



August and September 2024

PLAYMAKER HONOREES

PLAYMAKER	DIVISION	PAGE
Dave Schumacher	Accounting	3
Scott Cunningham RALLY WINNER!	Development and Property Services	4
Kyle DeScena RALLY WINNER!	Development and Property Services	5
Joe Johnson RALLY WINNER!	Development and Property Services	6
Brady Lampert RALLY WINNER!	Development and Property Services	7
Jason Roberts RALLY WINNER!	Development and Property Services	8
Justin Walker RALLY WINNER!	Development and Property Services	9
Ella Mitchell RALLY WINNER!	Development and Property Services	10
Maggie Nowak RALLY WINNER!	Development and Property Services	11
Graeme Bilenduke RALLY WINNER!	Development and Property Services	12
Cassie Loney	Employee Experience	13
Lindsey Erwin	Employee Experience	14
Cassandra Strahin	Employee Experience	15
Regina Case	Employee Experience	16
Dustin Lyman RALLY WINNER!	Executive Admin	17
Paul Hitzhusen RALLY WINNER!	Finance	18
Noni Love RALLY WINNER!	Finance	19
Nina Michel PEAK WINNER!	Food & Beverage	20
Nina Michel RALLY WINNER!	Food & Beverage	21



August and September 2024

PLAYMAKER HONOREES

PLAYMAKER	DIVISION	PAGE
Jeff Nunes	Food & Beverage	22
Amy Geppi RALLY WINNER!	Food & Beverage	23
Leesa Harris	Food & Beverage	24
Brian Jersey	Food & Beverage	25
Paul Roznawski RALLY WINNER!	Food and Beverage	26
Kimberly Harris	Information Technology	27
Brendon Fitch	Information Technology	28
Bobby Massaro RALLY WINNER!	IT	29
Sean McKenzie RALLY WINNER!	IT	30
Bianca Salazar	Lodging & Resort Services	31
Erika Fishell	Lodging & Resort Services	32
Jay Hanson RALLY WINNER!	Lodging & Resort Services	33
Regina Unke	Lodging & Resort Services	34
Kyle Schneider PEAK WINNER!	Mountain Operations	35
Chad Reardin	Mountain Operations	36
John Yoder	Mountain Operations	37
Howie Fraser RALLY WINNER!	Resort Operations	38
Shawn McDonald RALLY WINNER!	Resort Operations	39

TEAM PLAYMAKERS	DIVISION	PAGE
Banquets TEAM OF THE MONTH!	Food & Beverage	40



**August
PLAYMAKER 2024**

Dave Schumacher

Senior Manager of Accounting Finance

With the new Workday Payroll system, the F&B department needed a solid spreadsheet for paying out tips to our staff. Dave has spent an incredible amount of hours creating the sheets, helping with multiple scenarios, and making sure the sheets work. He has had to create different sheets for different payouts such as gratuity, service charges, coffee shop tips, etc. He has worked on many iterations to make sure everything can be imported to Workday correctly. He has had meetings with the staff for training purposes and has also taken feedback to make sure the spreadsheets work for the F&B operations. I know how much time and work has been put into this and is continued to be put into this. I am incredibly appreciative of all of the work and attention to detail so that this process works in the best possible way to payout our employees. Thank you Dave for making this a priority.

NOMINATED BY: Amy Geppi



**August
PLAYMAKER 2024**

Scott Cunningham
Building Maintenance Tech 1
Building Maintenance & Services
RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Kyle DeScena

Building Maintenance Tech 3

Building Maintenance & Services

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Joe Johnson

Building Maintenance Tech 3

Building Maintenance & Services

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Brady Lampert
Building Services Supervisor
Building Maintenance & Services
RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Jason Roberts

HVAC/R Specialist

Building Maintenance & Services

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Justin Walker

Building Maintenance Tech 3

Building Maintenance & Services

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Ella Mitchell
Facilities Technician
Janitorial

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Maggie Nowak
Facilities Maintenance Foreperson
Janitorial
RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Graeme Bilenduke
Director of Development/Property Services
Real Estate Admin
RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Cassie Loney

Uniform/Gear Up Specialist

Employee Experience

I want to take a moment to highlight the exceptional contributions of Cassie to our Employee Experience team. Although her primary focus is Gear Up, Cassie's impact stretches far beyond her core responsibilities. Her methodical approach and problem-solving skills have been pivotal in addressing complex spreadsheet issues and troubleshooting our Microsoft and Zoho forms, which we rely on daily.

