**PRT 4828 – Reflective Journal #6**

Student Name: Peter Cimmino Dates: 3/19/18 4/1/18

Site Supervisor:  Chad “Mouse” Joice                            Internship Hours: 461  Weekly Total: 90

Agency:  Brighton Resort                                                              Cumulative Total to Date: 461

Brief description of the past two-week’s duties:

  Week one started off as usual but ended on kind of a rocky note. Last moment we heard word from marketing of an event happening over the weekend. We did not know about the event until 2 days before it was supposed to happen, so we were a little put off. Especially since our department was supposed to build the event. Sometimes a lack of communication can create very difficult situation. The first day of the build was spent in the hardest rain any of us have every experienced at Brighton. This made digging a lot more difficult than normal, but made the course much more solid than usual. That night rain turned into snow, so the second day of the course build was much easier. The event was a success, but the build could have been less stressful with proper notice.

 The second week again started off slow, and ended with a bang. We had another event planned for the weekend, but this time we knew about it. We built the course on Thursday and Friday; the only problems were some sunburn. On event day we got in extra early to make sure everything looked good. Another smooth day, and a successful event.

 We have reached the point in the year where attendance at the mountain really seems to fall off, the lowest of the whole season. Our department tries to offset this by planning a lot of fun events for the end of the season, and constant rebuilds of the normal terrain park. End with a bang.

How are you experiencing a relevant and challenging use of your skills?

 As people see a new season in the near future, they tend to lose interest in the current season. At this point in the year, we really see the public loosing interest. The last two weekends you see less crowds, which means less profits all around the resort. We try to counteract this with fun events for everyone.

The challenge now is attracting customers, and a plan for this is thought of much earlier in the season. The last four weeks of the season, there are four major events. On paper it seems easy, but now we just need to make it happen. We must remain organized, and get what needs to be done organized and in working order.

What did you learn from the experience?

 It is easy to make a plan; it is hard to put that plan into action.

I learned that an accurate and precise action plan could go a long way. If you plan correctly, setup for an event can be a breeze. However, if you overestimate your abilities, you might not get done what you think you will get done. Accuracy and precision are very important, especially when planning.

What worked well?  What would you change next time?

 Our plan worked well for the week two events. We knew what had to get done by when, and we experienced no problems at all.

However, after the first week’s miscommunication, we really struggled to get on track before the weekend event.

Please describe the supervision you are receiving:

 Every day I work, I am either working closely with my manager Mouse, or a supervisor, Treyson or Stefan. We do every task as a crew; there is not much division we experience. I really enjoy the management Mouse offers because he does not think of himself as higher than the crew. He works side by side with us, rather than being a boss and sitting back and watch the work get done. If I have questions, mouse is either a shout away, or a radio call away. I am never left on my own, to figure out things by myself.

I also am not afraid to ask questions. I am hungry to learn, and I am taking this as an opportunity to help me reach my goals in the future.

Reflective Journal #6:  Describe an unexpected issue that you needed to handle at work; list the people involved using generic titles – not names, discuss any back ground information relevant to the situation, describe the actual incident and your response, evaluate the effectiveness of your response and suggest how you would handle a similar situation in the future.

 Riding up the lift one busy Saturday, we were just going about our business. Discussing the day, and what we still had to get done. Next, I saw an orange flash. My brain wasn’t registering what it was seeing. A small body tumbling across the run beneath me, and impacting a tree.

Was that real? Is he ok?

 We all witnessed an 8-year-old boy crash off the trail out of control into a tree. Quickly, we yell to the boy to see if he is ok. No response. I look at the two terrain park rangers next to me, and my supervisor. We are all dumbfounded. Quickly, my supervisor gets on the radio to call ski patrol. I yell to people up hill to check the boy out, or if anyone is with him. Once we get to the top of the lift we get to the ski patrol hut, and escort a sled down to the incident to help. The other ranger who went with me directed traffic to slow down and use a different route while I helped the ski patrollers get the boy into the sled and down to the waiting ambulance. I fill out an accident report, and continue on with my day.

 My supervisor, the terrain park rangers, and myself have nothing to do with the normal ski runs, or with injury response. In this situation the only thing making us act is our conscious, it wasn’t our jobs to help out. However, we care deeply for this resort, and for the people who enjoy it. This type of dedication to an agency helps create a great product for all. When an employee cars about the agency as a whole rather than just there department, a work environment feels more like a community or a family than just an employer. And this is easy to see, by employees or patrons.

 Because we care about or resort, we responded to a situation outside of our responsibility. We helped ski patrol with their job, as they would help us with ours in a time of need. In this situation we were as effective as we could be. We called ski patrol moments after the accident first occurred, creating a quick response time. While ski patrol tended to the victim, we directed traffic away as to not create another accident. We did what we could do, while ski patrol did what they could do.

 I do not see a future for myself as a ski patroller or first responder, but if I could be of any value in an accident response situation, I will step up and help in any way possible. I know the same goes for my manager, my supervisor, and my fellow terrain park rangers.