step up to help with the inventory, he did it while knowing he had month-end responsibilities at the same time. John powered through evening inventories, finishing around midnight, then turned around the next day to work on recons from his hotel room on a tiny laptop screen. Top this all off with rave reviews submitted by both the store and regional management about his commitment to the inventory count. John has truly exemplified EpicService.
Kyle White	VRR Merchandising	Becky Hookanson Nick Tetrick Joy Giles	Kyle has been instrumental in creating a new way for employees to recommend candidates for open job postings. This new form and procedure is user friendly, can now be found on InsideEpic.com and TA can track how many referrals have been made and by whom. This process has improved the user experience, resulting in tremendous time savings and a refined process for the TA team.
Marcus Rogers	Accounting	Alena Shadrach	Marcus has been successful with the new projects and responsibilities that he has taken on. He recently volunteered to help association accounting with yearly budgets and played a huge role in getting those budgets to the field on time.
Nick Tetrick	Recruiting	Kyle White	Nick received an employee referral for a highly qualified store manager. He went above and beyond to help the candidate feel empowered and excited to want to work for Vail Resorts. Because of Nick's assistance, the potential employee applied to several positions within the Company.

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Nicole Tilley	Recruiting	Troy Negley	Nicole was promoted to a TAG supervisor last year. She recognized that there was a need for better delivery of training materials for our seasonal screeners. She took the time to create a plan, which has now become the new onboarding plan, ensuring the 20+ new screeners were knowledgeable, confident and ready to serve the candidates. She owned the improvement of this experience and continues to do so as new initiatives are rolled out.
Sierra Masters	Marketing	Russ Pecoraro	The marketing team needed to pull and analyze EpicMix Time wait time data for a pitch for the annual NYC media mission. Not only did Sierra step up in an area that was neither her responsibility nor her expertise, she also worked through more than a few nights to deliver the needed answers. Sierra showed ingenuity, passion and persuasiveness in pulling off this impressive effort.
Stephen Russell	EpicMix	Hans Vollrath	In 2010 a guest was diagnosed with cancer, and while she lived more than five more years and was able to make a few ski trips with her family to Vail, she passed away in 2015. The family's last ski vacation to Vail was in 2014, and unfortunately they did not have any photos from that final trip together. Upon receiving a request from the family, Stephen was able to go through the entire 2014 season's worth of photos and find 10 that had been taken of the family together! He emailed the high resolution photos to the family and they were thrilled. These cherished memories will live on through these photos and Stephen was able to make it happen for this family.

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Terry Graff	IT	Lynn Slaga	Terry is nominated for his leadership and contribution in the daunting challenge of converting the AP check from Crystal to BI Publisher for the 9.2 Financials Upgrade. His tireless work ethic, collaborative approach and persistence was extraordinary in troubleshooting and resolving the two showstopper issues we encountered during this track of work for the upgrade. While working through several challenges, he always maintained a positive can-do attitude that was inspiring to the core team.
Tracy Creekmore	Benefits	Grady Arnold	There was a long term disability case that was unique and challenging, the result of which could have put the company in a difficult position. Tracy dedicated herself to gathering an incredible amount of information (including pulling 80 paystubs) for our disability provider to review the case. She also spent the time to talk to the employee on a weekly basis to keep him up to speed on the progress of his case. With Tracy’s assistance the disability provider was able to reach a determination on the case that was favorable to the employee and the company. When sharing the news with the employee, he broke down in tears, thanking her for her never-ending support throughout the process.
Julie Villa	HR	Bryan Zamastil	Its regular practice for Julie to go above and beyond for us “the employee” and as I say this I think everyone in the room can think of a time when she was the go-to for help and questions! We had a big project where many new hires needed to be processed for benefits. Julie noticed a potentially big error and was able to stop everything, think of a solution and execute the resolution.

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