



Pentagon Ski Club Trip Leader's Guide

Version 2005-1

Approved at the November 1, 2005 Council Meeting

Trips Process and Selection Committee

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TABLE OF CONTENTS

1. Introduction.....	5
2. Contract Familiarization and Action Tracking	5
2.1 Contract Familiarization	5
2.2 Tracking Contract Dates	6
3. Selling the Trip	6
3.1 Trip Flyer	6
3.2 Presenting the Trip.....	7
3.3 Trip Table	7
3.4 Newsletter Articles	8
4. Managing the Trip	8
4.1 Communication.....	8
4.2 Preparation.....	8
4.3 Sign Ups.....	9
4.3.1 Trip Sign Up Validation	9
4.3.2 Land Package Only	9
4.3.3 Lodging Arrangement.....	9
4.3.4 Trip Expansion.....	10
4.3.5 Trip Contraction.....	10
4.3.6 No Smoking.....	10
4.4 Financial Accounting for the Trip	10
4.5 Cancellations.....	11
4.6 The Pre-Trip Party	11
5. Running the Trip.....	12
5.1 Anticipate Problems.....	12
5.2 Day of Travel.....	12
5.3 After Arrival	13
5.4 Sickness/Injury	14
5.5 Return trip.....	14
6. Final Trip Actions.....	14
6.1 Trip Leader Feedback Summary Form.....	14
6.2 Financial Summary	14
6.3 Trip Report.....	14
Appendix A – Assistant Trip Leader Responsibilities	15
Appendix B – Periodic Deposit Statement	17
Appendix C – Request for Transfer or Refund of Deposited Trip Funds	19
Appendix D – Trip Critique Form.....	21
Appendix E – Trip Leader's Summary Feedback Form.....	23
Appendix F – Trip Reconciliation Report	25

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Pentagon Ski Club Trip Leader's Guide

1. Introduction

This document has been prepared to provide guidance to all Pentagon Ski Club (PSC) trip leaders. This will be a valuable training tool not only for new trip leaders but as a refresher for existing trip leaders.

At the Summer Summit the Council decides on the trips for the year and assigns a trip leader for each trip. This guide outlines steps starting with understanding and implementing the terms of the contract, through selling and managing the trip, running the trip and the subsequent final closeout for the trip.

Any administrative expenses (copies, stamps, phone calls, etc.) are paid for by the trip leader since he or she is receiving a comp for the trip. The currently recognized expenses which are reimbursable to the trip leader are tips to the bus driver, Pre-trip party expenses, cell phone rental for European trips and phone expenses while on the trip. Reimbursements for other expenses are subject to approval by the council after the trip.

The role of the assistant trip leader (trip leader in training) has also been documented in Appendix A to assist them in understanding what could be expected of them prior to, during and subsequent to the trip.

Upon approval of the Council, the trip leader may designate a person to perform specific tasks. This is not considered training to be a trip leader. Council's approval would only be necessary if some form of compensation is being proposed.

This guide reflects the key roles of a trip leader. It is considered a living document and will be updated to keep it current.

2. Contract Familiarization and Action Tracking

2.1. Contract Familiarization - The most important item a trip leader has as a guide for leading a trip is the contract. Make sure it is the most recent version, as it can change. Since it is both a legal and an informational document, the trip leader needs to become thoroughly familiar with its contents; this includes:

- Costs of the trip (both the contract price and the PSC selling price determined at the Summer Summit).
- Airline costs, date, times and location.
- Cost of a ground package, since individuals join us from elsewhere. Ground package includes all but the cost of air transportation.
- Cost for single occupancy.
- Cost of meal packages, if they are optional. Meal packages in Europe are normally

- Cost of lift tickets, some people don't ski. Cost of lift tickets in Europe are normally extra.
- Deductions for senior lift tickets or child lift tickets and at what ages the deductions apply.
- Cost for children in the same room (or, less often, more than two adults per room).
- If there are multiple venues, ensure transportation and tickets are correct.
- The maximum size of the trip and the level of participation necessary to receive a comp.

2.2. Tracking Contract Dates

2.2.1. Tour Operator Payments: Determine when payments are due to the tour operator.

2.2.2. Tracking Contract Changes: All changes to the initial contract must be documented and coordinated with the Council.

