



VAIL INFO, INC  
2016 RFP Submittal

7-15-2016

## **Vail Info, Inc. Response to: Town of Vail Request for Proposals Phase 2**



### **Operational Management of Vail's Welcome Centers and the Volunteer Community Host Program**

**Part 1: Proposed Business Plan**

**Part 2: Proposed Costs**

**Part 3: Appendix**

**Vail Welcome Center Mission Statement:** To provide five-star customer service, using the Vail brand messaging to support all Town of Vail entities following the objective and goals of the Vail Town Council. These stated goals are delivering five-star customer service, increasing guest satisfaction and guest value, while enhancing the Vail brand through exceptional delivery of service to our guests.

## Part 1: Proposed Business Plan

### A. Staffing Levels and Hours of Operation

Listed in Section 1 of Exhibit A, Is a detailed list of our current and proposed staffing levels.

Currently the Vail Welcome Centers (VWC) are both open 365 days a year totaling 6905 hours. The VWC is open from 8:30am until 5:30pm during the Winter ski season, 9:00am until 5:00pm during the Spring and Fall seasons, and from 9:00am until 8:00pm during the Summer from June 1 through August. These operating hours were implemented with the renovations of the Lionshead Welcome Center. While the early and late hours do not see the visitor numbers that are seen during regular business hours, it was determined by the town staff that the numbers we were seeing were worth the cost of opening earlier or staying open later to provide the best possible customer service. The current budget also allows an additional 1060 hours over the course of the year to be used during times of increased need for additional staff and for staff training. These extra hours are only used on weekends and holidays during the Winter, and also during July and August when there is an overlap taking place between staff shifts to allow for better customer service during busy times and to allow the maintenance and upkeep of the facilities without disruption of customer service.

Currently the Town of Vail (TOV) Host Program operates everyday during the Winter ski season and weekends only from mid June through the last weekend of September. The TOV hosts are working a total of 4800 hours currently. Detailed in Exhibit A we are recommending an increase in the TOV Host Program to add 15 more Hosts and to expand the coverage to include light coverage (Monday through Thursday) and more coverage (Friday through Sunday) from mid June through August and then weekends during September. This is an increase of 1200 hours or 15 TOV Hosts. As detailed in customer service research, the guys who sweep up garbage on the streets are 5-7 times more likely to have guest interaction than the very staff who are manning welcome centers for that specific reason. With the advent of Vail Resorts Epic Discovery program we believe that there is a real need to get more guest service personnel out in the streets. As a trial, at the request of Vail Resorts, we tested having TOV Hosts during the morning of the Epic Discovery opening day ribbon cutting. The guest interaction counts and TOV Host's feedback tell us that it was worth it as they had hundreds of interactions during the four hour test period. Also of note was the fact that the guests were

primarily asking questions about the same things they always do (way finding etc...) and not specifically about Epic Discovery.

## **B. Compensation of Staff and Hosts**

Compensation has been based upon the Town Managers office. Each year prior to submitting a recommendation VII has been informed by TOV staff regarding what percentage of a staff raise would be acceptable. The current rate of pay for all staff is \$15 per hour and the staff is also eligible for benefits of a Epic Ski pass and/or a TOV Blue Parking Pass (both purchased by VII) depending upon how many days or hours a week they work. If Staff had been given a 3% raise by the TOV each year since VII had been awarded the contract in 2005, the current rate of pay would have been \$16.10.

TOV Hosts are compensated with benefits for volunteering a total of 80 hours. Currently the TOV Hosts are allowed to pick their own compensation with a choice of a Ski Pass, a Blue TOV Parking Pass, \$700 in TOV restaurant vouchers or Vail Recreation District vouchers. About half of the TOV Hosts (30) took the Ski Pass option last year. Sixteen percent (10) took the TOV Blue Parking Pass. The rest took the Vouchers. Only because there is the possibility for EVERY host to take the Blue Pass option are the numbers in the Host portion of the budget appearing higher. The options have changed over the years. During certain years we have followed town staff direction to only hire Hosts willing to accept the ski pass as compensation. Those that accepted that pretty much stayed with it. Over the last three years, with the program expanding from 40 to 60 Hosts, the TOV has not limited the options to accommodate the expansion. VII continues to try and achieve a more diverse (younger) mix of Hosts. Because of the realities of Vail's employee options, we anticipate that to be able to increase the number of TOV Hosts to 75 we will likely need 15 more Blue Passes as we will also likely be filling those positions with people who already have Ski Passes. We have about a 25% turnover rate in the TOV Host program each year.

## **C. Services Provided**

As illustrated in Phase one of the RFP submit, VII's vision is to provide the VWC with the ability to provide five-star customer service to the guests of the Town of Vail to benefit the Vail business community if possible. To do this VII sees its function as one in which the primary purpose is to recruit, train, supervise, compensate, provide resources and continuing education to the front line staff. This is done because to have 5-Star customer service we need to be customer centric. We need to do what is asked of us by the guest. There is no "script" to provide customer service. It is by definition tailored to the individual. All research shows that the way we provide service is what matters most. "Anything for every guest." That is our formula. Vail Info, Inc has a very simple philosophy. Help every guest with what *they* need. The 5-Star customer service that the Vail Town Council is soliciting rfp responses for is not about *WHAT* services we provide our guests. 5-Star customer service is about *HOW* we



provide service for our guests. The services we provide are all dictated by the needs of our guests. The services are always being added to.

#### **D. Recruitment and Retention**

VII has used many methods to recruit staff over the last 11 years. We have consistently had about ten current staff members. We have had 48 different employees over those years. We have tried to recruit via newspaper advertisement, Craigslist, Trade shows, Job Fairs with almost no success. The single most successful recruiting plan, which reflects the realities of the Vail area's labor market, has been through word of mouth. VII has used our long established relationships within the TOV to maintain our staff. VII has not had a problem finding or keeping employees. TOV Hosts are also recruited by word of mouth. Posters and brochures are displayed daily at the VWC's but referrals from other Hosts has always worked the best.

#### **E. Training**

During the calendar year, the VII Staff (10) and TOV Host (60) training begins with a 4 hour required joint training session. During the past year the VCBA has partnered, making the training session a requirement for their members to receive their merchants pass benefits. This training will be followed up with 4 monthly mandatory staff training sessions held over the course of the year. The total required staff training consumes 80 total hours and 240 total hours for the TOV Hosts. TOV Hosts are invited to the follow up meetings but not required to attend. Staff and Hosts are invited to VR presentations prior to the Winter and Summer seasons. To keep both staff and TOV Hosts up to date with current topics, every week, a fact sheet is sent out by email, and also kept digitally on the VWC computers. In addition, every day the TOV Hosts check in for their shifts, they are provided with printed material with daily updates and information. New staff training is conducted as follows. Staff receives an employee manual. All aspects of VWC job requirements are covered within. New staff is given a five day, forty hour initial training working along side management and senior staff until both new staff and management are comfortable with all of the systems of the VWC. The TOV Hosts receive their own employee manual that was developed by the TOV and VII. The new TOV Hosts are also given a walking tour and orientation to the job by Mark Christie and returning TOV Hosts are encouraged to attend as a refresher each fall. The emphasis of training continues to be about how we provide service. HEART - Helpful, empathetic, able, resourceful, and trustworthy are the traits of our staff and the traits needed to provide 5-star customer service to our guests. Staff is secret shopped during the course of the year in a program sponsored by the Vail Chamber and Business Association conducted by Intercept Insights. Results are used to reinforce training.

