



May & June 2025

PLAYMAKER HONOREES

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June
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Kyle DeScenna

Building Maintenance Tech 4

Building Maintenance/Services

This month, Kyle made a massive repair to the walk-in cooler at Ten Mile Tavern. The equipment for this cooler has been finicky for years. Also, anytime water is turned off for the building, the compressor failed, potentially causing lost product as the cooler heats up. This happened to us and instead of repairing the cooler with the same difficult components, Kyle put in a whole new compressor unit that doesn't rely on the building's water. We've been wanting to do this for years now. Not only that, he was able to get it done single-handedly. Our contractor for this work wasn't able to get to it for days and quoted a huge amount for the time it would take to get the work done.

Kyle's is always looking for long-standing quality repairs to ensure they endure. His entrepreneurial nature and ability to prioritize and plan his repairs was highlighted by the time and effort commitment required to complete this job. He is passionate about his work and leverages his unique skills to solve difficult issues such as this one. He is a strong team member and took one for his team by resolving a problem so many have dealt with over the years. All the core values were represented in this amazing 'job well done'! Thanks, Kyle.

NOMINATED BY: Justin DeSola



June
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Margarita Fuentes

Building Superintendent

Property Management

We're excited to nominate Margarita Fuentes as a Playmaker for June 2025!

Margarita has been with Copper Property Management for over 10 years and continues to go above and beyond in her role as a building superintendent. She brings reliability, professionalism, and care to everything she does, but one particular day in June, she really went the extra mile.

During a situation that could have led to major damage, Margarita didn't hesitate. She acted quickly, made smart decisions, and handled the issue. While there were a number of ways to respond, Margarita's approach was by far the most effective and proactive. Margarita's ability to stay calm under pressure, take ownership, and go the extra mile is exactly what makes her a true Playmaker. Her actions that day reflect her dedication not just to her job, but to the people and properties she cares for every day.

Margarita, thank you for all the hard work you put in every day. You play a key role in keeping Copper's Properties looking great and running smoothly, and we're all very grateful for everything you do.

NOMINATED BY: Elizabeth Baldwin



June
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Hunter Klenk

Facilities Technician

Property Management

Since joining the department Hunter has played a versatile role in supporting multiple properties and Superintendents. The off-season is also a busy time in Property Management as we try to complete many projects with low occupancy in the buildings. At The Cirque, and after some staffing changes, Hunter volunteered to pressure wash the parking garage, which is something he hadn't experienced. He quickly learned the process, planned daily, and followed through with completing the task in our desired timeline. Thanks for showing initiative and getting it done, nice work!

NOMINATED BY: Nick Ashton



May

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Cassie Loney

Employee Experience Specialist

Employee Experience/HR

RALLY AWARD WINNER!

Cassie and Mel recognized a gap in the summer apparel for the staff at Copper Mountain and took the initiative to offer a fresh summer staff t-shirt that would not only be comfortable but also reflect the vibrant spirit of the resort. Understanding the importance of team unity and pride, she carefully selected a lightweight fabric perfect for warm weather, ensuring that the shirt would be both breathable and stylish. The design features a graphic logo that captures the essence of Copper Mountain, making it a fun addition to the employees' summer wardrobe. By creating this new t-shirt, Cassie not only addressed a practical need but also fostered a sense of camaraderie among the staff, allowing them to showcase their connection to the mountain while enjoying their work in the sun. Thank you, Cassie, for always having a smile on your face and helping us in any way you can.

NOMINATED BY: John Gillespie



May
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Mel Steele
Employee Experience Manager
Employee Experience/HR
RALLY AWARD WINNER!

Mel and Cassie recognized a gap in the summer apparel at Copper Mountain and took the initiative to offer a fresh summer staff t-shirt that would not only be comfortable but also reflect the vibrant spirit of the resort. Understanding the importance of team unity and pride, she carefully selected a lightweight fabric perfect for warm weather, ensuring that the shirt would be both breathable and stylish. The design features a graphic logo that captures the essence of Copper Mountain, making it a fun addition to the employees' summer wardrobe. By creating this new t-shirt, Mel not only addressed a practical need but also fostered a sense of camaraderie among the staff, allowing them to showcase their connection to the mountain while enjoying their work in the sun. Thanks, Mel, for taking time out of your day to be a t-shirt designer.

