



July 2026

PLAYMAKER HONOREES

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July 2026

Jared Ferrera

Security Manager

Security

When we talk about Playmakers, we talk about someone who grabs the ball during a play in a critical game and makes something happen. Jared was literally one of our starting quarterbacks during the Salto systems issues in July. When we suddenly had several of our Salto digital locks start deactivating across the resort in the space of just a few hours, Jared leapt into action with his Security team to make sure the issues were addressed quickly and getting people into their homes and units. Not only were our guests impacted, but as our Salto locks are universal across the resort - every competitive lodging company, every homeowner, and every employee housing unit were potentially impacted - as well as our own guests. Due to the relationships that Jared and his team have built up over the years - they were able to help de-escalate several challenging situations as individuals found themselves locked out of their units. Jared worked close to 20+ hours/day for 4 days in a row to make sure that his team was set up for success and that lock-out calls coming in fast and furiously to the Security phone were being addressed; and have I mentioned that Jared is still recovering from a recent surgery and still doing this! If there is an incident or an emergency - you want Jared on your team; he is professional, focused, and gets the job done. Thank you Jared for rising to the occasion in such a challenging situation and demonstrating what a true Playmaker looks like.

NOMINATED BY: Kelly Renoux



July 2026

Tai Morris

Property Management Facilities Technician Property Management

I am happy to nominate Tai Morris as a Playmaker for July 2026. Tai has proactively tackled several improvement projects, including painting rooms, which has helped maintain and enhance the property's appearance. Tai consistently maintains a positive attitude, comes to work with a smile, and is always willing to help wherever needed. He is a quick learner who balances daily building maintenance responsibilities with projects when time allows. Through his willingness to take on additional projects and his commitment to quality work, Tai has helped improve the overall condition and appearance of the property, making him well deserving of this recognition.

NOMINATED BY: Elizabeth Baldwin



July 2026

Katie Llewellyn

Central Reservations Manager

Central Reservations

PEAK AWARD WINNER!

I am nominating Katie Llewellyn as Playmaker for her dedication in solving just about all our initial lodging problems when the systems went down. What seemed like an insurmountable problem of compiling all reservations for incoming guests quickly became clear and concise with her creation of a shared Excel sheet and thinking of the reports that had been previously run to gather information. This sheet was shared with housekeeping so that they could include the up-to-date information on the status of the rooms, with ROS to work with homeowner's reservations, the Front Desk for check-ins, and of course Central Reservations for all the guests calling in. The outage happened on a Tuesday, and by Thursday she had this ready for the largest check-in day of the summer with sold-out lodging for Courage Classic weekend. A week later, she already has a 2.0 version of the document with even more functionality, including formulas to show the suite component of the units (IYKYK just how amazing that is!). She has been here before opening and well after closing on a regular basis to check, double-check, and probably octuple-check that the resources we do have line up with this document that so many departments are relying on.

Now, not only has she created this interdepartmental powerhouse, but she has also been helping her own department with the million daily questions as we adapt and overcome the changes. We are all very aware that these times are unprecedented without access to V1, yet sometimes you wouldn't know it when going to Katie for questions. Between keeping the spreadsheet up to date, she is helping her staff use programs in ways we haven't before so that we can continue to make reservations and help our guests coming to the resort. Many of our guests calling in do not know the myriad of issues that we are dealing with, and through her guidance we are offering them the same support and answers as any 'normal' day. As of the time that I'm writing this, we don't have an anticipated date for the return of our system, yet we know that it will all be okay through Katie's hard work and supportive guidance. Thank you so much, Katie!

NOMINATED BY: Haley Gray Plaisted



July 2026

Lili Dimas

Resort Services Agent

Guest Services and Guest Experience

Lili is a ray of sunshine every time she comes into work. She always greets everyone on the team with a smile (and sometimes even with delicious homemade breakfast burritos). Lili always finds a way to help others, whether it is stepping in during a rush at the super desk or giving a hand to a coworker with our re-stickering project. Her support and work ethic are clearly demonstrated through her words AND actions. Having the pleasure of working with Lili in East Village over the past winter and now in Center Village for the summer, I have seen such growth in her confidence. She came in being hesitant to say no and now is standing tall during weather holds. I'm so incredibly proud of Lili!

NOMINATED BY: Natalie Wajda



July 2026

Mandy Page-Gazaway

Resort Services Foreperson

Guest Services and Guest Experience

I would like to nominate Mandy for a Playmaker award for the ownership, consistency, and pride she brings to our team every day.

This is Mandy's second summer with us. Since joining the team a few seasons ago, Mandy has taken ownership of our Lost & Found process, and the difference has been remarkable. What was once an area that would easily become disorganized in the summer is now a well-managed part of our operation both summer and winter because of Mandy. She genuinely cares about getting guests' belongings back to them and has built a process that is organized, reliable, and easy for the team to support.