- Trip Adjustments – Depending on how a trip is selling, they can be changed in size from the contract with coordination through the tour operator and the Trips Chair.
- Trips can be increased if lodgings and airline seats are available.
- Trips can be downsized with no penalties if this is done in time.
Penalties can occur when:
 - The PSC has not reduced the required number of unsold seats by the airline's penalty date. These are generally 45 days before departure.
 - The same occurs for condo or hotel units. Ensure all beds are filled, especially for condo units. These dates are generally 90 days out from the departure of the trip. Know your "drop-dead" dates.
- Sometimes the PSC gambles whether or not to keep seats and pillows, especially if a certain total would give the club its trip leader's comped package. Figure out the cost between penalties and not getting a comp and discuss ahead of time with the Trips Chairperson or other experienced council member. Approval should be requested at the next council meeting.

3. **Selling the Trip** - Each trip leader must sell the trip to ensure the maximum participation possible. This includes preparing a trip flyer to advertise the trip, printing the flyer, and presenting information on the trip in the newsletter and at each of the club meetings.

3.1. **Trip Flyer** - Every trip is showcased by a trip flyer that is able to stand on its own. It gives potential participants enough information about the trip to pique their interest and entice them

to sign up for your trip. At a minimum, the trip flyer should contain the following information:

- Our club name and logo. The logo is available from the webmaster or Lifeline Editor.
- The name of the destination and the ski resort(s) to be skied. Suitable resort logos can often be captured from resort websites and copied into your flyer to help add interest.
- The dates and the days of the trip.
- Originating and destination airports. Flight schedules may be premature since they sometimes change.
- Trip cost and the major features of the trip.
- The payment schedule as calculated in Para 4.2
- Trip leader and assistant leader's contact information to include name, address, phone number, and Email address.
- When printing your trip flyers, consider using a colored paper that stands out. Print sufficient copies of the trip flyer to hand out at meetings.
- An electronic copy of your flyer should be submitted to the club webmaster to be attached to the trip schedule on the club web page. The flyer should include hyperlinks to the resort's and lodging's web pages, as well as your and the assistant trip leader's Email address.
- If the trip is a sanctioned Blue Ridge Ski Council trip (BRSC), your flyer will be linked to the BRSC web page so that other skiers from other Blue Ridge clubs can join your trip without PSC Membership.

3.2. Presenting the Trip - You will need to verbally sell the trip at club meetings. Here are some suggestions to aid in presenting your trip.

- Plan your presentation.
- Keep it short! Be concise and use the facts in your flyer that a potential trip participant might want to know.
- If your trip is not selling well, strive to be positive. You want people to sign up early, not to put off a decision because you told them the trip had plenty of space.
- If you can not answer someone's question let them know that you will find the answer, and get back to them.

3.3. Trip Table - Starting at the Summer Picnic and proceeding through each meeting until the trip goes, trip leaders are expected to man a table to present the trip and to take sign-ups/payments. Here are some suggestions to prepare a successful trip table:

- Develop a trip poster to draw people to your table.
- Have copies of your trip flyer available.
- Contact your broker, or the resort itself, and ask for a quantity of trail maps to hand out.
- Display information from the ski areas and lodging such as color brochures. Unless you have enough copies for it to be given out freely, you might want to mark it prominently as "Display Copy Only" so that your last (or only) copy doesn't disappear.
- Have sign-up forms and PSC membership application forms ready for people to fill in.

3.4. **Newsletter Articles** - Trip leaders should write a separate article for each edition of the newsletter until their trip is sold out. Examples of articles for selling the trip are in past issues of the Lifeline, available on the website.

4. **Managing the Trip:**

4.1. Communication - Make use of the experience and knowledge available from the club and tour operator. Stay in touch with the tour operator, trips chair, Treasurer, assistants and participants. Keep everyone informed of what's going on.

4.2. Preparation - Not all information you'll need will be in the contract. Some information you will have to get from the tour operator.