NOMINATED BY: John Gillespie



May
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Lindsey Erwin

Employee Housing Foreperson

Employee Housing

Lindsey rocked it this year with all the end of season housing craziness! Lindsey is the main person in the office that handles room moves and roommate pairing, and there were several factors working against her this year at the end of the season. With the extension we had people leaving in April, people leaving after the extension, people staying for summer, people going on vacation, and more. We had a tight turn around to get residents moved to resident floors for summer if they were staying and had to be very strategic with the dates, we could allow people to stay on camper floors while still having time to flip them for camp. Basically, there are a TON of moving parts at the end of season. Lindsey managed most of the room changes and roommate pairing, running around all day to assign people, send roommate notices, accept summer residents and pair them, honor last minute roommate requests, watch for move out dates to make sure people were leaving when they needed to, work with Woodward to assign their staff to the correct rooms... and she did it without hesitation or frustration. While managing all of this, she also made time for projects that needed to get done before camp related to salto access, double checking spreadsheets, prepping for move ins while she was on her leave, cleaning the office, putting together furniture, etc. Thank you for all your hard work at our busiest time of year Lindsey- we can't wait until you're back in the office after your fun summer travels!

NOMINATED BY: Lindsey Kuligowski



May
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Emily Pankey
Employee Housing Supervisor
Employee Housing
PEAK AWARD WINNER!

Emily never tires with work and is always looking for more ways to get involved and fill her day. At the end of the season, she was helping with all the resident moves/accepting/assigning of course, but she also had a million other things she was handling. Emily is in charge of all rent deductions, and at the end of the season, LOTS of people ask for adjustments in their paychecks which she inputs manually. She also processed hundreds of move out forms and deposit refunds in just a couple of weeks. Again, all that work is manually done, and she is able to quickly pivot from task to task, doing rent math, helping residents when they walk into the office, answering calls, running a few background checks, popping over to HR to help, and then going back to math and doing it all perfectly. While doing all of this, she decided to take on more things, like helping with workers comp processing, cleaning around the building, making posters and social media announcements, sitting in on summer planning meetings, processing corrective action notices... she even took several extra FLA shifts just because she loves helping in the lift lines. When Emily sees something that needs to be done, she doesn't add it to her to do list for a later date, she jumps in and does it right then and there. If she needs help, she finds the right people and motivates everyone to fix any problem that needs fixing. I can always count on Emily to get things done, get them done right, and get them done with the best attitude. She is everyone's favorite Housing team member, and I understand why- she is the life of the office and proves that work can be fun and everyone can be a friend. Emily- I appreciate you so much and I am so thankful for everything you do (in the housing office and beyond)!

NOMINATED BY: Lindsey Kuligowski



May
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Brian Shade

Employee Housing Maintenance Supervisor

Employee Housing

Think of how much cleaning and fixing you have had to do anytime you moved in your life- now think of doing that to hundreds of rooms and apartments in a month. Brian is in charge of all the cleaning and maintenance in all 3 of our employee housing buildings and runs around like crazy every day to get things ready for new residents. At the end of the season, and especially with the extended season, we have a really tight turn around to get things prepped and ready for camp and summer operations. In just a month, Brian organized contractors for roof and boiler repairs, scheduled water shut offs to fix leaks, repaired and replaced dozens of window screens in camper rooms, made repairs both small and large in hundreds of EDGE rooms, cleaned and made fixes in dozens of Sky Chutes rooms and units (do you know how long it takes to clean a 2 bedroom unit), took charge of a deep cleaning day where we got rid of furniture that has been here since the days of Club Med, sat in with summer planning meetings... all while hiring and training a new employee. Brian does the work of several people and has grown in his skill level so much over the years. Brian- these buildings would fall apart without you, and I am so thankful for your unlimited knowledge and hard work!

NOMINATED BY: Lindsey Kuligowski



May
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Brian Duncan

Chef

Aerie

Brian stepped up and covered a Banquets function in my absence. While I was out of the kitchen due to family matters, Brian came into the Banquets kitchen and helped cover a chef attended ramen station. On top of his existing duties running the Aerie, he made sure that the station was prepped, set up for success, and executed perfectly. Brian did not hesitate to help; it created calm in my already stressful situation. Thanks for sharing your culinary knowledge and skill in making this function a success!