Cassie's exceptional organizational skills and proactive mindset have also greatly benefited Gear Up. She has taken the initiative to optimize our uniform tracking software, Tagmatiks, to better serve Copper's needs. With the upcoming new batch of uniforms, Cassie has implemented a system for scanning out used uniforms. This innovation enables us to track and report on how many items are being repurposed or donated versus those that might end up in landfills. This is a significant improvement over our previous methods and reflects her commitment to both efficiency and sustainability. Thank you for all your continued dedication and hard work!

NOMINATED BY: Mel Steele



**September
PLAYMAKER 2024**

Lindsey Erwin

Employee Housing Foreperson

Employee Housing

Lindsey's had an amazing return from her LOA! Besides maintaining regular housing duties, if ever a package gets delivered to the Housing Office and its use is inferred, Lindsey will immediately take action- like putting up all of the poster holders without anyone mentioning anything. Lindsey created signage for the Disco Kitchen to replace older, deteriorating ones. She also led in the dispersing of Real Deals as well! Thanks Lindsey!

NOMINATED BY: Emily Pankey



**August
PLAYMAKER 2024**

Cassandra Strahin

Employee Experience Coordinator

HR/Employee Experience

What a whirlwind it's been implementing a completely new and different HRIS system - Workday! While our world has been rocked in Employee Experience with relearning so many processes, from an outside perspective you wouldn't notice anything had changed if Cassandra was assisting you. Her approach to problem-solving—quickly finding answers and following up effectively—demonstrates her commitment to both her role and to supporting her colleagues. She has proactively immersed herself in learning the new system by thoroughly reviewing SOPs, participating in Zoom recordings, and attending in-person sessions with leadership to have a better understanding of troubleshooting and potential quirks of the system. Furthermore, Cassandra's dedication to ensuring compliance through daily onboarding report running has been crucial in preventing potential oversights. Her diligent work in preparing for the annual Glacier Awards event—ranging from detailed research to the manual updating of service records and data consolidation—is a testament to her hard work and attention to detail. THANK YOU for all you do in Employee Experience. Your initiative and commitment to our team and Copper as a whole has not gone unnoticed.

NOMINATED BY: Mel Steele



**August
PLAYMAKER 2024**

Regina Case

Recruitment Manager

Recruitment

With all that Regina has going on, Regina has been a major support and resource to learning and getting familiar with this new system "Work Day". Even when asking a question that may have already been answered in a previous announcement or email, Regina will still give you the time of day and will hop on a one-on-one meeting to make sure all your questions and/or concerns have been met.

Copper Mountain is truly lucky to have such an awesome team member and resource. I don't think Lift Ops hiring would have been successful if it wasn't for her empathy and her dedication to her role.

Thank you for everything Regina.

NOMINATED BY: Ali Gursoy



**August
PLAYMAKER 2024**

Dustin Lyman

President/General Manager

Executive

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Paul Hitzhusen

Vice President of Finance

Accounting

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Noni Love
Senior Sales Manager
Sales/Services
RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



August
PLAYMAKER 2024

Nina Michel

Banquets Manager

PEAK AWARD WINNER!

I don't think there was one department that the Neo Accelerator group did not touch, but Nina Michel absolutely gave Neo her all for the four weeks they were on site. They threw the banquets team CONSTANT curve balls and Nina took everything they threw at her. Neo was here for Courage Classic, Copper Triangle, the RCMR conference of 300 guests, and multiple weddings. All of these events had a heavy banquets presence, and they were extremely busy. Neo never noticed a change in the level of attention they were given, no matter what else was happening at the resort. Just scratching the surface of the lengths that she went above and beyond:

- Spent hours driving to Denver to different stores to purchase specialty beverages requested by the group.
- When their workroom flooded, she brought any blankets and soft goods from their workspace home (there were a LOT) and washed them in her personal washing machine (after 10pm).
- Drove to Copper after 10pm to save perishable items from their workroom fridge when the power went out.
- Accepted every single last minute meal change, coffee replenishment, drink replenishment, and anything else you could think of.