#### **F. Performance Measurement**

As proposed in Phase one of the rfp process, VII has begun conducting guest surveys. The very first question is used as a calculation to determine net promoter score. The preliminary results of our test survey have been very good. Because this is a measurement that can compare our success against other areas of the TOV and Vail Resorts, we believe this will be a good performance measurement.

## **G. External Relationships**

VII maintains relationships with the various entities in the TOV. All of the various entities digital sites information is collected and distributed to staff via informational updates as well as used to produce the monthly events calendar. These entities take part in VII staff and TOV Host training. The Betty Ford Alpine Gardens, VRD, Highline, Vail Jazz, Farmers Market, and Vail Valley Foundation are just a few of the organizations whose activities we represent to guests. The constant contact ensures staff is up to date. These relationships have allowed our recent outreach to begin a new training initiative proposal to quickly develop. Representatives from staff attend CSE and VLMDAC meetings on a regular basis. Staff is in constant contact with VR representatives from Mountain Information, Base Area Operations, Ski School, Marketing and Customer Service Departments. VII has partnered with the VCBA to add businesses to our staff and TOV Host training. New information is shared in our weekly updates. The relationship with TOV Parking and Transportation Department is likely the most active one as VII is constantly providing parking and transit information to our guests. VII is part of the “get out of jail free” don't drink and drive program. In conjunction with the TOV IT Department, VII loads information and updates the TOV calendar website. The VWC hosts the TOV Art in Public Places weekly art walk. VII uses the TOV Police Department Chargerback Lost and Found program and is in communication with TOV Police Dispatch for I-70 highway road closures. VII follows the guidelines issued by the TOV Finance Department. All VWC “goings-on” are reported to the TOV Community Information Department in monthly reports. These reports contain statistics, staff's qualitative impressions, and (soon to come) quantitative customer survey results. In previous RFP responses VII has also provided **hundreds** of recommendations from the businesses located in the TOV and can provide them again.

## **H. Management**

VII Management has been diligent over the last 6 years, attending seminars and certifications, to consistently provide the very best customer service to our guests. Management's major tasks, which include, initial staff hiring, training, supervision, ongoing education, compensation and motivation, are all conducted following the basic premise of motivating our staff and the TOV Hosts to do anything our guests ask of us. After over one million guest interactions with nearly no guest complaints VII believes that the Town Council's goal of providing 5-star customer service is being fully realized. Customer feedback included in Phase 1 of the RFP process is further evidence of this fact.

## Part 2: Proposed Costs



In section 2 of the attached Welcome Center & Host Budget Template (Exhibit A) VII shows the breakdown of the costs associated with the operation of the VWC on a template provided by the TOV for the 2013 RFP bid process.

VII has always followed the recommendation of the TOV staff in regard to it's budget. Our final budget request is 3% above last year. The TOV has put a lot of effort into determining the operating hours of the VWC's. Each month the TOV has received reports detailing the guest counts of both VWC's, and to continue with the highest level of customer service, VII recommends no changes to the business hours of the current operation. However, VII does recommend increasing the TOV Host budget, to hire 15 additional TOV Hosts for the 2017-2018 Host Program bringing the total up to 75. This would provide enough manpower to staff the town daily from mid June through August, returning to the weekend only current plan throughout September. As explained above in the first section, VII believes that there has been a proven demand for the additional service to meet the TOV customer service goals. Winter would remain the same as the past year with daily coverage every day of the ski season. The total amount requested to run the VWC's and administer the TOV Host program is \$305,381.

The costs for the TOV Host program have been broken out from our final bid because the TOV budget is not controlled by VII and changes based upon host benefit requests as detailed in Part 1 (Section B) of this proposal. The total cost for the TOV Host program compensation which VII is responsible to administer will not be greater than \$82,500. Again,

all funds are held by the TOV Community Information Department. Partial savings is accomplished through trade agreements between the TOV and VR. Additional funds are also included in the Community Information budget for uniforms, and random acts of kindness initiatives which are designed to empower the TOV Hosts for the best possible customer service.

We recommend the return of the Town wide guest services reward program. Working in conjunction with the VCBA, VII recommends that this item be part of a separate budget administered by the VCBA specifically for this program. The cost for the program will be \$10,000.

## In Summary

Vail Info, Inc. is proud to represent the Town of Vail to guests 365 days a year, for the last eleven years. We are proud of our performance and accomplishments. All of the customer service training that we have attended and researched tells us that *how* we represent ourselves to our guests is 90% of what matters most to our guests. It is that continued good impression that customer service research states should be the major focus of any business that is interested in providing 5-Star customer service. This doesn't mean the remaining 10% of the formula, or services that we provide, don't matter at all. We will continue to search for best practice services in a way that will not cause the TOV to spend any more than it needs to, and with proper guest research be future focused to maximize the public funds that are spent. To be future focused and follow the best customer service practices we will expand upon our qualitative surveys, or the impressions we get from our staff, by adding quantitative surveys of our guests to be able to distinguish between what is thought to be needed, and what is actually needed by our guests. Thank you for the opportunity to serve the guests of Vail.

## Part 3: Appendix

### Exhibit A: TOV Welcome Center & Host Program Budget Template



## 2016 Vail Info, Inc RFP Welcome Center & Host Program Budget Template

Directions: Please input the requested information in each cell. Please note that Section 1 and 2 function separately and the hours will not be carried over. When asked for details you may reference a page# in your proposal or include a short explanation of service. This is meant to be a very concise summary.

Section 1 - Staffing Hours			
Staffing & Coverage Plan - Vail Village	Recommended Operating Hours	Daily Staffing Coverage (ex. 2 employees - 1 manager split between locations)	Total Labor Hours Per Season
Ski Season VWC Staff Coverage	8:30-5:30 VV	1 employee – (at times 1 extra specified in proposal) 1 manager	1445
Summer Season VWC Staff Coverage	9-8 VV	1 employee – (some overlap specified in proposal) 1 manager	1322
Off Season VWC Staff Coverage	9-5 VV	1 employee – 1 manager	980
Ski Season Volunteer Coverage	8:30-5	Min. 2 hosts at a time, Max 4 at a time depends on volunteer availability and time of year (Fri/Sat/Sun + Holidays more).	2400
Summer Season Volunteer Coverage	9:00-4 Mid June – Aug	Min. 2 hosts at a time, Max 4 at a time depends on volunteer availability and time of year (FSS + Holidays more).	600 (+360 over 2016)
Off Season Volunteer Coverage	None	0	0
Staffing & Coverage Plan - Lionshead	Recommended Operating Hours	Daily Staffing Coverage (ex. 2 employees - 1 manager split between locations)	Total Labor Hours Per Season
Ski Season LWC Staff Coverage	8:30-7 LH	1 employee – 1 extra specified in proposal	1916
Summer Season LWC Staff Coverage	9-8 LH	1 employee – some overlap specified in proposal	1322
Off Season LWC Staff Coverage	9-5 LH	1 employee	980
Ski Season Volunteer Coverage (Daily)	8:30-5	Min. 2 hosts at a time, Max 4 at a time depends on volunteer availability and time of year (FSS + Holidays more).	2400
Summer Season Volunteer Coverage (Daily)	9:00-4 Mid June – Aug	Min. 2 hosts at a time, Max 4 at a time depends on volunteer availability and time of year (FSS + Holidays more).	600 (+360 over 2016)
Off Season Volunteer Coverage	None	0	0
Total Labor (Paid & Non Paid) Hours at ALL locations	-	Hosts Total – 6000 /VWC Op Hours 6905/Ad Staff & Training Hours 1060 (used for additional staffing only on Winter holidays, Weekends and in Summer July & August AND training.)	13965

