



Group Coordinator's Guide 2011-2012

Not sure where to start organizing your group visit to Mohawk Mountain? Follow these handy steps....

*Take advantage of the expertise and support of our staff.
Call Trish Morrissey or Amanda Kennedy
at 860.672.6100 extension 20 or 1.800.895.5222 extension 20 at anytime.*

Our goal is to make sure every member of your group leaves Mohawk Mountain with a smile on their face.

Review the group materials provided by Mohawk Mountain.

Contact your transportation provider immediately, and confirm their rates and availability. Do this before you take any other steps!

Determine what type of group you are (Prepaid, Multi Visit, Single Visit or Field Trip/Day Trip). Refer to the color-coded sheets for your group type. These will provide you with program rates and information.

Determine what dates you'd like to visit, how many visits you'd like to make. Make timeline showing visits, registration deadlines, payment deadlines, etc.

Create flyers and information sheets about your program that include all pertinent info: Dates of trips, costs (including transportation), registration deadlines, departure and arrival times and locations, your contact information, the group or organization contact information, payment information, etc.

Promote your trip. Hang posters, send emails, post on community or school bulletin boards, town websites, Facebook pages, etc. Talk to your Recreation Department staff, Town Hall staff, Human Resources staff, PTA/PTO leaders and school administrators to find out the best methods for getting the word out.

Plan an Open House – if you can hold it on multiple nights, that is even better. Publicize the Open House as a Registration/Info Session for your program. Participants can sign up, fill in required Rental and Lesson Information sheets, get required parent/guardian signatures and make payments. Have a scale and tape measure on hand, as weight and height are required for rental info.

Create an individual registration form – making lots of copies – for each of your program participants to fill in. Be sure to ask for all info you require – in addition to the info that we require. Check with your larger organization to find out what info you need to capture.

Develop a phone tree/email tree for sharing late breaking info like cancellations, etc.

Invite parents and other adults to chaperone, if you are bringing a youth group. Mohawk Mountain will provide a complimentary lift ticket to you, and an additional chaperone ticket for every 10 children in your group. Adult groups qualify for one complimentary ticket for every 20 participants.

Communicate with your participants and remind them of upcoming activities. Develop helpful tools for them – perhaps a checklist for children – “On Ski Club day, did you pack the following items?”

Confirm your counts 7 days in advance. Inform us of any last minute changes – dropped lessons, unneeded rentals or absences – by calling Group Sales at 860.672.6100.

Drive to the mountain in a vehicle that is separate from your group's transportation (e.g. the bus). This allows the organizer extra time to prepare for the groups arrival. In the rare occurrence that one of your participant's needs assistance from ski patrol or medical attention, a separate vehicle is a great convenience, allowing the rest of the group to stay on schedule.

Arrive on time, on your scheduled days. Call Group Sales at 860.672.6100 if you are running late, so we can accommodate your changing needs.

Choose an area in the lodge for your group to settle in, and start changing, while the group leader checks in at the Groups Office in the lower level. Use that space every week. Make a sign so your group can gather easily.

Have inside chaperones also – there's nothing like a familiar friendly face when you come in from the cold.

Accept our sincere thanks for choosing Mohawk Mountain! Have a great visit!

Call us – we can help, either in advance or while you are at the mountain! We can't wait to welcome you and your group to Mohawk Mountain!