NOMINATED BY: David Taladay



May
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Haley Gray Plaisted

Group Lead Agent

Central Reservations

This fall Haley returned to Cen Res for her second winter season, and she has been on a roll ever since. She jumped back into sales mode immediately and has been an excellent resource for our guests. Haley always takes time to figure out what each guest needs and patiently answers all their questions to ensure a smooth visit. Since October, Haley has sold enough to join our “High Rollers Club” and is on track to meet the next milestone for sales. In January, Haley was promoted to group lead agent. She transitioned into this role effortlessly and has been a great asset to our group line of business. It is easy to work with Haley knowing that she is always on top of her duties and is dedicated to doing things the right way. Haley is also a wonderful coworker to have; she makes our office a brighter and more fun place. Cen Res is lucky to have Haley on our team, thank you for all that you do!

NOMINATED BY: Eva Kimberly



June
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Eva Kimberly

Central Reservations Supervisor

Central Reservations

I want to nominate Eva for a Playmaker for her outstanding work in Central Reservations. She is a hard worker who is invaluable not only our Cen Res team succeed, but across the resort. As a supervisor in our office, she is hands-on, supportive, and committed to helping our team succeed. She is calm and level-headed no matter the situation, whether it is handling a guest escalation or continued training within our office. With the group line of business, she works very closely with multiple teams, including the Sales & Service teams, to ensure a seamless experience for the groups that will be lodging at Copper. With the wholesale line of business, she works closely with our external wholesalers to ensure a successful partnership with both the wholesalers and the guests who book through them. We are very lucky to have Eva be part of our team!

NOMINATED BY: Katie Llewellyn



June
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Bianca Salazar

Systems & Inventory Agent

Central Reservations

Bianca sets the gold standard for guest experience at Copper Mountain. Throughout her time in Central Reservations, she has consistently demonstrated an unwavering commitment to putting guests first, while developing a deep understanding of all that Copper Mountain has to offer. This past winter, Bianca stepped up to take on the added responsibilities of Systems & Inventory. In this expanded role, she successfully adapted to a more demanding workload, all while continuing to deliver exceptional service to our guests. In addition, she has become an even bigger asset to the team with her increased knowledge of our online lodging reservation system. Beyond her primary duties, Bianca's keen attention to detail drives her to ensure that both our internal resources and website content remain accurate and up to date. She regularly places herself in the guest's shoes to better anticipate needs and provide thoughtful, personalized assistance over the phone. Time and again, Bianca has been recognized by guests for going above and beyond to ensure their Copper Mountain experience is seamless, enjoyable, and memorable. We are so grateful to have Bianca as a member of the Central Reservations team!

NOMINATED BY: Hunter Burns



May
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Rose Steinhart

Central Reservations Agent

Central Reservations

I'm proud to nominate Rose for a Playmaker Award to recognize her exceptional performance and commitment to Copper Mountain since being promoted to a year-round Sales Agent in Central Reservations. Rose has consistently proven herself as a top sales performer, demonstrating not only her ability to drive results but to do so with professionalism, empathy, and a guest-first attitude. Whether navigating a complex reservation or assisting frustrated callers, she approaches each interaction with expertise, ensuring that every guest feels supported. Not only has she routinely won monthly SRS sales contests, but she is also the first agent to hit the sales goal milestone for our High Rollers Club. Between her quiet wins throughout the day, she keeps the office light with her witty humor and breezy demeanor. We appreciate you Rose!

NOMINATED BY: Kyle Fanter



June
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McKenzie Graham

Rental Owner Services Coordinator

Rental Owner Services

McKenzie spent extra time and effort helping complete the Spring deep cleaning this year in our first cycle with a new vendor and her hard work was truly appreciated. From efficiently stripping beds to conducting thorough post-inspections, her dedication stood out every step of the way.

Her sharp eye and diligent approach throughout the process made all the difference in helping to ensure the deep cleans were completed to our Copper Lodging Rental Program standards.

McKenzie's attention to detail and commitment to excellence does not go unnoticed. Thank you, McKenzie!

NOMINATED BY: Nicole Simmons



June
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Jacob Tedder

Rental Owner Services Coordinator

Rental Owner Services

Jacob took the time and put in great effort during this year's Spring deep cleaning, our first cycle with a new vendor. His focus on staying on track and ensuring the job was completed efficiently played a key role in keeping the entire process smooth and on schedule.

He took the lead in getting the bed stripping done with care and consistency and followed through with detailed post-inspections to make sure every aspect of the deep cleans met our Copper Lodging Rental Program standards. His reliability and attention to follow-through made a noticeable impact throughout the process.

Jacob's dedication and hard work are truly appreciated. Thank you, Jacob!