Section 2 - All Costs				
Salary Cost	Quantity	Total Scheduled Labor Hours Per Employee	Rate	Total Cost
Management Fee	1	-	-	\$78,000.00
Lead Position - Year round (Host Management)	1	-	\$-	\$19,200.00
Paid Staff - Year round (Hourly) includes ski pass and/or parking pass	7965	1	\$22.28	\$177,460.20
Paid Staff - Winter Seasonal (Hourly)		0	\$-	\$-
Paid Staff - Summer Seasonal (Hourly)		0	\$-	\$-
Volunteer (rate = \$1100 benefit is Max, not Average)	75	1	\$1,100.00	\$82,500.00
<b>Total</b>		<b>0</b>	<b>\$-</b>	<b>\$357,160</b>

Actual – Different Budget

Additional Employee Cost	Brief Description of Services	Total Cost
Medical/Dental Benefits	None	\$-
Payroll Taxes (Unemployment, Work Comp, Medicare, SSC)	included in payroll	\$-
Training	3 <sup>rd</sup> Party Training & Brand/Marketing Management/Staff Rewards	\$10,400.00
Uniforms	Booth & Hosts	\$3,300.00
Recognition, Incentives & Bonuses	included in payroll	\$-
Other		\$-
<b>Total</b>		<b>\$13,700.00</b>

Operational	Brief Description of Services	Total Cost
Administrative	Town wide customer service rewards program	\$10,000.00
General Insurance Policy	Required by TOV	\$3,913.00
Technology	Supplied by TOV	\$-
Cleaning Fees	Supplied by TOV	\$-
Office Supplies	Office Supplies/Postage	\$5,762.00
Other	Merchandise	\$750.00
<b>Total</b>		<b>\$20,425.00</b>

Actual – Different Budget

Marketing	Brief Description of Services	Total Cost
Branding/Advertising	VWC Poster-Calendar	\$4,000.00
Guest Service Initiatives / Giveaways	Ski Pass (Survey Incentive)	\$800.00
Customer Surveys		\$800.00
Other	Capital Expense (Varies year to year next year badly need to replace wheelchairs)	\$1,000.00
<b>Total</b>		<b>\$6,600.00</b>

Section 3 - Additional Hours (not included in proposed cost/budget - charged to the TOV upon use)		
Additional	Quantity	Rate Charged to TOV
Extended hours for center (scheduled)	Hourly	26.98
I-70 closure extended hours (on-call)	Hourly	26.98

Section 4 - FINAL TOTAL		
	Brief Description of Service	Total Cost
	Additional costs not accounted for in sheet	\$-
	TOTAL (all inclusive)	\$397,885

**Actual VII TOV Budget Request: \$305,381**  
(Difference is because employee reward proposal & host rewards are not VWC budget)



Frederick W. Deming  
Primary Address      Vail Address  
59 Pippins Way      P.O. Box 2973  
Morristown, NJ 07960      Vail, Colorado 81658

To:    Town Council  
      Vail, Colorado

July 18, 2016

I understand that Town of Vail has put the operation of the Vail Welcome Centers and Community Host Program out for bid for the coming three years, and I want to express my very strong hope that Bobby Bank and Mark Christie will be chosen to continue their efforts in leading these activities.

I have been a Community Host for the past 15 years during the three months in the winter and three months in the summer that I reside in Vail. During that time, I have worked under three different Host Program administrators and I view Bobby and Mark as absolutely first rate. They have been able to recruit numerous high-quality individuals for the Hosting jobs, give them proper guidance on what a Host should do and how he/she can be helpful to Vail visitors while on the street. They have emphasized that the job is not just standing somewhere waiting for questions, and certainly not being too pushy when asked a question, but taking a proper initiative to inter-act politely and appropriately with people so that guests feel welcome and are likely to want to keep coming to Vail.

Given the record that Bobby and Mark have had in running the Welcome Centers and Host Program, I question why any consideration should be given to changing administrators. Three years ago when bids for these functions were under consideration, I recall that Town Staff recommended choosing a different administrator whose proposal, among other things, involved a requirement that Hosts use cell phones to report contacts immediately after they had occurred, which clearly would have taken time away from other contacts with visitors. Fortunately, the Town Council over-ruled that Staff recommendation and voted to continue with Bobby and Mark with their emphasis on meeting the needs of visitors. I hope the Council shows the same kind of wisdom in considering this year's bids.

*Frederick W. Deming*

XFINITY Connect

MarkWChristie@comcast.net

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**Vail Info Inc. Proposal for Welcome Center Services**

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**From :** Jack Gardner <jack-gardner@comcast.net>

Sun, Jul 24, 2016 07:29 PM

**Subject :** Vail Info Inc. Proposal for Welcome Center Services**To :** Mark Christie <MarkWChristie@comcast.net>

**Mark --- Please pass along to the appropriate Town representatives our comments of support for your proposal:**

**To the Vail Town Council:**

**We have enjoyed working as Vail Community Hosts for many years. In that time, we have come to know Bobby Bank and Mark Christie quite well, and we have seen the Community Host program grow from weekend-only service to 7-day service in the Winter Ski Season. The job of selecting, training, supervising, coordinating, inspiring and disciplining 60 plus volunteers is no easy task. Yet, Mark and Bobby have succeeded in not only fielding a great team, but also in helping that team enthusiastically perform in award-winning fashion in the best and worst of weather offered by Winter and Summer.**

**We heartily support the proposal of Vail Info Inc., and we know of no reason why the Town should not continue the very successful relationship it has established with Bobby and Mark. The hard-working volunteer corps behind them admire and respect their ability, and it is almost certain that a change would mean the loss of many experienced volunteers. We have had guests make special note of the Community Host Program and how special it is to have local, knowledgeable volunteers available for help with questions, directions, recommendations and assistance.**

**Please renew the Town contract with Vail Info Inc.**

**Jack and Greer Gardner  
PO Box 3026  
Vail, CO 81658  
Home: 970-949-0949**

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**Town of Vail City Council**

**Dear Council Members,**

**I am writing in support of renewing the Contract with Bobby Bank for the Welcome Centers and Community Hosts.**

**To be brief, the programs and teams that are currently in place have been very well coordinated with Bobby Bank and Mark Christie. They have served the community with excellence. The proof is in the receipt of multiple Platinum Service awards.**

**Both Bobby and Mark are part of the community they serve and have a vested interest. If other contracts are considered from outsiders, I feel it would be a disservice to those currently vested in the program and the community they serve.**

**In talking with current hosts many have voiced sentiments that this is the best run and coordinated leadership that they have worked with in this program.**

**Please renew the contract with Bobby Bank.**

**Sincerely,  
Merry Haas  
Community Host**

Vail Town Council,

My name is Vince Adamo and I have been a Town of Vail host every year since summer of 2007. I have seen both the positives and negatives of the program under different leadership. I have worked with Bobby Bank and Mark Christie now for almost half the time I have been a host. They lead our host program in a highly professional manner. They run the Welcome Centers efficiently, cordially, and in a friendly manner. They give a good fresh start to our first time visitors and also our repeat customers, here at Vail. I have nothing but positive things to say about them.