- Trip payment schedule - The payment schedule should start off with an initial \$300 deposit. The initial deposit can be higher for the more expensive trips, especially Europe, that have higher upfront costs. Develop a payment schedule that matches a specific meeting. This schedule should have the money in the treasury before the payment is due to the tour operator.
- Tour Operator – Develop a good working relationship with your tour operator. Get the phone numbers of your tour operator, both office and emergency. Make sure you have the rooming lists and flight lists ready in accordance with the contract. Communicate with your tour operator at least every other week.
- Destination - Become familiar with the resort, the areas you will be skiing, and the lift ticket packages offered. Get to know the property, whether hotels or condos. Small details such as the availability of hot tubs, washer/dryers, hair dryers, internet connections, etc., are important. Find out where to meet your bus or rail connections. Get the phone numbers of the bus transportation company, the lodging, and other parties you may need to contact during the trip.
- For optional ski venues, a sign-up list needs to be established and additional fees collected.

4.3. Sign Ups

4.3.1. Trip Signup Validation

- A deposit and a completed trip application form are required to reserve a spot on a trip. A person is not officially on your trip until they have given you a check for the initial deposit.
- We usually sanction our trips with the BRSC, which means non-PSC members with valid memberships in other BRSC clubs can participate on our trips without joining the PSC.
- Check whether applicants are current members of the PSC or another BRSC member club (if the trip is sanctioned) when you sign them up for the trip. Participants must be current members at the time the trip leaves. The membership chairperson will periodically provide you with a list of PSC members. Verify membership in other BRSC clubs by copy of membership card, having them provide an Email from their membership chairman, or other methods. If the applicant's membership is not current you should get their check for renewal. Ask for a separate check for membership so that the membership fees can be kept separate from your trip deposits. In the case of new members, an application for membership should also be obtained and passed along to the membership coordinator.
- A membership might be current when they sign up, but due to expire before the trip departs. You need to keep track of this by checking the monthly membership rosters. If the trip is getting close and if a participant has not yet renewed, consider sending a tactful Email reminder.

4.3.2. Land Package Only

- Suggest to participants who leave from locations other than DC that they work with the trip broker (if desired by Broker), who may be able to work out a better coordination of arrival times for connecting flights/busses, etc.
- If someone wants to use frequent flyer miles, let them know that permission to use them is not given until the trip comp level is met. This does not apply if the airline does not provide a comp through the broker.
- Ensure that out-of-locality or frequent flyer participants connect with you for ground transportation or that they know they are responsible for getting to the resort on their own.

4.3.3. Lodging Arrangement

- You need to know whether participants are singles, couples, or family, and ensure that the lodging bedroom arrangements will be able to accommodate everyone.
- When a single person signs up for your trip, you will need to pair that person up with another person (the typical hotel room or condo room sleeps two people). PSC policy

is that the person is responsible for the single occupancy charge if a roommate cannot be found.

- When a family with young children signs up for your trip, ensure that they can completely fill the condo. If they cannot completely fill the condo, PSC policy states that the family is responsible for filling that condo. Work with them to see if other trip participants would be willing to share their quarters with the family.
- For either singles or families, make sure the applicants know their responsibilities up front as far as the risk of obtaining a roommate. Explain that they have the option to drop out without penalty; provided they are dropping out before any penalty dates have arrived.

4.3.4. **Trip Expansion** - If the trip is filling up, check with the broker on getting additional airline seats and lodging.

4.3.5. **Trip Contraction** – If the trip is not selling well, plan on decreasing your room and airline allotments as specified by the contract deadlines.

4.3.6. **No Smoking** - The club has a “no smoking” policy in the buses, condos, and hotel rooms. The club will try to pair up smokers with other smokers when possible, but the smokers must respect the club’s policy.

4.4. **Financial Accounting for the Trip** - By the time of the summer picnic you will start receiving checks, made out to the Pentagon Ski Club, for your trip. Ensure that the name of your trip is on each check. You will fill out a deposit form, Appendix B, listing the payee and the check number that will be turned in to the Treasurer, along with the checks in the order listed, typically at each club meeting. The Pentagon Ski Club Periodic Deposit Statement is a multipart form and is available from the treasurer. Family or group deposits should be recorded to indicate the value allocated to each participant listed on the deposit form. Checks and deposit forms should be given to the Treasurer at council or club meetings.