Beyond Lost & Found, Mandy has been a huge asset on our sticker project, consistently stepping in wherever help is needed and keeping the work moving forward. She also does a great job rallying the team, creating a positive environment and encouraging those around her to stay engaged and work toward shared goals.

Mandy's passion for doing things the right way, her willingness to take ownership, and the pride she takes in her work have made a lasting impact on our department. She has been an invaluable part of our team's success this summer. Thank you, Mandy!!! You rock!!

NOMINATED BY: Jenna Rosenhamer



July 2026

Alex Riquel

Resort Services Foreperson

Guest Services and Guest Experience

I would like to nominate Alex Riquel for a Playmaker award for the energy, initiative, and leadership she has brought to the team this summer.

Alex worked as a strictly Guest Services Foreperson over the winter at our main Guest Service location, but watching her step into summer operations has been incredibly refreshing. She has taken the initiative to learn both Retail and Rentals, approaching each new responsibility with curiosity and a genuine desire to understand how the operation works as a whole.

What stands out most is that Alex is always asking, "How can this be better?" She does not simply complete the task in front of her; she looks for ways to improve the process, the guest experience, and the team's day-to-day operation. She sets daily goals for herself, stays motivated, and does a great job rallying the team around those goals.

Alex has truly been an all-star this summer. Her willingness to learn, positive attitude, and drive to make things better have made a noticeable impact on the team.

Thank you, Alex!! We appreciate you!

NOMINATED BY: Jenna Rosenhamer



July 2026

Natalie Wajda

Resort Services Supervisor

Guest Services and Guest Experience

I'd like to nominate Natalie Wajda for Playmaker for the leadership and consistency she's demonstrated throughout the summer.

This summer is Natalie's first summer as a supervisor. Natalie has been a strong leader in our resort service summer operations, leading by example through her dependability and willingness to jump in wherever she's needed. She consistently supports her team, stays engaged with our guests, and helps create a positive environment for everyone around her.

One of the strongest examples of her leadership came during the first day of the recent server outage. Due to an oversight, Natalie was inadvertently left off the initial All-at-Copper communications and arrived without the information many others had. Despite having virtually no advance notice, she assessed the situation, adapted immediately, and quickly shifted her team's operations to meet the moment. She remained calm under pressure, supported her team, and continued providing an excellent guest experience despite the uncertainty and rapidly changing circumstances. Natalie never let the communication gap slow her down or affect her ability to lead-- instead, she focused on solutions and kept operations moving forward.

Outside of that event, Natalie has been consistently reliable all summer. She has done a great job helping lead the Camp Hale Outfitters team, adapting to the unique pace and guest interactions that come with summer operations, and has been someone the department can count on. Her steady leadership and willingness to support both guests and teammates make her well deserving of this recognition.

NOMINATED BY: Jenna Rosenhamer



July 2026

Chris Landry

Bicycle Mechanic Level 2

Rental/Retail

I want to recognize Landry for his strength in a stressful and scary situation, and for the kindness and compassion he showed to one of our guests and their mother. On a busy Saturday, a guest experienced a medical emergency in the Copper Sports Bike Shop. He was trying to call his Mom while our team called 911. The guest was unable to complete this, so Chris quickly stepped in, took the phone, and spoke with his mother to let her know what was happening and where to come to be with her son.

The guest's mother arrived at Copper Sports as her son was being loaded into an ambulance, and Landry immediately went to her and identified himself as the person she had spoken to, gave her a big hug, and stayed with her while her son was being treated. He made sure she had a safe way to get to the hospital, as she wasn't riding in the ambulance, and overall made a tough situation more human and made a difference for that family. Landry has one of the biggest hearts around. I can't think of a better person to have been there to make that phone call and be with the patient's Mom. Thank you, Landry!

NOMINATED BY: Krystal Ryan



July 2026

David Hock

Advanced Patroller

Ski Patrol

I appreciate David's enthusiasm and willingness to do whatever needs to be done. He is willing to pick up any shift early or late and is a huge help when someone needs a shift covered at the last minute. He has developed a keen awareness of what may need to get done or where he can help and takes care of it. He is flexible with his schedule on the glacier for two days, then bike patrol, off the next, then an on-call shift, then back on the glacier to cover for a sick coworker. Thank You, David.

NOMINATED BY: Michael Wagenseil



July 2026

Trevor Lehto

Lead Patroller

Ski Patrol

Trevor keeps Bike Patrol on track. Trevor was instrumental in ushering communication between departments during frequent intermittent bike trail closures this month that had the potential to be a huge disruption /inconvenience to our MTB riding guests. The wheel of maintenance keeps turning in preparation for winter, but we have to remember what is happening right now. Thank You, Trevor.