I think the most remarkable thing to me has been that under their direction the Host program has grown tremendously, with the number of hosts increasing at least 4 fold. Everyone of us takes the same enjoyment out to the streets of Vail that Bobby and Mark show in the Welcome centers. I look forward to continuing to work with them over the next 3 and a half years, as I give my full support to them and hope the council will decide to keep them in charge of the host program and to continue their stewardship of the Welcome Centers.

Sincerely ,

Vince Adamo

XFINITY Connect

MarkWChristie@comcast.net

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**Letter of support**

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**From :** Dennis Hextall <d22hex@yahoo.com>

Sat, Jul 23, 2016 09:39 AM

**Subject :** Letter of support**To :** Mark Christie <MarkWChristie@comcast.net>

To whom it may concern

I am in support of Bobby Bank to continue as director of the Vail Information Centers and Host Program. As a Red Coat volunteer I received substantial training and support from both Bobby Bank and Mark Christie.

Both men are enthusiastic and great ambassadors of Vail Valley.

Dennis Hextall

Head Coach Battle Mountain High School

Hockey

Sent from my iPhone

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**Letter of support**

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**From :** John T Eisenhard <johnte@rcn.com>

Mon, Jul 18, 2016 01:56 PM

**Subject :** Letter of support

**To :** MarkWChristie@comcast.net

Having worked as a community host for the first time last year, I was quite impressed with the vetting process, orientation, due diligence and organizational structure Bobby Banks and Mark Christie demonstrated throughout the entire program. They show great knowledge, management skills and leadership.

I believe they run a very tight program with the volunteers. They make certain the volunteers have accurate information for their shift, that you look representative of the town of Vail and they are readily available if you have a problem. As a community host your appearance, attitude and knowledge is extremely important to both of them.

Having been in the service and people business for over 42 years, visited Vail for over 30 years and living in Vail part-time for the past 18 years, your first impressions of Vail are not from Google, internet sites or GPS but from face to face interaction with someone who can provide answers to their questions and make their time in Vail more memorable.

These types of experiences are what Bobby and Mark foster with the Community Host program. I strongly recommend that the Town Council renew their contracts and the C.H. program for the coming years. Bobby and Mark know the town and the people and what it takes to run this program successfully.

Thank you,  
John T. Eisenhard

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The efficiency and the consideration that Mark and Bobby have for "basically" volunteers is outstanding and we appreciate their dedication and informative information sheets provided before we have a shift....!-10...I rank them 10....

Pam Thorn

A short statement to emphasize the fact that working under the guidance of Mark Christie and Bobby Banks has been most enjoyable. They convey their enthusiasm for being an important part of Vail and imparting their positive feelings and attitudes to all who work with them. It is very easy to come to work and very easy to be enthusiastic about what our job entails. To change this and not have Mark and Bobby's guidance would be taking away a great strength for Vail. I have had "bosses" in several positions over the years and they are two who make a job pleasant. People with these skills are rare and should be kept in place and valued. They make the introduction to Vail special for our guests.

Diana Johnson

The leadership and dedication of Mark Christie and Bobby Bank are the mainstay of a very successful program that delivers high guest satisfaction. Their well-tuned program is a testimony to Vail's dedication to both Community and Guest Service.

A cadre of highly motivated and well-informed Hosts give testimony to how well both the professional and personal aspects provided by both Mark and Bobby make for the glue that binds the hosts with Vail's guests and the commercial community.

Excellence and going the extra mile are driven by Mark and Bobby; they are always open to improving the program and their highest priority is ensuring a guest is more than just satisfied but rather delighted.

We need this leadership!!!

Phil Weinstein  
Full-time Vail resident

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**Re: Letter of Support**

**From :** Ann Antonius <vailann98@comcast.net>

Sun, Jul 17, 2016 04:24 AM

**Subject :** Re: Letter of Support

**To :** MarkWChristie@comcast.net

Mark,

You know how much I support you and Bobby. How can the Town replace such a successful program that has been in place for such a long time. I wish I could be at the meeting to show my support.

Good luck.

Ann

Sent from my iPad

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**2016 RFP Submittal**

6-15-2016

**Vail Info, Inc. Response to: Town of Vail Request for Proposals  
Phase 1**

**Operational Management of Vail's Welcome Centers and the  
Volunteer Community Host Program**

**Part 1: Company Background, Experience, and Qualifications**

**Part 2: Guest Welcome Services Approach**

**A: Philosophy – The How**

**B: The What**

**C: What's Next**

**Part 3: Appendices**

**Vail Welcome Center Mission Statement:** To provide five-star customer service, using the Vail brand messaging to support all Town of Vail entities following the objective and goals of the Vail Town Council. These stated goals are delivering five-star customer service, increasing guest satisfaction and guest value, while enhancing the Vail brand through exceptional delivery of service to our guests.



## Part 1: Background, Experience, and Qualifications

Vail Info, Inc. (VII) is a corporate entity formed in response to a 2005 RFP process from the Town of Vail (TOV) to manage the then named Vail Visitor Information Centers.

**Robert L. "Bobby" Bank** is the General Manager of the Vail Welcome Centers (VWC). All operational aspects of the VWC come under his directive. Bobby developed the original business plan 11 years ago. Operating as a sole proprietor, Bobby - dba Vail Brochure Delivery (VBD), had been stocking the information centers with collateral for the previous 12 years. VBD continues to service 65 properties throughout the Vail Valley including the VWC's and the Eagle County Airport for over 147 local businesses. Bobby has worked in Vail since 1988. He is a life-long skier and knows the Vail product well. He is formally certified with the Professional Ski Instructors of America and the United States Ski Coaching Association. After graduation from the University of Colorado, Boulder he moved to Steamboat Springs where he earned his Colorado Real Estate License and started a Condominium Association Management Company (Steamboat Association Management) and later moved to Vail to become a Coach and Race Event Promoter for Ski Club Vail. In 1993 he began VBD. To date VBD has produced over \$2 million in revenues. While running VII, Bobby continued course work, including customer service seminars and certification programs. "How to Deliver Exceptional Customer Service," "Dealing with Difficult People," "Maximizing the Customer Experience" Certification, "Basic Supervision", "Training for the Trainer" and is currently enrolled in "Certification for Customer Service Managers". His connections to the local community have enabled him to effectively recruit and manage a highly educated, long-time local staff since 2005.

**Mark W. Christie, Vail Host Manager**, became an equity partner of VII in 2008 after becoming the Information Centers' only full-time employee when the TOV requested VII coordinate the Vail Host program. Mark's position on the VII team is to coordinate the TOV Host program. Mark had involvement with the TOV Host program while with the Vail Valley Partnership and gladly took on the additional job. By all accounts, the TOV Host program has been a great success ever since. Mark has been a Vail local for 20 years. After graduation from Rider University Mark began a successful career in the Reinsurance Business. Not long after his company relocated to Bermuda (Mark commuted from Vail to Bermuda for two years), he decided to make Vail his permanent home. Mark has successfully coordinated the TOV Host Program for the last 7 years and looks forward to VII's expanded role in the future. Mark has also continued with customer service training completing "Supervision", "How to Deliver Exceptional Customer Service", and "Dealing with Difficult People" Seminars.

