



Experience **centered** approach **the Aussie way**

AUSTRALIA



Providing this experience requires several key ingredients:

Enjoyment

The foundation of any positive experience is the level of enjoyment you have while participating. This requires instructors to be an expert, a photographer, a host, a tour guide, a friend, a storyteller, an instructor and much more. The Australian customer service approach focuses on an enjoyable experience, that shows the guest we really CARE.

Objectives

Connecting with each guest individually to understand their goals and adapting the lesson is the key. The Australian lesson framework provides a fluid lesson structure that focuses on the guest objectives.

Improvement

Improving guest performance quickly with tangible results demands a sound **technical philosophy** with an **efficient teaching** method. These two components of the Australian system complement each other and provide Aussie instructors with the tools to facilitate the memorable lesson experience.

The **Australian** snow environment is **unique** and so too are the Australian **guests**

Generally, Australians lead an **active lifestyle** with **minimal** snow experience and infrequent snow holidays that require **many** hours of travel. Australian guests want to “give it a go” and typically participate in lessons to safely get going and increase the enjoyment of their on-snow experience.

Therefore, it is our goal to produce instructors that can promptly facilitate a **uniquely memorable** and **exciting** experience that ensures our guests fall in **love** with the **Australian snow experience** and the act of sliding on snow!



The Australian workshops will share the Australian technical philosophy and teaching method while also exploring the Australian customer service approach. We look forward to meeting you in Levi to share an incredible and memorable experience together!