Enduring: Nina absolutely recognizes the value in a group like Neo. Even though they were a lot of work, she knew what that business meant for Copper Mountain and the opportunity we had. The group was constantly impressed with our banquets team.

Entrepreneurial: Neo expected things that are absolutely outside the normal level of service that our banquets team provides. Nina was always willing to add more to her already impossible list to meet the group's expectations.

Responsible: Neo required an extreme level of attention to detail - their buffets required 50+ labels that had to include every item on their buffet (two times a day - 1400+ labels per week). This special request was to keep their guests with allergies safe.

Soulful: I don't know how she did it, but she truly stayed positive throughout the whole program. Regardless of the level of expectation from the group, Nina accepted it with a smile.

Teamwork: Had Nina not been so attentive and willing to bend to all of Neo's requests, the group would have been much more negative to Copper as a whole. Her hard work kept Neo happy, and they ended up having ZERO complaints about Copper Mountain.

I am sure I haven't said enough, but in summation - we are SO lucky to have Nina Michel!

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Nina Michel
Banquets Manager
Banquets

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



August
PLAYMAKER 2024

Jeff Nunes

F&B Storeroom Supervisor

F&B Warehouse

On Monday, August 5th, we received a call that a semi-truck with 13 pallets of uniforms had arrived. Not a big surprise as we knew they were on the way. What we did not expect, however, was that the truck would not have a lift gate or a pallet jack to unload the truck. Yikes, now what?!

Jeff Nunes, from the Food & Beverage Warehouse, was here at the Edge delivering items for the golf event the next day. He told me that he had an electric pallet jack with him and could move the pallets for us...once they got off the truck. Okay, now with a plan for step 2, we still needed a plan to get the pallets off the semi. After a quick phone call to Vehicle Maintenance to see if they had a loader with forks, Barb Moss called me back to say she had "John Yoder, in a loader, on the way to help". Great! We were on the right path now. I won't forget seeing that yellow loader come around the roundabout - not only was John here, but Chad Reardin was also on the loader, standing on the running board as they came around the corner. It was kind of like 2 Prince Charmings coming to the rescue on their noble steed.

John and Chad got to work doing the heavy lifting: maneuvering the pallets from the truck and placing them on the ground, while Jeff would then pick up the pallets and move them into the garage for us. There were several people trying to give hand signals and directions, but John and Chad stayed calm and focused on each other to work together safely and efficiently to unload the entire load for us.

I cannot thank John, Chad, and Jeff enough for their willingness to jump in to assist at the last minute. They exemplify Team Play because they went above and beyond and worked together to help another department. We couldn't have done it without them! Thanks Guys - You are awesome! And a special shout-out to Barb for sending me the help!

NOMINATED BY: Suzanne Snell



**August
PLAYMAKER 2024**

Amy Geppi
F&B Director
Food & Beverage G&A

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Leesa Harris

Beverage Cart Attendant

JJ's Rocky Mountain Tavern

Leesa has shown great initiative in her role as beverage cart host. She is knowledgeable in the game of golf, and this is HUGE for guest experience. She is always willing to pick up shifts (both on the course and inside JJ's) without question and is a huge help to her teammates. Her positive attitude goes a long way with the guests, as well as her co-workers. Her willingness to help wherever needed has been wonderful this summer. Let's hear it for Leesa!

NOMINATED BY: Valerie Michalak & Amanda Hambergh



**August
PLAYMAKER 2024**

Brian Jersey
Sous Chef
JJ's Rocky Mountain Tavern

Brian has gone above and beyond this summer season to ensure our guests are having the best experience possible. From creating unique specials on the weekends to our banquet events, he really has shown a great attention to detail, as well as his creative side. Our head Chef, Jeff, was on vacation in July and we had a pretty detailed Banquet Event Order. Brian ensured this went off without a hitch, and made sure every single item of food was prepared just the way the guest asked. He went above and beyond to help the Front of the House team as well, just completing the guest experience. He has taken every challenge thrown at him with grace and confidence. We are so happy to have him on the team!