- Know the total cost of the package for each participant and know when payments are due. For each person you must track options that will affect the trip cost, such as side trips, land package only, leaving from locations other than the designated airport, etc.
- Keep a running tally of the amount paid and the amount remaining to be paid, by participants. Keep a record (on deposit submission forms) of the check number and date for each payment in case there are questions as to whether payments were made or not.
- The Club has a suggested Excel Spreadsheet format for tracking all financial aspects of trips. That format is available from the treasurer. Trip leaders are strongly encouraged to use that format. Other formats are acceptable as long as they provide a similar level of detail. The objective is to be able to track all costs and payments associated with each member on the trip.

- If someone has not made a payment on time, remind them that a payment is due. A friendly Email or phone call is usually sufficient. Try to keep everyone current in their payments, but be flexible.
- You should send an Email acknowledging receipt of every initial deposit you receive in the mail, thanking them for their payment, welcoming them aboard the trip, and welcoming them as new club members (if appropriate, i.e., if they sent you a membership check, too).
- It is good practice to send an Email, acknowledging receipt of every check you receive in the mail, thanking them for their payment.
- Funds associated with trips should be deposited in the Club account. The exception to this would be a group dinner or other events arranged at the resort. Lift tickets purchased by trip leaders on foreign trips are often another exception.

4.5. Cancellations - Participants may want to transfer to another trip, or to simply withdraw from your trip. The PSC charges a \$10 per person cancellation processing fee, even if they are going on another trip. However, if they cancel after the penalty dates have passed, they are subject to larger fees unless they, or you, find someone to take their places. If the ticket has been issued a charge for name change will be assessed by the broker/airline. Trip refunds generally are not made until after the trip comes back, unless a replacement has been found and all payments have been received. There is a multipart PSC form (Transfer or Refund of Deposited Trip Funds, Appendix C, - available from the Treasurer) for acknowledging that a transfer is taking place. It is normally signed by the skier, the losing triplader, and (if appropriate) the gaining triplader. If a skier acknowledges a cancellation by phone or Email, you may indicate so on the signature line and just provide your initials.

- For switching trips, the form goes to the Treasurer to allow the transfer of the money from your trip account to the trip account of the other trip leader.
- For trip withdrawals, give the completed form to the Treasurer for payment to the canceling trip participant.

4.6. The Pre-Trip Party - The pre-trip party provides an occasion to gather the trip participants together; to give them a chance to get to know each other and their respective skiing abilities; and to allow you to hand out information on the trip. Trip leaders are allowed up to \$5 per trip participant reimbursement of actual pre-trip party expenses.

- Email or send a letter before the pre-trip party that reiterates all the information you have available, such as dates, times, flight numbers, which airport, contact phone numbers and rooming lists, even if you have provided it previously. Provide a participant list with addresses to include zip codes, to facilitate carpooling to the airport. Include directions, and possibly a map.
- Have resort(s) information for each participant, such as trail maps, hotel/condo brochures, local attractions, etc. The trip broker can often provide you with these handouts. If not, contact the ski areas directly.

- Provide a schedule of activities, such as a group dinner(s), or side trips to other mountains. Let people know if you intend to start each day at a particular time, or will designate lunch spots, which allows people to hook up.
- Investigate locations for group dinners. You may have a large group that will require reservations, and you may have to arrange a limited menu to speed the service at the restaurant.
- Estimate how many PSC buttons and pole flags are needed. Also provide the tour operator's luggage tags to everyone, as they can make it easier to identify PSC luggage and keep it all together.
- Have a question and answer session.

5. Running the Trip

5.1. Anticipate Problems

- Have the phone number of your trip broker. Besides the normal 9-5 business number, you will also need an emergency number for trip problems that occur after normal hours, such as canceled flights or evacuation of skiers injured on the mountain. You may also need to contact the trip broker if the arrangements are not according to contract (for example, the mountain denies any knowledge of their requirement for a party which was in the contract).
- Have the phone numbers of the bus transportation, lodging, and other parties you may need to contact during the trip.
- Have a copy of the contracts! Ask for a copy of every contract - bus contracts in particular.