NOMINATED BY: Michael Wagenseil



July 2026

Baylee Rice

Lead Patroller

Ski Patrol

Baylee has spent a lot of time in ski boots over the years, including at least 3 summers on the Glacier with camp. She has stuck with it and guided a lot of positive change in the process. From communication between patrol and the camp office, developing relationships with coaches and staff, streamlining response procedures, and gear logistics. I appreciate having Baylee up there as often as she is. That consistency is a huge help to daily operations. Thank you, Baylee!

NOMINATED BY: Michael Wagenseil



July 2026

Ethan Chinery

Vehicle Maintenance Foreperson

Vehicle Maintenance and Purchasing Warehouse

Ethan has been an outstanding mentor to our maintenance mechanics. He has been leading, training, and supporting all of our mechanics throughout the summer to make sure our fleet is ready for the upcoming winter. He is a role model of what a foreman is supposed to be. Our summer operations have benefitted from his expertise and, more importantly, his willingness to coach and support our team.

NOMINATED BY: Aaron Shields



July 2026

Macey Darr

Woodward Snow Coach Supervisor

Woodward Copper

RALLY AWARD WINNER!

Macey has been an exceptional partner to the Patrol Staff throughout the summer. As the Woodward On-Snow Supervisor, she consistently demonstrated outstanding communication, professionalism, and collaboration that strengthened the relationship between our departments. Macey was proactive in sharing critical operational information, including incoming weather, staffing levels, and any campers who required additional attention. She regularly checked in with Patrol about additional needs, while also serving as a reliable point of contact between Ski Patrol and the Woodward camp office when we were occupied caring for patients. By establishing clear communication and a shared understanding of each department's roles and responsibilities, we avoided many of the challenges that can arise between teams and instead operated as one cohesive unit from the start of the summer. Macey embodies Copper's values of Teamwork, Responsibility, and Soulful leadership by building trust, anticipating needs, and ensuring information flowed seamlessly. Her consistent dedication improved operational efficiency on-snow, strengthened on-hill camper safety, and positively impacted both our staff and our campers throughout the summer.

NOMINATED BY: Baylee Rice



July 2026

Cassie Loney

Woodward Copper Business Supervisor

Woodward Copper

RALLY AWARD WINNER!

Cassie has made an incredible impact in her first summer as the Woodward Office Manager. Although new to the role, she approached each day with the confidence, professionalism, and organization of someone who had been doing the job for years. She quickly established strong communication with Ski Patrol, providing timely feedback and proactively identifying ways to improve operations. After recognizing uncertainty about who to contact daily on the Patrol staff, Cassie suggested creating a daily "in-charge" contact list, reducing unnecessary radio traffic and streamlining communication between departments. Behind the scenes, she and her team coordinated parent notifications for every injured camper, clearly communicating camper injury information provided by Patrol, verifying insurance coverage, preparing medical paperwork, and helping families navigate off-site medical care when needed. Her proactive approach solved problems before they became issues, allowing Patrol to focus on camper care while ensuring families received accurate, timely information. Cassie embodies Copper's values of Entrepreneurial, Responsible, and Teamwork through her initiative, attention to detail, and commitment to building strong interdepartmental relationships. Thanks for a great summer, Cassie!

NOMINATED BY: Baylee Rice



July 2026

Security Employee Experience

We literally have the best Security team on the planet! During the Salto issues in July - our small but mighty team of less than a dozen individuals literally opened and touched almost every single door here at Copper Mountain and addressed hundreds of lockouts in the space of a few hours. The team quickly mobilized and created an internal dispatch system to send their team to buildings as their phone literally never stopped ringing. Through it all the team were masterful at their de-escalation techniques as they were usually the first person that our guests/homeowners/residents were seeing after the systems went down. Even during the maddening hours when our own master keys were getting deactivated - the team was calm, efficient, and focused on amazing guest service the entire time. With Salto - this not only impacted our own lodging guests, but also every homeowner, property management company, VRBO, etc. at the resort - so not only were they tasked with keeping our guests calm and accommodating them, but also all of our competitors' guests as well as our homeowners. The team worked countless hours of overtime and several worked through days off to ensure that everyone could access their units while the system was being rebuilt. This whole incident literally took a village, so kudos to everyone at Copper who pulled together and demonstrated our core value of Teamwork to get through a challenging situation.

NOMINATED BY: Kelly Renoux



July 2026

Building Maintenance and Services Development & Planning

TEAM OF THE MONTH WINNER!