**Amy Cassidy, Marketing Manager**, Ensuring that the Vail brand is consistently represented in



all aspects of guest interaction, Amy Cassidy of Take Aim Marketing, Inc. (TAM) assists in directing the branding, marketing and messaging for the VWC to include printed and digital collateral. Amy is responsible for the monthly reporting to the TOV. TAM offers full marketing, advertising and publishing services to a range of clients in the Rocky Mountain region. Their strengths in business include a tremendous dedication to client service, award-winning creative design and copywriting and an overriding commitment to quality, integrity and accountability. Amy is a 31-year resident of the Vail Valley and founded TAM in 1996. She has over 26 years of experience in marketing and advertising in the tourism industry in the Vail Valley. As publisher of *Visit Vail Valley The Official Visitors' Guide to the Vail Valley* for the Vail Valley Partnership, TAM has a depth of experience in marketing the Vail Valley as a destination, as well as providing accurate information to guests while visiting. She fully understands the value behind the Vail brand. A former member of the Commission on Special Events, Amy is well versed in the Vail brand discussions and developments. In 2016 Amy was named the VVP's Tourism Professional of the Year.

**Financials and Client References:** VII has kept an open book policy since it's inception. All of the information VII collects and reports on are available for inspection at the TOV, including Balance Statement (Exhibit A) and Profit & Loss Statement (Exhibit B) which are attached in the appendices. Client references of VII are also listed in the appendices (Exhibit C)

## Part 2: Guest Welcome Services Approach

### A: Philosophy – The How

To have 5-Star customer service we need to be customer centric. We need to do what is asked of us by the guest. Guests are different. Different needs for different people. There is no “script” to provide customer service. It is by definition tailored to the individual. All research shows that the way we provide service is what matters most. “Anything for every guest.” That is our formula. Vail Info, Inc has a very simple philosophy. Help every guest with what *they* need.

Throughout the original operational takeover, snowstorms, and road closures the operations of the Vail Visitor Information Centers, now the VWC's, have continued uninterrupted at the highest standards under VII management. When attending the last conference of Colorado Information Center Professionals, it was very gratifying to VII to have already been doing EVERYTHING presented at the conference. In all cases VII was light years ahead of other competitive entities in other localities in the services they provide. In section C below, VII will put forth suggestions for future service innovations. However, proven by research, the 5-Star customer service that the Vail Town Council is soliciting rfp responses for is not about **WHAT** services we provide our guests. 5-Star customer service is about **HOW** we provide service



for our guests.

The VII guest welcome services philosophy has allowed the staff at the VWC to meet the Vail Town Council goal. Our outlook has always been long term, for continued economic growth of the TOV. Over the last eleven years, working over 65,000 hours, and interacting with over 850,000 guests at the Welcome Centers (additional 329,453 guest interactions with TOV Hosts since tracking began in 2011), we have followed the text book customer service guidelines to ensure satisfaction from every guest. We treat everyone the way we would want to be treated ourselves. We all view Vail as our home and are proud to share it with our guests. This is what 5-star customer service dictates. How we provide service is the key to success.

VII currently has nine front line staff members. The primary job of VII management is to recruit, train, supervise and retain these employees. The average residence in Vail for the VII team is over **24** years. The average time the current staff has been working at the Welcome Centers is 6.1 years. Over the 11 years, we have employed 48 total staff members. We have been able to find excellent employees. HEART - Helpful, empathetic, able, resourceful, and trustworthy are the traits of our staff and the traits needed to provide 5-star customer service to our guests. Only in a few cases have we lost employees to other Vail area entities. Moving on to other areas, school, or full time jobs has been the reason for their departure. Of those who have left us, none has been more than a seasonal part time employee. The seasonality of our area requires fewer staff during the spring and fall, more in the Winter season and even more in the Summer.

The VII team is responsible for the continued success of the operations of the VWC. To deliver successful and a consistently great customer service experience, knowledge has been proven the most effective tool our team can use. The VII team knows the Vail product well. VII compiles the Vail-Calendar, and distributes weekly informational updates to all staff. The VII team is very passionate about both the mountain and the town. Prior to VII management, college interns were brought into the Information Centers as staff, but after witnessing the lack of knowledge and passion for the Town of Vail, or its businesses, VII made the decision that wisdom was more important than low cost. It is our contention that there is a specific skill set that needs to be met. "Is the applicant nice to others?" "Do they show a passion for our town and our mountain?" "Do they have HEART?" Attached (Exhibit D) you will find hundreds of examples of guests comments regarding how well the VII staff was appreciated by our guests.

VII staff is well versed in the new technologies of language translation with both phone applications and computer programs. An example of the technologies use was directing a dancer to her host housing in Cantonese Chinese! The staff has all been hired because of their individual skills and knowledge. Guests can generally tell or sense when something is scripted or fake. Five-star service dictates that guests need to receive precise information in a



timely manner that screams out, "I've been there, done that and I loved it. You will too!"

VII currently coordinates the 60 Vail Hosts. Our Vail Hosts are knowledgeable and passionate about the TOV too. On average they have lived in the Vail area over 20 years they have been part of the Vail Host program for almost four years. Over the course of 2015, the Vail Hosts had over 78,000 separate interactions with our guests. Forty-four of the Hosts have expressed interest in returning to the program and 35 have begun working the Summer weekends and Holidays. With the beginning of the Vail Mountain Epic Discovery program, we believe there will be a need to further expand the Host program to seven days a week as will be outlined below.

## **B: What We Do**

Upon hiring, staff receives an employee manual attached (Exhibit E). All aspects of VWC job requirements are covered within. New staff is given a five day, forty hour initial training, working along side management and senior staff until both new staff and management are comfortable with all of the systems of the VWC. Six monthly training sessions per year are held. The meetings are held to educate staff on customer service theory, review our customer service policy, pass on to learn new information, simply share stories of success, hear suggestions, and promote a positive working environment. Since 2005 the VII staff has won every award for customer service ever put forth by the Chambers and the Town of Vail. Monthly awards are given to staff internally for exceptional customer service. This past year an end of year Apres event was hosted at La Tour for all staff and Hosts for their great performance over the Winter season.

The TOV Hosts receive their own employee manual that was developed by the TOV. The TOV Hosts are also given a walking tour and orientation to the job by Mark Christie. Hosts meet everyday, at the beginning of their shift, and receive all of the current informational updates. TOV Hosts are also updated by email on a regular basis. We require all staff and TOV Hosts to attend the first Fall meeting and make our other staff meetings available to the TOV Hosts. We recommend that compensation will remain the same moving forward with each TOV Host receiving a Ski Pass, Parking Pass/Voucher, VRD Golf Pass or TOV Restaurant Certificates for every 80 hours they commit to. Since taking over the coordination of the Vail Host program, Vail Hosts have also won customer service awards from every entity providing those awards. Host uniforms and name tags are branded in the same way as the staff.

To measure the success of the Vail Welcome Center, and the Vail Host Program, VII follows the recommendation from the TOV to conduct net promoter score surveys. Previously



Included with other programs, Guest Services has been the highest ranked areas of all town departments. It will be ideal that they be further separated from other VR Mountain guest service departments that were included in the past. We believe we will have the highest scores in the TOV when completed. Our current survey is attached. (Exhibit F) For the purpose of further training, VII partners with the Secret Shopper program provided by the Vail Chamber and Business Association, administered by Jason Roberts of Intercept Insights. While used for training and not for company measurement, we are happy to report that our scores are consistently in the top tiers.