NOMINATED BY: Valerie Michalak & Amanda Hambergh



**August
PLAYMAKER 2024**

Paul Roznawski

Banquets Head Houseperson

Banquets

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Kimberly Harris

IT Business Analyst

Information Systems

We are incredibly lucky to have Kimmie here at Copper. She has stepped up with building products and correcting issues with products within RTP. Her resilience and entrepreneurial spirit have been wonderful to work alongside, as we navigate the waters of RTP and come up with solutions to product management and distribution. She took on the heavy lift of providing a new perk to summer employees, by building out a product for employees to redeem for summer activity perks. This was all during the middle of working on other needs of Copper, and she completed this task with passion and commitment to Copper employees. All requests are met with encouraging help and exact direction on how to move forward with needs. I very much look forward to going into the winter season, with Kimmie on our side, to lead our teams into the thoughtful collaboration needed to execute great guest satisfaction from behind the scenes, from product builds to ease of access for guest services to execute sales.

NOMINATED BY: Rachel Brunetti



September
PLAYMAKER 2024

Brendon Fitch

IT Support Specialist 2

Information Systems

Brendon's commitment to his fellow employees is demonstrated to Vehicle Maintenance time and time again. For example, Grace Davis's (Manager) office went completely down early one morning, with no internet, no computer, no telephone, and no way to communicate with the outside world at a particularly busy time for her. We put in a heat ticket only to find out that Brendon was the sole employee on duty in IT that day and had emergencies of his own piling up. Of course, we were desperate. Within half an hour, Brendon was at our doorstep, with his famous IT backpack, ready to do whatever it took to get Grace back online as soon as possible, which, naturally, he did. Brendon saved Grace a great deal of frustration that day and got her back on track in what seemed like no time at all.

Then we found our new Assistant Manager had been completely and almost satisfactorily set up with his computer and accessories, with the exception of one piece and, as soon as Brendon was made aware, he delivered the missing piece, again on a day when working solo.

This nomination is for September and the month is yet young. I have to be specific to the month, but I could name several times that Brendon has come to Vehicle Maintenance to get us up and running when our systems have failed, without complaint, and with his ever-competent skills put to good and efficient use. We are lucky to have someone so good-natured and proficient working at Copper Mountain.

NOMINATED BY: Barb Moss



**August
PLAYMAKER 2024**

Bobby Massaro

IT Support Specialist

Information Systems

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Sean McKenzie
Director of IT
Information Systems

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**September
PLAYMAKER 2024**

Bianca Salazar

Central Reservations Agent

Central Reservations

Bianca is the perfect example of a playmaker due to her dedication to her job and excellent customer service skills. She is immediately able to put guests at ease over the phone with her knowledge and ability to book them exactly what they need. Recently, she assisted a guest who was torn between another resort and Copper. Ultimately, he chose Copper, citing the lackluster customer service at the other resort compared to the exceptional experience he had with us. He remarked that Bianca's pleasant demeanor and helpfulness made all the difference, leading him to prefer booking with her. We are lucky to have Bianca on our team, thank you for all that you do!

NOMINATED BY: Eva Kimberly



**September
PLAYMAKER 2024**

Erika Fishell

Retail/Rental Foreperson

Resort Services

As the summer season winds down at Copper, the retail crew is faced with its yearly task of conducting inventory of all our locations. Year after year, Erika Fishell has proven to be a pivotal part of this undertaking, putting in an undeniable effort to pre-count products and organize the locations in a way that makes inventory days as easy as possible. This year was no exception, as Erika diligently prepped Copper Collection, which made it one of our most seamless inventory processes in recent memory. Additionally, Erika helped with Camp Hale's inventory prep, which is always a daunting endeavor. In short, Erika is a joy and privilege to have on our retail team--Her kindness and generosity are contagious and contribute to our harmonious team environment. Thank you, Erika, for all that you do!

