

Broomfield EpicService Awards



Name	Department	Nominated By	Description
Carl Glende	VRR - Accounting	Jason Emken	At our most recent sales event at the Ski and Snowboard Expo in the Convention Center downtown, Carl was working as a bagger at one of the registers. A customer came through the line with a full ski setup and asked if there was any way we could transfer his purchase to the Colorado Ski and Golf, Littleton location. Knowing that a hold of five items would probably get lost in the 30,000 units we transfer to various stores, Carl volunteered to personally drive the equipment to the store the next day. The customer was thoroughly excited and appreciative.
Peter Holton	VRR – Price Management	Kristin Echtermeyer	I tasked myself with writing a macro that could get multiple transfers into our system without having to enter each individually, line by line. Once I started working on it I realized it was well above my level of VBA knowledge. I reached out to Peter for help; not only did he help me create the macros, he spent several hours sitting with me and teaching me how to write it so I will have those skills for the future. Peter’s knowledge, patience and drive make him a very strong asset to VRR and a great pleasure to work with.
Nathan Goodenow	Product Management	Eric Aragon	This year we launched a new pricing strategy for Vail and Beaver Creek Ski Schools in conjunction with a new website. Nate has been instrumental in this process, ensuring our pricing is accurate and that all the products we sell are in the system. This has been a huge undertaking and Nate has done a tremendous job with the process.

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Rick Wallace	Corporate Sales/Services	Holly Traut & Amy Vogel	Rick has been nominated twice this quarter! Rick makes miracles happen on a daily basis. He takes the good and the bad in stride while constantly striving to improve. Pass sales were extended in December and on the final day a P1 surfaced due to online checkout being down. Rick’s team stepped up – fielding calls from frustrated guests over multiple days. As always, Rick handled the situation like a pro. He has been an integral part of this year’s successes. His flexibility in working with the pass and call teams (amongst others) is remarkable and we couldn’t have done it without him!
Randi Eskanos	Content Marketing	Aaron Kusch	Randi played a critical role in leading a sales turnaround for Epic Pass Sales amidst the tough early season conditions. She led the “celebrate the snow” and “gift of snow” campaigns that delivered compelling content to keep guests engaged. Randi coordinated this effort across many different stakeholder groups and provided incredible leadership in holding others accountable and delivering a quality end product.
Christina Baird	Accounts Receivable	Alena Shadrach	With the numerous changes in HOA department, Christina took on the responsibilities of the cash application position. Not only did she keep that position going, she also created SOPs, helped with variance research, assisted in balance sheet account reconciliation, trained the new employee, provided ongoing valuable feedback and more. We truly appreciate her positive attitude and willingness to help other departments!

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Regina Valis	Front Range Pass Sales	Marybeth Garel	Regina is one of our Direct Sales Leads and my direct supervisor. Let me preface this by saying I had her job for 15 years. I loved it but it became drastically more challenging. I made the decision to step down to Sales Agent and recommended Regina as she stood out to me. I quickly realized I paled in comparison to her as a Lead. Regina is a driving force in our Company: she has a subtle way of inspiring the agents to go above and beyond; she holds all of us to high expectations but supports and encourages us along the way; her competence as a Manager is second to none; and she is an effective liaison between corporate and sales agents. Regina is one heck of a supervisor to work for!
May Lilley	Destination Marketing	Daniel Brauer	As our Australian Destination Marketing Manager, May works to get Aussies to come ski at our U.S. resorts. She goes above and beyond by directing guests to email our Epic Australia Pass email box where she responds to each guest's request no matter how big or small. Ultimately it helps the guest understand the level of service they will get at our resorts and truly <i>Drive Value</i> for the Aussies!
Andrew Lallman	Central Sales	Jennifer Haggar	Andrew is always willing to help with an extra project. He has helped me with several rental pricing projects this summer and he's always a pleasure to work with. He has a positive attitude, is extremely accurate in his work and always completes the project in about half the time I think it will take! Andrew never fails to exceed my expectations and I really appreciate all his help!
Hannah Peterson	Reservations	Mike Szapor	Hannah has done an outstanding job owning the prepaid wholesaler process for hotels. She re-imagined a process that has reduced pre-paid aging liability to less than \$1,000 at any given month! By providing trainings over the summer on our billing and remittance procedures, she has eliminated hours of many departments' time spent on reconciling payments. Her work and dedication has made a tremendous impact.