The current services we provide are Customer Driven. The services are provided to meet the requests of our guests. The systems we use are Reservations, Town Business List Database upkeep, Vail-Calendar, Town Map Database, Off-Season Hours (Spring & Fall). The reports we provide are Executive Report, Lodging References, Visitor Count, our own Financial Reports and a monthly Narrative Report for both the Welcome Centers and Hosts. A business referral list and other lists of activity references, but due to the small amount of referrals relative to the number of guests we see, they have only been archived. This amounts to less than .5% of our daily work. This is the reason a suggestion to be a town wide activity booking agent was not activated already. Our guests don't want it. The following data is very helpful to illustrate just how much of our job is done providing wayfaring information as compared to lodging referrals. We are very proud to have booked \$1,593,065 in revenue to Vail's lodges and this was done in 7,076 different transactions. That is barely .83% of our guest interactions. Not even 1%! The amount of time spend helping guests with wayfaring information is over 90%.

VII is an advocate of technology. Best practice customer service training states that technology should only be used to enhance the customer experience when it is not practical or impossible to have human interaction. VII has sent out 38,000 tweets! VII follows and retweets 188 TOV Businesses and Vendors that use Twitter. We have over 2500 followers. We maintain a facebook page. The reservations system we helped design. The technological enhancements are great tools we can often times use but are only tools. Following in Section C, we have suggestions for new and improved technology for the Welcome Centers.

To increase guest satisfaction and loyalty our staff must be thoroughly knowledgeable about our product. The delivery must be done with HEART. Referrals and bookings can only happen quickly and efficiently if the team already knows guests options and, for the most part, has experienced them. In viewing for the long term when dealing with customers who are quite often just stopping for directions, we try and make our town so welcoming and hospitable that we are sure to be the destination the next time! Every interaction always has the goal of supporting Vail businesses, but sometimes that means future business. It is important to understand that the customers of Vail are always thought of as a distinct demographic. Our qualitative staff surveys show the guests of the VWC are a cross section of America. The highway is our door. As detailed below, the quantitative guest surveys will be



able to show that we are serving a much broader, diverse population than other areas of the TOV and our services must meet this demand.

One of the popular services available at the VWC's is our phone charger. We can (and do) charge virtually any type of phone. Below, we suggest that this type of technology be installed next door at the TRC. A version of this was on display at the Go-Pro Games. This is the type of program we continually try and provide as an example of using technology to give 5-Star customer service. The same would be true of the portable car battery chargers we lend out. Often unexpected, this service is always very much appreciated by those in need.

Other current services we provide are:

- Answering TOV internet information requests.

- Printing boarding passes.

- Providing after hours services during I70 road closures.

- Help the parking structure staff with guest ticket disputes, jump starts and the "get out of jail free" parking program.

- AIPP Art Walk Meeting Place.

- Facilitate the purchase of event tickets.

- Lend wheel chairs and childrens strollers.

- Sell bottled water and hand warmers.

- Email the lodging properties with copies of our monthly calendar posters.

- High speed internet, purportedly the fastest uploads in town.

Attached in appendices (Exhibit G), you will find *hundreds* of examples of the sometimes random requests that guests have. They are recorded in daily logs and reported to TOV monthly. If you browse through them, it is evident that we are here to help the guest, with what ever they need. This is 5-Star customer service, meeting the unpredictable needs of all of our guests.

## C: What's Next

"Learn like an Intern." In an effort to bring new ideas to the continual education of our staff, we are introducing a new training program. In association with Vail Resorts, The Betty Ford Alpine Gardens, The Walking Mountain Science School, and The Vail Amphitheater (& others who wish to participate) we have arranged to have our employees "shadow" different departments of partner organizations to get a first hand look at how these groups do things. There has been a tremendous amount of "classroom" learning over the last three years mostly led by customer service expert Michael Norton, and we believe this new program will begin to cover "the facts" which are sometimes left out when discussions are about theory. It will also be a new and "fun" way to learn from our partners, who have been doing more static



presentations to our staff.

Facilitating the guest purchase of daily and multiple day Winter Epic Day tickets. Working in conjunction with Bobby Murphy, VP Customer Service Vail Resorts we have concluded that it would be a good customer services improvement if we could expand upon the practice of facilitating guests ability to self-purchase Epic Day lift tickets. VR would supply blank media which the VWC staff would provide to guests looking for lift tickets (all except pictured passes). Staff would then give instruction and provide touchpad if needed to "load" the cards.

This new Epic Discovery programs have turned Vail Mountain into a Summer attraction for our guests. In 2015 at the request of Vail Resorts the TOV considered providing Vail Hosts on a daily basis during the Summer. We are now proposing trying to add up to 20 more hosts to our current 60 to create in town coverage daily from Mid-June through Labor Day. This would require an additional commitment from the Town of Vail equalling not more than \$22,000.00, which is the same compensation rates as the current 60 hosts. The Town Hosts had direct guest interactions with over 78,000 people in 2015. Research shows that the street sweeper is 5 to 7 times more likely to have guest contact than the very staff at the VWCs who are there specifically for that purpose. Having more days with Vail Hosts on the streets will have the biggest impact compared to any other guest service initiative that is created.

Direct customer surveys. All research regarding customer service shows that the only ones who can tell you what they want or need are the customers. We have spent a lot of time creating focus groups to determine the needs of our customers. We survey every staff member and Vail Host daily. We are now going to survey our guests directly. Something we are prepared to offer today is Welcome Reception as suggested by the VLMDAC. We have prepared a "script" and are ready to perform this task. However, we would advise using the survey process to see if this is something that our guests would be interested in before any monies are spent marketing. In the past, thousands of dollars have been spent on a programs that didn't work (IE touchscreen, call in concierge) and we don't want to repeat this. The only way we can confirm that new ideas won't be a waste of money is through customer research.

Staff and TOV Host survey automation. We have spent time and effort to collect staff and host feedback and report back to the TOV on a monthly basis. We are in the process of automating the huge volume of information we collect so we will be able to continue to provide the TOV with the accurate, quantitative, guest feedback collection as detailed above along with the staff and TOV Host perceptions, qualitative, which we already collect, to give a more complete informational picture.

We have gotten the suggestion that we should provide sundries. As we have never wanted to



compete with the very businesses that we are paid to represent, we have been very deliberate in what, if anything, that we sell. TOV business contacted to vet this idea suggest that there may be pushback from other businesses not chosen to participate. Our suggestion for future additions would be to see if customer surveys warrant the additional services, and if they do, then we partner with a Vail vendor and work jointly to not have an impact upon a business in close proximity. We would provide the manpower and they would provide the inventory. We would ideally receive a small percentage with the balance of the profit going to back to the store.

There are technology improvements we suggest the TOV IT department make to improve the services of the VWC's. We suggest updates to the TOV website to show the services we provide. The newest, most preferable, way of contact and interaction for our younger guests is through the use of instant messaging. New technology can make this possible so a guest could instant message the VWC and staff could reply in kind. This can be done using the office phones and computers. The listings are added to current contact information in the same way email, phone number, facebook and twitter accounts are displayed today.

We recommend the inclusion of VBRO and Airbnb for Vail Business License Holders to the town's last minute reservation system. It would create more value for the purchaser of the licenses from the TOV. As the use of personal technology increases there is less of a need for the reservation system. However when a guest needs it, they need it. There is very little cost, so we recommend including all available lodging options for the best customer service.