NOMINATED BY: Rebecca Primak



September
PLAYMAKER 2024

Jay Hanson

Bell Captain

Lodging Front Desk

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**September
PLAYMAKER 2024**

Regina Unke

Resort Services Agent

Resort Services

In the final few weeks of the summer season in Resort Services, we had the pleasure of incorporating Regina Unke (originally from Woodward) onto our team. Regina made her quality work ethic known very quickly, as she was constantly asking for projects to complete while there was any downtime from selling summer tickets. Then, as summer activities came to a close and retail inventory prep became the priority, Regina became a diligent team member, helping us with endless pre-counts and organizational efforts without complaint. Once it was inventory gametime, Regina helped the inventory team as a counter, a task that can test anyone's resolve--and she participated in all of these endeavors with a positive outlook and attitude each day. Thank you so much, Regina, for your help during this time, you will always be a friend to Resort Services.

NOMINATED BY: Rebecca Primak



**August
PLAYMAKER 2024**

Kyle Schneider

Base Operations Foreperson

Base Operations

PEAK AWARD WINNER!

Kyle is a team player. He is always willing to do what is needed and more to get jobs done and help guests out. He is always willing to do things even if he hasn't done the task before.

He is always willing to help anyone out if they need something regardless of it's an employee, guest, or non-guest.

-We were at Conoco one day to get something cool to drink and to get out of the sun. While in line, a couple asked the counter associate about the air compressor that wasn't working outside; they had a flat tire and needed air. As the couple walked outside he looked at me and said I'll be right back. When I walked out with my cool drink, Kyle was checking their tires and was telling the couple he could bring a compressor to air their tire up. The tires weren't flat – one tire was just a little low. The couple was so grateful he came out to look at their car. He even was asked to take a photo of the couple, since they were new to the area, and he gladly did.

This is just one of the times I have seen him go out of his way to help not only the team but Copper Mountain Resort.

NOMINATED BY: Taylor Hopper



**August
PLAYMAKER 2024**

Chad Reardin

Small Engine Mechanic

Vehicle Maintenance

On Monday, August 5th, we received a call that a semi-truck with 13 pallets of uniforms had arrived. Not a big surprise as we knew they were on the way. What we did not expect, however, was that the truck would not have a lift gate or a pallet jack to unload the truck. Yikes, now what?!

Jeff Nunes, from the Food & Beverage Warehouse, was here at the Edge delivering items for the golf event the next day. He told me that he had an electric pallet jack with him and could move the pallets for us...once they got off the truck. Okay, now with a plan for step 2, we still needed a plan to get the pallets off the semi. After a quick phone call to Vehicle Maintenance to see if they had a loader with forks, Barb Moss called me back to say she had "John Yoder, in a loader, on the way to help". Great! We were on the right path now. I won't forget seeing that yellow loader come around the roundabout - not only was John here, but Chad Reardin was also on the loader, standing on the running board as they came around the corner. It was kind of like 2 Prince Charmings coming to the rescue on their noble steed.

John and Chad got to work doing the heavy lifting: maneuvering the pallets from the truck and placing them on the ground, while Jeff would then pick up the pallets and move them into the garage for us. There were several people trying to give hand signals and directions, but John and Chad stayed calm and focused on each other to work together safely and efficiently to unload the entire load for us.

I cannot thank John, Chad, and Jeff enough for their willingness to jump in to assist at the last minute. They exemplify Team Play because they went above and beyond and worked together to help another department. We couldn't have done it without them! Thanks Guys - You are awesome! And a special shout-out to Barb for sending me the help!

NOMINATED BY: Suzanne Snell



August
PLAYMAKER 2024

John Yoder

Vehicle Maintenance Tech 2

Vehicle Maintenance

On Monday, August 5th, we received a call that a semi-truck with 13 pallets of uniforms had arrived. Not a big surprise as we knew they were on the way. What we did not expect, however, was that the truck would not have a lift gate or a pallet jack to unload the truck. Yikes, now what?!