5.2. Day of Travel

- Arrive at the departure airport prior to the time that you have told participants to check in. Check off people as they arrive to check their luggage. If a group check in area is mandated by the airline, direct people to where the check in area is. Allow yourself enough time to get through security and join people at the departure gate.
- When you arrive at the destination airport, give specific directions about where the group should assemble after they get their luggage. While you are waiting for your luggage, check on the bus, and where it will be parked. By asking the driver how the luggage should be stored, you will more likely get more cooperation. If the airlines have lost someone's luggage, make sure the necessary paperwork to get the luggage is filled out before departing the airport.
- Request that trip participants ensure that their luggage is loaded onto the bus. It is very embarrassing to get to the mountain and find that the extra suitcase sitting near the bus really did belong to one of the group who assumed somebody would put it on for them.

The trip leader should do a walk around the bus prior to departure. Similarly, the trip leader should do a final walk through the bus before the bus departs the resort.

- It is PSC policy for the trip leader (and not the trip participants) to tip the bus driver. You will be reimbursed by the Treasurer. The amount of tip should include compensation for length and time of travel, food and drink stops, guide services, luggage handling and general attitude. Tips are usually around \$1 per person, but could be more or less depending on the previous factors.
- Explain what you want people to do when you arrive at the condos/hotel (for example, stay on the bus until finding out what should be done; unload the luggage, but stay there; or some other such direction).

5.3. After Arrival

- Distribute rooming lists with the trip participants' names and corresponding room and phone numbers. The front desk at most hotels and condos will make copies for you for a minimal charge (or maybe no charge at all if you ask nicely). If possible, now is a good time to pass out the lift tickets and any other trip information that is available, and remind everyone of the plans for the group dinner. If you're having a group dinner the evening you arrive, that may be the best opportunity to hand out lift tickets. That at least gives you a chance before the dinner to count the tickets to make sure you got the right amount; especially if you have some senior tickets; some extra-day tickets; etc.
- When possible, arrange ahead of time for the hotel or condo management to place a message board in a highly visible location to inform trip participants of trip activities/options, dinner plans, departure time, etc.
- It is a PSC goal to make sure everyone has somebody to ski with unless they want to ski by themselves. This is a club trip and half of the fun is sharing the experience with the other club members. Specify a starting place and time for the day's skiing.
- If possible, designate a meeting time and place for lunch each day, for those who choose to gather for lunch. The meeting place provides a means for separated skiers to rejoin the group.
- Many mountains offer a mountain tour to orient you at the start of the week. Make this information available to the group.
- Many ski areas have a NASTAR-type race program. The PSC is active in the NASTAR program. The PSC racing coordinator can assist you in taking advantage of this program, to ensure the trip participants get credit for their race results within the PSC race program.
- Consider arranging a farewell dinner. Participation is, of course, optional. For condo trips consider a leftovers party.

- 5.4. **Sickness/Injury** - In the case of trip participant injury or serious illness, be sure they are taken care of and visit them at the emergency center/hospital. Assist in taking care of their necessary arrangements, which may include contacting the broker for assistance with flight arrangements if an early return is needed.
- 5.5. **Return Trip** - Pass out the trip critique forms, Appendix D, to everyone and ask for its return on the bus; they can also be mailed back to the Trip Process and Selection Chair. For people not traveling back on the bus, pass out the trip critiques the night before. A follow-up Email after the trip's return can be used to get critiques from those that may have not passed back their forms.
6. **Final Trip Actions** - Fill out the Trip Leader Feedback Summary for the Trip Process and Selection Committee (TPSC) Chairperson, and provide a Financial Summary to the Treasurer, and an article for the newsletter about the trip.
- 6.1 Trip Leader Feedback Summary form (Appendix E)** - The purpose of this form to is to provide data to the TPSC and Council for selection of future trips, and member preferences.
- 6.2 Financial Summary (Appendix F)** - The Financial Summary of the trip should list all of the deposits, refunds, payments and other expenses associated with the trip, and should be submitted to the Treasurer within 2 months of the trip's end. The financial summary should be auditable back to the payments made by members. Any differences between the financial summary and the Treasurer's report need to be resolved. These financial summaries will be provided by the Treasurer to council members for review. The financial summary needs to document any reimbursable payments the tripler made for the pre-trip party, bus tips, or other reimbursable expenses. No reimbursement should be made for any of these expenses until the report is submitted.
- 6.3 Trip Report** - This should be written and submitted in time to get into the next possible newsletter. See the newsletter Editor for the deadline to get the article published. A few suggestions on content:
- People like to see their name in print, and to be acknowledged as having been a part of the trip. Make every effort to mention everyone that was on the trip.
 - It can be a real chore to remember after-the-fact what people did on the trip. Bring a small notebook and try to take a few moments each day to jot down a few notes of things that might be useful in writing the report. Just making note of who skied with whom might help you in mentioning everyone on the trip.
 - Don't merely repeat what you did on the trip. Look for a few humorous stories.
 - Do not use the "I" word if you can avoid it. People don't really want to read about your exploits. They would rather read about their own exploits.
 - Thank people who helped you on the trip.