The TOV has been actively seeking to try and use the VWC for other events. It is our opinion that they were purpose built and that these events should only be held in a way that doesn't interfere with Guest Services. A good example of a use that works very well with the facility is the Young Champions program. The instructors and participants meet at the beginning and end of the days and this has worked out very well. Other childrens programs, like the school ski programs and SOS would work out well as do small construction meetings. CSE could make more use of the VWC as a suggested area for event checkin.

To reach a level of 5-Star customer service, to surprise and delight guests, requires commitment. The VWC are at a ski resort. We recommend that guests be allowed to bring their skis inside. We recommend that it should be a priority to open the restrooms early and keep them open late. The outside of the VWC was designed to have "Vail" character, be "homey" and look "Mountain" authentic, but we furnished the insides to be durable. To get to the next level we recommend that the TOV provide overstuffed comfortable seating, similar to the Eagle County Airport. What is there is the expectation. For 5-star customer service we recommend trying to exceed the expectation. To do this will require more expensive maintenance for ongoing furniture replacement. Also, in regards to improved customer service for our guests we recommend that plexiglass wind blocks be installed on



the North side of the VWC similar to outlying bus stops or the West side of the Vail Transportation Center (VTC). It would be a service to arriving and departing guests to have a vestibule blocking the weather while they wait.

We recommend the return of the Town wide guest services reward program.

Other small changes we recommend to improve customer service include the addition of signage for the Greyhound at the VTC. A change in the location and signage of the Greyhound stop would be suggested. The VWC bathrooms just can't handle a bus and it is not great service to have to direct guests a second time. We have recently recommended a public address system be installed to let riders receive departure warnings for Greyhound, Eco, and outlying TOV routes. As mentioned above the VWC have a system for charging all types of cell phones, and we recommend that a vending machine style cell phone charger be installed at the VTC. We are one of the healthiest places and populations on earth, we should not allow smoking on the VTC. Our suggestion for to improve customer service to the non smoking majority would be to have a designated area. Guests shouldn't have to walk through a cloud to get to a bus if we are trying to encourage public transportation. At the very least we should enforce the statues we have. Signage might help with this too.

To promote recycling VII suggests a mixed use dumpster replace one of the two located at the VWC to match what happens at the LHWC. It is our perception that the TOV's cleaning contractors use one dumpster in the Vail Village only.

For the purpose of improving informational flow which is important for providing guest services, VII suggest that TOV business license integration improve. The TOV is the first point of contact with the merchants of Vail and therefore the best place for database capture and sharing for accuracy. The database kept at the VWC is second hand. We are still updating based upon "snail" mail reports. The New VLMDAC app will need accurate database entries or will not serve the town well. VII suggest the TOV take what ever steps would be necessary to allow the sharing of all business information that is already collected by the town.

Moving the LHWC touch screen. Ideally to get the best use of the LHWC touchscreen we suggest it be moved to an area out side the LWC so it can be utilized when the LHWC is not operational. To follow the best practice customer service guidelines, this uses technology to provide service when it is not possible to have a human interaction. It would also open up wall space to have a Town Map and Hiking Trails Map which we don't have room for currently.

Customer service experts state that customers will only be treated as well as the management treats its employees. We recommend that the staging for the TOV Hosts be



improved. A little more space (68sq. ft.) would help with this tremendously. TOV Hosts would not have to literally walk through piles of junk to get to their supplies and would not have to dig through the uniforms to find a correct size. VII would like to use the entire 136 square feet in the adjacent VTC. We would like to include this space in future contracts. Also, locker doors could be installed to the Host cubbies as we have had a small theft problem and it would show we are making an effort to care.

Vail Info, Inc. has been very proud to represent the Town of Vail to guests 365 days a year, for the last eleven years. We are proud of our performance and accomplishments. All of the customer service training that we have attended and researched tells us that *how* we represent ourselves to our guests is 90% of what matters most to our guests. It is that continued good impression that customer service research states should be the major focus of any business that is interested in providing 5-Star customer service. This doesn't mean the remaining 10% of the formula, or services that we provide, don't matter at all. We will continue to search for best practice services in a way that will not cause the TOV to spend any more than it needs to, and with proper guest research be future focused to maximize the public funds that are spent. To be future focused and follow the best customer service practices we will expand upon our qualitative surveys, or the impressions we get from our staff, by adding quantitative surveys of our guests to be able to distinguish between what is thought to be needed, and what is actually needed by our guests.

Thank you for the opportunity to serve the guests of Vail for the last eleven years.

## **Part 3: Appendices**

**Exhibit A: Balance Sheet**

**Exhibit B: Profit & Loss**

**Exhibit C: Client References**

**Exhibit D: Guest Comments**

**Exhibit E: Employee Manual**

**Exhibit F: Welcome Center Guest Survey**

**Exhibit G: Random What We Do Logs**

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06/18/16

Vail Info Inc.  
**Balance Sheet Standard**

As of December 31, 2015

	Dec 31, '15
<b>ASSETS</b>	
Current Assets	
Checking/Savings	
dba VBD Checking	34,717.30
Vail Info Inc. Checking A...	10,194.67
Total Checking/Savings	44,911.97
Accounts Receivable	
A/R Cash Basis Adjustm...	-100,519.54
Accounts Receivable	-400.00
Total Accounts Receivable	-100,919.54
Other Current Assets	
Inventory	273.00
Total Other Current Assets	273.00
Total Current Assets	-55,734.57
Fixed Assets	
2015 Ram Truck	
Cost	43,802.33
Accumulated Depreciation	-11,460.00
Total 2015 Ram Truck	32,342.33
Total Fixed Assets	32,342.33
<b>TOTAL ASSETS</b>	<b>-23,392.24</b>
<b>LIABILITIES &amp; EQUITY</b>	
Liabilities	
Long Term Liabilities	
Chrysler Capital	30,000.00
Total Long Term Liabilities	30,000.00
Total Liabilities	30,000.00
Equity	
Owner Draw	
Home Account	
Eaglebend	31,123.63
Total Home Account	31,123.63
Vehicle	9,365.03
Owner Draw - Other	-4,294.91

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06/18/16

Vail Info Inc.  
**Balance Sheet Standard**

As of December 31, 2015

	<u>Dec 31, '15</u>
Total Owner Draw	36,193.75
Retained Earnings	-151,600.29
Net Income	<u>62,014.30</u>
Total Equity	<u>-53,392.24</u>
TOTAL LIABILITIES & EQUI...	<u><u>-23,392.24</u></u>



5:49 PM

06/18/16

Vail Info Inc.  
**Profit and Loss Standard**

January through December 2015

	Jan - Dec '15
Ordinary Income/Expense	
Income	
Interest Income	0.00
Sales (& Tax)	822.48
Cash basis adjustment	11,402.07
TOV Management Contract	297,056.96
TOV Strd Trav Agmt Reimbursal	18.75
VBD Services	94,158.10
	403,458.36
Total Income	403,458.36
Expense	
Accounting/Tax Preparation	
Accounting/Tax Preparation	430.96
Payroll Accounting	2,791.18
	3,222.14
Total Accounting/Tax Preparation	3,222.14
Legal/Professional Fees	
Consulting	634.00
Legal	1,105.51
	1,739.51
Total Legal/Professional Fees	1,739.51
Office Parking	13,200.00
Business Travel	277.89
Depreciation Expense	11,460.00
Printing and Copying	3,721.20
Rent Expenses	4,500.00
Postage and Delivery	491.57
Business Meals & Entertainment	
Entertainment - Business	1,410.41
Meals - Business	3,971.63
	5,382.04
Total Business Meals & Entertain...	5,382.04
Car & Truck Expense	
Gasoline & Oil	4,656.89
Parking	98.45
Repair & Parts	7,227.49
Vehicle Registration	177.30
Insurance	
Insurance - Chevy	901.52
	901.52
Total Insurance	901.52
Total Car & Truck Expense	13,061.65
Cost of Goods Sold	125.57