NOMINATED BY: Nicole Simmons



May
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Michael Phipps

Transportation Driver

Transportation

Michael played a crucial role in completing the end-of-season maintenance write-up sheets for each bus. His attention to detail ensured that every aspect of the buses' performance and condition was accurately documented. This process involved meticulously reviewing maintenance records, noting any repairs or issues that arose throughout the season, and compiling this information into a comprehensive report. By doing so, he not only helped maintain the fleet's operational efficiency but also contributed to the overall safety and reliability of the buses for the upcoming season. His efforts were essential in providing a clear picture of the maintenance needs and ensuring that all necessary actions could be taken to keep the buses in top shape. Thank you, Michael, for all your hard work and dedication.

NOMINATED BY: Ralph Knowlton



May
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Geoff Skews

Transportation Driver

Transportation

Geoff played a crucial role in ensuring that all the buses were thoroughly washed at the conclusion of the season. His dedication to this task was evident as he organized the cleaning schedule, coordinated with his teammates, and even took the time to teach some of them the best washing techniques. With a keen eye for detail, he made sure that every bus was spotless, removing dirt and grime accumulated throughout the hectic season. It wasn't just a matter of aesthetics for Geoff; he understood that a clean bus had a significant impact on the overall reputation of the team and contributed to a positive experience for everyone involved. His efforts didn't go unnoticed, as they helped set a standard for the team's maintenance routines moving forward. Thanks, Geoff, for all your hard work and dedication.

NOMINATED BY: John Gillespie



May
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Josh Vannatta

Vehicle Maintenance Tech 1

Vehicle Maintenance

PEAK AWARD WINNER!

I am a new employee here. It wasn't Josh's main focus to get me up and running; he just took it under his own volition to help me. Since day one, Josh has gone out of his way to get me up to speed in my role which I had zero experience. Thinking of the mission, I will never forget how accessible he has been (even giving me his cell phone to call while he was on holiday for his own graduation).

Josh has shown me not only a successful track maintenance process but shown me where any and everything is located to do my job. Even if I had to ask multiple times how to do tasks (proper torque numbers and grouser replacement), he has done it with a smile and total understanding. His patience with me has set up our team to work efficiently the rest of the Summer.

Josh also at the end of the day has given me guidance on leveraging Copper's technology for inputting of notes and ordering parts so that they arrive in a timely manner. Maintenance Connection and the Parts Request tool can be daunting at first glance.

There seems to be no such thing as a "bad day" in Josh's world. He always has a smile on his face and makes sure the task at hand is as fun as we can make it. He can find levity during stressful times and that is an innate gift.

Despite our team working during a busy time, not once did he not have time to address my many questions with hands on answers as I learn the role of track replacement.

Overall, I would have to describe his efforts with me as elite and invaluable, and I am forever grateful. If nothing else, Josh deserves a cape and an "S" on his chest.

NOMINATED BY: John Fencil



May
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Jaycee Cogswell

Camp Counselor Lead

Woodward Copper

Jaycee has stepped into her leadership role this season with grace. She has demonstrated her ability to connect and provide sincere feedback to those under her management and always meets others with empathy and poise. She has been a phenomenal resource for counselors and campers alike and ensures that everyone is getting the support that they need. She has been invaluable in mentoring counselors on how to handle behavior, how to foster social-emotional emotional growth, and provided guidance for many unexpected or challenging situations. Jaycee excels in communicating to her peers and making sure that there is communal understanding when fixing any problems that arise. She upholds camp expectations while simultaneously meeting the needs of those under her care. We love Jaycee for her positive attitude, for consistently going above and beyond, and always making fun a priority. Jaycee has taken charge of many difficult environments from her supervisory position-- she adjusts resources with ease, provides wise leadership to counselors, and pays attention to every detail. We are very lucky to have her in her current role, and even luckier to just be around her.

NOMINATED BY: Gracie Baker



May
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Rental Owner Services Lodging & Resort Services TEAM OF THE MONTH!

I would like to nominate the Rental Owner Services Team for a May team playmaker, for their diligent efforts in preparing hundreds of lodging units to be deep cleaned. We used a new vendor for annual deep cleans this cycle to ensure we are always finding the best services and rates for our valued owner partners. This vendor switch has come with some new processes and procedural changes, which saw the Rental Owner Services Team needing to strip beds and other linens in units prior to the cleaners coming through. This was no easy task for a small team, but everyone stepped up and played their part in working towards the greater good of elevating the Copper Lodging Rental Program for our owner partners and guests alike. Thank you ROS Team for all your continued efforts, I am very proud to work with a group of such dedicated and solution-oriented team members!

NOMINATED BY: Tim Lonergan