Appendix A – Assistant Trip Leader Responsibilities

1. **Purpose:** The primary purpose of having assistant trip leaders is to prepare them to be a trip leader. The secondary purpose is to assist the trip leader in the running of the trip.
2. **Trip Leader Responsibilities:** The trip leader is expected to mentor the assistant trip leader for the purpose of preparing him or her to lead future trips. The trip leader should:
 - Keep the assistant trip leader informed on a timely basis on the current status of trip sign-ups, the financial transactions for the trip, and the status of planned trip activities. An easy way to help do this is to copy your assistant on any E-mails you send to your broker, or to the resort. Also provide the assistant trip leader periodic copies of your sign-up/payment schedule and rooming lists. This gives them the info they need if they are taking your place at membership meetings.
 - Provide the assistant trip leader with copies of the contracts with the trip broker and the transportation carriers (air and land) as soon as practical.
 - Provides specific tasks for the assistant trip leader to accomplish.
3. **Assistant Trip Leader Responsibilities:** The assistant trip leader is primarily responsible for supporting and assisting the trip leader in the selling, managing and running of the trip.
 - The assistant trip leader will be also listed on the web site as a point of contact with the trip leader in the newsletter. He/she will be expected to attend all council and general membership meetings and be able to discuss the trip in the absence of the trip leader at those meetings.
 - If the assistant trip leader receives any trip applications directly, he or she should inform the trip leader and forward to the trip leader as soon as possible.
 - The trip leader may request the assistant trip leader to undertake a variety of responsibilities. These may include, but are not limited to, writing articles for the newsletter before the trip and contributing to the article after the trip, hosting or helping host the pre-trip party, locating and contacting various venues at the trip destination for activities such as a group dinner, happy hours, and possible side trips or other activities.
 - In the event that the trip participants travel by different carriers (as provided for by the trip schedule), the assistant trip leader may be asked to lead one of the groups to the trip destination. This often occurs on trips that have side trips before or after the primary portion of the trip.
 - In the event that the trip leader cannot complete the running of the trip, the assistant trip leader may be asked to take over the trip, depending on his or her level of experience and familiarity with the trip in question.

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Appendix C – Request for Transfer or Refund of Deposited Trip Funds

PENTAGON SKI CLUB

REQUEST FOR TRANSFER OR REFUND OF DEPOSITED TRIP FUNDS

TRIP FROM WHICH REFUND OR TRANSFER: _____

Name _____

Address _____ Telephone(s) (H) _____

(W) _____

AMOUNT DEPOSITED ON THIS TRIP TO DATE:	\$	_____
LESS: Cancellation /Transfer fee	\$	_____
Lodging Penalty fee	\$	_____
Airline Penalty fee	\$	_____
Other _____	\$	_____
_____	\$	_____
Subtotal	\$	_____

AMOUNT AVAILABLE FOR REFUND/TRANSFER: \$ _____

LOSING TRIP LEADER SIGNATURE: _____
(Signature verifies funds on deposit and deductions)

I understand as the member concerned that part or all of the funds I deposited may not be refunded or transferred due to contractual obligations the Pentagon Ski Club has with the trip broker and that a cancellation or transfer fee is involved. I acknowledge that there may be a delay in the receipt of my refund until after the trip and final fiscal settlement of the trip from which I am requesting the refund / transfer is completed.