The Salto key and door lock system went down, which caused a significant inconvenience across the Resort. Justin DeSola worked closely and tirelessly with the IT, ROS, Security, and Salto Technical Support to identify possible short-term solutions to get these keys and locks reprogrammed. Once a solution was identified, Lezle Walker, Carlie Santos, and Brady Lampert worked feverishly printing keys for our BU's, guests, and homeowners, while providing additional support for ROS during the Courage Classic check-in process.

This was a great example of Teamwork and much appreciated by fellow team members.

Thank you!

NOMINATED BY: Graeme Bilenduke



July 2026

Property Management Development & Planning

TEAM OF THE MONTH WINNER!

The Salto key and door lock system went down, which caused a significant inconvenience across the Resort. Justin DeSola worked closely and tirelessly with the IT, ROS, Security, and Salto Technical Support to identify possible short-term solutions to get these keys and locks reprogrammed. Once a solution was identified, Elizabeth Baldwin, Dan Lee, and Jake Brossard worked feverishly through the night reprogramming individual Salto locks across all buildings at the Resort for our BUs, guests, and homeowners. It was super important that these locks were reprogrammed to ensure the Courage Classic guests checking in could get into their lodging units.

This was a great example of Teamwork and much appreciated by fellow team members.

Thank you!

NOMINATED BY: Graeme Bilenduke



July 2026

Rental/Retail Warehouse Lodging & Resort Services

Playmaker Nomination - Camp Hale Outfitters Summer Resort Services Team

I am honored to nominate the Camp Hale Outfitters Summer Resort Services Team for consistently going above and beyond in the face of both planned initiatives and unexpected challenges. Their dedication, teamwork, and positive attitudes have made a lasting impact on both their coworkers and our guests.

This summer, the team took on the enormous Transparency Pricing re-stickering project, organizing and accurately re-tagging more than 80,000 items across multiple locations. This is an entirely new process, requiring flexibility, problem-solving, and a willingness to embrace the unknown. Despite the scale of the project, the team remained organized, diligent, and positive every step of the way. Several team members even volunteered to start before their scheduled start dates to help ensure the project stayed on track. Their initiative and commitment transformed what could have been a daunting task into a seamless operation.

As if that wasn't enough, the team has also navigated an extended server outage that has forced operations to shift to paper tickets, contingency devices, and manual processes for weeks. Rather than letting these challenges affect the guest experience, they have met every day with patience, professionalism, and a solution-focused mindset. They have shown incredible kindness and understanding to guests, communicated clearly with one another, shared updates after busy weekends, and continuously adapted their workflows to keep operations running as smoothly as possible.

Throughout both situations, this team has demonstrated what it truly means to go above and beyond. They have supported one another without hesitation, embraced change with a "go with the flow" attitude, and maintained a level of professionalism and positivity that has inspired everyone around them. Their willingness to step up wherever needed has strengthened not only their own department but also the overall resort operation.

The Camp Hale Outfitters Summer Resort Services Team exemplifies Copper's Mission of delivering memorable experiences, enhancing people's lives, and having fun doing it. They embody Enduring by tackling long-term projects with unwavering dedication, Entrepreneurial by embracing change and adapting to unfamiliar situations, Responsible through their attention to detail and commitment to accurate processes, Soulful by treating guests and coworkers with kindness, humility, and positivity, and Teamwork by consistently bringing out the best in one another. Their commitment to excellence reflects Copper's promise to Play Forever.

Whether taking on a massive operational project or keeping guest service at the highest level during an extended system outage, this team has repeatedly exceeded expectations. Their resilience, work ethic, and dedication make them truly deserving of this Playmaker nomination.

NOMINATED BY: Jenna Rosenhamer



July 2026

Woodward Copper Woodward

I would like to nominate Woodward Summer Camp staff for the Team Playmaker Award in recognition of their outstanding commitment to supporting both their fellow staff members and campers throughout the summer. The whole crew- office, nurses, counselors, coaches, park crew, and barn crew went above and beyond to make another memorable summer camp experience with less-than-ideal conditions.

The team consistently demonstrated a team-first mindset, stepping in wherever needed and approaching every challenge with a positive attitude. Whether assisting with camper supervision, supporting program operations, helping coworkers during busy transitions, or taking on additional responsibilities without hesitation, they continuously contributed to the success of the entire camp team.

The Woodward Team had an unrivaled willingness to collaborate, communicate effectively, and put the needs of the group above their own. Their reliability and flexibility helped create a supportive work environment, and their actions encouraged those around them to do their best. They were always ready to lend a hand, offer encouragement, and ensure that both campers and staff had a positive experience.

Their dedication, teamwork, and leadership by example had a significant impact on the camp community this summer, making it another summer to remember.

NOMINATED BY: Cassie Loney