LIFT OPERATIONS QUIZ

INSTRUCTIONS: Try to answer each question. It is OK to go back and use the book, if you need to. If you are unsure, it is OK to guess. The person conducting the lift operations training will be in the best position to determine what the actual correct answer should be.

1. Why is providing high-quality customer service to guests so important?

2. Who has the most constant contact with guests throughout the day?

3. Why do chairlifts have an Auxiliary Power Unit?

4. What is the purpose of the pre-operational inspection when you arrive at your lift?

5. What is a good way to be sure that the lift cannot start while you are shoveling or working around the lift?

6. What must you do to any stop gate, carriage and counterweight switch that has been stopped before you can re-start the lift?

7. What should you do anytime you observe anything out of the ordinary, or encounter any problems that you are unable to handle?

8. What is a daily lift log?

9. What are the benefits of trying to talk to every group of guests as they approach the loading area?

10. Describe what you might say or do to assist a beginner loading the chair lift.

11. What are the benefits of top station lift attendants looking down the lift line at the chairs behind the unloading area?

12. What is the first thing you should do if a guest mis-loads or falls on the loading ramp?

13. Why is shoveling and maintaining a ski lift's loading platform and ramp throughout the day so important?

14. Will a chairlift stop almost instantly as the stop button is pressed, or will it take some distance to come to a stop?

15. Why is it necessary to notify the top terminal and inform them of the number of the last chair carrying passengers before closing the lift at the end of the day?

16. What should you do if you see the lift's haul rope and carriers rolling backward?

17. What should you do incase of a fire in or around the lift?

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18. What is the first thing you should do if a guest is injured while loading or unloading, after you have stopped the lift?

Date: _____ Signature: _____