Signature Of Member: _____
(Trip Leader may sign if has read above to member)

_____ (Member's Initials) Request the entire amount less cancellation fees be refunded to me.
_____ (Member's Initials) Request the amount on deposit less cancellation fees be transferred to other Pentagon Ski Club trips as follows:

\$ _____ to _____ Gaining Trip Leader's Initials: _____
\$ _____ to _____ Gaining Trip Leader's Initials: _____

TREASURER'S ACKNOWLEDGEMENT OF ABOVE ELECTIONS:

SIGNATURE _____ DATE: ____ / ____ / ____

CHECK #: _____ DATE: ____ / ____ / ____

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**PENTAGON
SKI CLUB**

Trip Critique

Resort:UU _____

Trip Date: _____

Trip leader: _____

Worst

Best

- | | | | | | |
|--|---|---|---|---|---|
| 1. How good was the information you received prior to departure? | 1 | 2 | 3 | 4 | 5 |
| 2. How was the ground transportation from the airport to the resort? | 1 | 2 | 3 | 4 | 5 |
| 3. How was the ground transportation at the resort? | 1 | 2 | 3 | 4 | 5 |
| 4. How were the accommodations? | 1 | 2 | 3 | 4 | 5 |
| 5. How well were social activities planned? | 1 | 2 | 3 | 4 | 5 |
| 6. Were there an adequate number of social activities? | 1 | 2 | 3 | 4 | 5 |
| 7. How would you rate this trip leader? | 1 | 2 | 3 | 4 | 5 |
| 8. How would you rate this trip overall? | 1 | 2 | 3 | 4 | 5 |

9. What ski resorts would you like to ski next season with the PSC in order of priority:

1 _____ 2 _____ 3 _____

10. Please rank the top three reasons why you like to ski with the PSC (top is 1). Resort Choice____; Good Value____; Ski With Others____; Socializing ____; Well-Run Trips ____; Trip Leader ____; Other (list) ____

11. Do you usually prefer: condos_____ or hotels_____ Equal preference_____ Why?

If hotels, how important is having breakfast provided? Least 1 2 3 4 5 Very

12. Please remark on any negative (or positive!) responses or make any additional comments you feel would help the PSC run future trips to best satisfy its membership. _____

13. Please describe any interesting incidents from this trip you think might be appropriate to include in the trip report to be published in the club newsletter, the Liftline. You can also Email to me (trip leader above) any inputs for the newsletter up to a week after the trip. Continue on the back side of the form if you need more room. Thanks!

Name (Optional)

You can return this form by (a) handing it to me; (b) mailing it to me; (c) mailing it to our Trip Process and Selection Chairman, Dick McLane (12256 Exbury Street, Herndon, VA 20170); or (d) handing it to either Dick or me at the next club meeting. Your responses will help the PSC Council with future trip planning decisions. Thanks!

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**PENTAGON
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Trip Leader Feedback Summary Form

Trip leader: _____ Resort: _____

Trip Date: _____ Tour Operator _____

Lodge _____ Hotel or Condo _____

Summary of Membership Feedback - () numbers correlate with Trip Critique Form

1. Accommodations (4) – numbers for each 1 _____ 2 _____ 3 _____ 4 _____ 5 _____

2. Ski resorts next season (9) – first, second and third choice – fill in table attached

3. Top 3 reasons for skiing with PSC (10) 1 _____ 2 _____ 3 _____

4. Hotels or condos (11) – numbers for each Hotels _____ Condos _____ Equal Preference _____

Comments summary on why the preference _____

If hotels, importance of breakfast 1 _____ 2 _____ 3 _____ 4 _____ 5 _____

5. Summary of things done well or could be done better (12)

a. Did well _____

b. Could do better _____

Trip Leader Feedback

Worst

Best

How would you rate the lodge? 1 _____ 2 _____ 3 _____ 4 _____ 5 _____

How would you rate the tour operator? 1 _____ 2 _____ 3 _____ 4 _____ 5 _____

Comments on the lodging: plus and minus

Comments on the tour operator: plus and minus

General comments