Jeff Nunes, from the Food & Beverage Warehouse, was here at the Edge delivering items for the golf event the next day. He told me that he had an electric pallet jack with him and could move the pallets for us...once they got off the truck. Okay, now with a plan for step 2, we still needed a plan to get the pallets off the semi. After a quick phone call to Vehicle Maintenance to see if they had a loader with forks, Barb Moss called me back to say she had "John Yoder, in a loader, on the way to help". Great! We were on the right path now. I won't forget seeing that yellow loader come around the roundabout - not only was John here, but Chad Reardin was also on the loader, standing on the running board as they came around the corner. It was kind of like 2 Prince Charmings coming to the rescue on their noble steed.

John and Chad got to work doing the heavy lifting: maneuvering the pallets from the truck and placing them on the ground, while Jeff would then pick up the pallets and move them into the garage for us. There were several people trying to give hand signals and directions, but John and Chad stayed calm and focused on each other to work together safely and efficiently to unload the entire load for us.

I cannot thank John, Chad, and Jeff enough for their willingness to jump in to assist at the last minute. They exemplify Team Play because they went above and beyond and worked together to help another department. We couldn't have done it without them! Thanks Guys - You are awesome! And a special shout-out to Barb for sending me the help!

NOMINATED BY: Suzanne Snell



**August
PLAYMAKER 2024**

Howie Fraser

Lift Operations Supervisor

Access Operators

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Shawn McDonald

Director of Resort Operations

Resort Ops Admin

RALLY AWARD WINNER!

On August 4 - Neo's workroom in Village Square flooded. Before they arrived, they needed every item of furniture removed from Village Square Meeting Rooms, so they could bring in their lounge furniture, 40 desks (with monitors, cords, etc.), countless snacks, live plants, and so many other items. This workspace is extremely important to their program and is used 24 hours a day.

On Monday, August 5, at 4:30pm, Neo decided that they needed to move their workroom over to West Village Cafeteria, and it had to be done by 9pm.

A literal Copper Army came to my aid, after a few phone calls were made. This team helped make magic happen and everything was set up by 9pm. I had help from so many folks across different departments. I am certain I have not listed them all, but a sincere thank you to all who were involved in this move.

NOMINATED BY: Courtney Bark



**August
PLAYMAKER 2024**

Banquets Food and Beverage TEAM OF THE MONTH!

Between our Banquet Kitchen staff, Banquet Front of House, and Banquet Setup team - they pulled off Neo with flying colors.

Neo had two meals a day with banquets for the entire four weeks they were here. There were constant last-minute requests:

- Add a fish to the lunch buffet the very next day - Kitchen has it covered.
- Add fish to the dinner buffet CURRENTLY happening and after the kitchen has been cleaned and ready to leave - Kitchen has it covered.
- Replenish snacks/coffee/beverages immediately - Front of house has it covered.
- Need to change this room set for today's meeting - Setups have it covered.
- Can we add a birthday treat to tomorrow's dinner? - Pastry has it covered.
- Cancel this meeting but add this late-night game night with snacks and beer - covered.
- Can we add a second lunch at 4:30pm in a completely different location? - covered.

I could go on...

Even before Neo got here, I had multiple meetings with Chef Taladay and Chef Maestas regarding Neo's menus and special requests. They created several menus specifically for Neo and reviewed everything closely for dietary restrictions.

The banquets team represents Copper's mission. Neo had wonderful things to say about our food and the level of service from our banquets team. Neo expected a lot from this team, and they delivered and somehow remained positive throughout the entire program.

The teamwork is extremely evident in Banquets. They will jump in and help no matter whose role it is. They also took no time off while Neo was on site, and just accepted that their workload was going to be overwhelming for four weeks straight.

Neo was here for Courage Classic, Copper Triangle, the RCMR conference of 300 guests, and multiple weddings. All these events had a heavy banquets presence, and they were extremely busy. Neo never noticed a change in the level of attention they were given, no matter what else was happening at the resort.

So many people helped make Neo a success, and I am extremely thankful to Banquets for all

NOMINATED BY: Courtney Bark