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Ben Zatz	Procurement	Felicia Bateman	This has been long overdue, but I wanted to nominate Ben for an EpicService award. Not only does he do his job well, but he is always gracious, kind and helpful when my Team and I have questions. We always feel like we have an advocate with Ben where he understands our business needs and is a supportive voice for the resorts while still balancing Helly Hansen's expectations. He is always a great resource and we appreciate his efforts.
Sandeep Jain	HRT	Benefits Team	Sandeep was newly hired to support the Benefits Team and he has progressed very quickly in his short time with us at Vail Resorts. He was especially helpful and quick to adapt in a request for data that was crucial to a 401(k) plan audit. He is always willing to help and has a positive attitude even during stressful times. We're so thankful to have him as a part of our Team!
Tim Hevers	Merchandising	Gavin Werner	Tim Hevers exemplifies Vail Resorts value to <i>Serve Others</i> . He is a genuine leader that focuses his efforts on employee development. He cares deeply about everyone he works with, and goes out of his way to help both personally and professionally. As a supervisor, Tim challenges his team by empowering others to reach farther than they knew possible.
Tyler O'Crowley	Talent Acquisition	Katie Nicholas	Tyler always has a smile on his face and is always so friendly and cheerful. Being in Talent Acquisition, Tyler is the first point of contact for a lot of interviewees and he welcomes them with such hospitality. Going in for an interview can be nerve-racking, but Tyler does a great job making sure each candidate feels at ease which goes a long way!

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Sheng Xiong	VRR – Accounts Payable	Sarah Lange	Sheng embodies <i>Own it. Personalize it. Elevate it.</i> every single day. Recently she went above and beyond what is expected of her. Sheng noticed that two of her coworkers were struggling to meet expectations for a daily report, and took time out of her busy schedule and made a flow chart outlining how to work through the issues on this report. This helped one of her coworkers clean up a report that had been unresolved for over 60 days! Her knowledge and wiliness to reach out and help others is an invaluable asset to the VRR Accounts Payable Team. Thank you so much Sheng for always being willing to jump in and help out!
Che Yeng Ly	VRR – Accounts Payable	Sarah Lange	In October, Che Yeng celebrated her one year anniversary with VRR. Che Yeng has had a very tough year personally, however she never let her work suffer, and she displayed passion for her role as a leader, creating several different innovations that allowed the Accounts Payable Team to work smarter, not harder. She has always shown fairness and compassion to her group of four. Personally, she challenged me to grow as an employee and a leader, and to think outside the box. I have seen her go the extra mile, become involved in the EES committee and build up her employees. I have been very fortunate to have some incredible jobs with some amazing bosses, and Che Yeng is one of the best.
Adam Peetz	Vendor Compliance	Sarah Lange	Recently I started a project requesting refund checks from vendors that have open credit balance, many of these charges are DFI tied back to the vendor agreement, such as Vendor compliance charges, defective allowance charges, etc. Adam has been an amazing help, answering vendor questions, pulling data, researching deductions and reminding the vendor that they signed an agreement regarding these charges. I appreciate Adam carving time out of his busy schedule to help with this project. He never complains and is always patient with my requests and questions.

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Matt Eaton	Procurement – Finance	Matt Yarbrough	<p>Matt Eaton embodied our service mantra by donating his time, labor and resources as a professional photographer to the Make-A-Wish Foundation as part of a ski wish for a nine year old boy from Florida named Sean. Out of the blue, he received a request for photography availability and rates, and when he noticed that the persons email was @wish.org, he immediately smiled and ‘owned it’ by knowing that he would do the work pro bono. Matt found out that Sean and his mother would be in Breckenridge for a week enjoying a variety of activities at our world class resort. Matt captured some amazing photos of Sean and his family, and was able to ‘personalize and elevate it’ by easing the anxiety Sean’s family had about skiing on a mountain that was foreign to them. He personally showed them around Breckenridge, and they skied Peak 9 most of the day. Matt mentioned that this was one of the most fulfilling moments he’s had the privilege to shoot, and that supporting the wish was an <i>Experience of a Lifetime.</i></p>
Sylvia DiPaulo, Janet Yonkers, Jenny Austin, Deborah Martinez-Hutzler, Jen Olesnevich, Linda Barnett, Molly Macgregor, David Rickli, Allie Scott, Michelle Harris	Multiple Departments	Anna Schumann & Nicky DeFord	<p>On behalf of Colorado Mountain Express and EpicPromise, we are recognizing Sylvia DiPaulo, Janet Yonkers, Jenny Austin, Deborah Martinez-Hutzler, Jen Olesnevich, Linda Barnett, Molly Macgregor, David Rickli, Allie Scott and Michelle Harris for the knockout job they did at organizing and executing the 2016 CME Fill the Van food drive. This group re-imagined the entire effort, shifting the focus from what was historically an Executive-level competition into an effort that encouraged participation from the entire building. By placing a shopping bag at every desk and incentivizing participation via some great raffle prizes, the Broomfield office collected more than 3,000 pounds of non-perishable food items for Food Bank of the Rockies. So many of our core values and competencies were demonstrated by this year’s Fill the Van planning team. Bravo- and thank you to all!</p>

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