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06/18/16

Vail Info Inc.  
**Profit and Loss Standard**

January through December 2015

	<u>Jan - Dec '15</u>
Miscellaneous	-1,510.77
Dues and Subscriptions	1,269.00
Payroll Expenses	
Payroll Taxes	19,336.87
Retirement Plan Contributions	9,889.50
Salaries/Wages	<u>214,006.26</u>
Total Payroll Expenses	243,232.63
Independent Contractors	260.00
Supplies	3,710.38
Telephone	3,808.40
Office Expense	
Internet	2,217.18
Water	<u>141.19</u>
Total Office Expense	2,358.37
Utilities	
Electricity	2,073.72
Gas	2,528.80
Trash	1,928.49
Water & Sewer	<u>1,079.51</u>
Total Utilities	7,610.52
Insurance	
Liability Insurance	367.00
Work Comp	<u>702.89</u>
Total Insurance	1,069.89
Taxes and Licenses	
Sales Tax	0.00
Taxes and Licenses - Other	<u>1,316.00</u>
Total Taxes and Licenses	1,316.00
Repair & Maintenance	
Racks	1,916.28
Repair & Maintenance - Other	<u>248.41</u>
Total Repair & Maintenance	2,164.69
Training/Education	<u>18,973.38</u>
Total Expense	<u>341,444.06</u>
Net Ordinary Income	<u>62,014.30</u>

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06/18/16

Vail Info Inc.  
**Profit and Loss Standard**  
January through December 2015

	<u>Jan - Dec '15</u>
Net Income	<u><u>62,014.30</u></u>

**Dear Members of the Vail Town Council-**

**I am writing you in support of the current operator of the Vail Information Centers (Bobby Banks & Vail Info). I recently traveled extensively throughout Europe and visited many (25-30) information centers, not only for assistance but also to see what they do differently than we currently offer here.**

**My conclusion is that no amount of technology ever surpassed the very basic interaction between the staff and the guest. We saw computer touchscreen panels, multi functioning kiosks, super high-end facilities (ours are beautiful), huge displays of literature, etc.. but nothing made us more confident leaving the office than amazing staff service that answered all of our questions. It's my opinion that Bobby and his team fulfil this for the Town of Vail.**

**I'd like to see Bobby and his team strengthen their communications concerning our international guests – they should develop (and distribute to every business) 3"x5" cards that have the top 10 questions they receive in 7-10 different languages (each card has only 1 language) with a small map on the back side for easy directions. With the improvements made by the "way finding" committee and the Town we need to turn our focus on ensuring guest satisfaction for English speakers and foreign visitors.**

**Lastly, I would like to see an improved electronic device charging station installed in the centers – a small cubby with a lock so the guest can leave their phone and go grab a coffee. The center should also sell small phone chargers (with the Vail name drop) for the guest to take with them.**

**I hope this assists in making the decision for our future operator of the Vail Information center.**

**Sincerely,**

***Bob Boselli - Owner***  
**O'Bos Enterprises, LLC**  
**Vail Style**  
**Vail T-shirt Company**  
**Generation Vail**  
**Covered Bridge Store**  
**970-926-9300 x2**  
**970-977-0158 cell**



## **Sitzmark Lodge**

June 25, 2016

To the Vail Town Council:

I would like to express my support for the extension of Vail Info Inc.'s contract with the Town of Vail in managing the Vail Welcome Centers. As a member of the lodging community, I feel the Welcome Centers are a vital service we provide our guests not only for providing information about the town but also pulling in business from travelers whose plans may not have included a visit into town. Vail Info has always been responsive to our needs doing an excellent job developing and maintaining the services provided by the Centers. Their staff is very enthusiastic, well-informed and is always current on activities and services available in town. Please keep this positive service consistent and in place by renewing Vail Info Inc.'s contract.

Sincerely,

A handwritten signature in black ink that reads "Jeanne F. Fritch". The signature is written in a cursive, flowing style.

Jeanne Fritch  
GM, Sitzmark Lodge



## Vail Town Council

In the last 11 years Bobby Bank has served our community by handling the operations of the Vail Welcome Centers. I am writing as a Vail business owner to express my opinion on what an excellent job he and his team at Vail Info Inc. have done.

The Vail Welcome Center has done a fantastic job of educating guests to all Vail has to offer. I, like many of my competitors, feel The Welcome Center staff has always been fair when making recommendations and “sharing the wealth” among local businesses.

In today’s digital age, more and more Vail visitors are looking to social media outlets for their information and recommendations. I’ve been pleased with the business-to-business social interactions The Welcome Center has provided.

In my opinion Bobby has done an excellent job showing fairness to local merchants and providing a great service to our guests. As the owner of a restaurant that is located in West Vail, we do not have the same “visibility” that benefits many businesses in Vail Village. I’ve been very happy with The Vail Welcome Center’s ability to recognize a large business community and help my potential guests find me.

Thank you for your consideration.

William “Barry” Davis

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Great service! Got into Vail around 12:30 pm and my condo was not available until 4 pm - Chuck was able to provide me not only w/ directions but guaranteed safe storage of my luggage while I got to ski!

ERIN KELLER

enk228@gmail.com

1/14/16

Name

Email

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark from Princeton NJ gave 5 star service in your 5 star town.

Peter Lazarus

Name

Email

1/18/14

Date



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

To whom it may concern

Mark from Princeton, NJ provided me information on a Sunday that helped me tremendously - I had a dental dental emergency.

Please reward this individual accordingly  
Erik Sievertsen

Sievertsen, Erik MD Sievertsen@msn.com 12/22/13

Name

Email

Date

# Welcome to Vail! MIA

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Very helpful at the front desk.

Good representative of the brand!

  
Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mia is terrific - thank you for hiring her! She was very helpful.

Coffee? A Keurig machine would be nice.

Donne Dalton

1-1-16

Name

Email

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Jody was very pleasant  
and helpful for my  
wife and I. Much Thanks

Sean & Larigo Cook 10/7/13

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.  
How may we better serve you?

Lupia really knew what she was doing!  
She was very helpful and friendly!  
Thank you for making my trip  
to Vail much better!!

Patricia Keys P.Keys@aol.com 1/10/16  
Name Email Date

# WELCOME TO VAIL!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.  
How may we better serve you?

Vail was a great help.

Everybody here in Vail is so nice!  
Thank you !!

Ren Lisa Schmatzberger Lisa Schmatzberger @  
Name Email Date  
8/9/13

Chuck  
With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.  
How may we better serve you?

Chuck was extremely helpful and patient in trying to help us find the correct lodging. A wonderful welcome to Vail.

Lynnda Cox 7/7/13  
Name Email Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Lydia was really helpful  
and friendly 😊

Alice Shearwood

Name

Email

12/29/15

Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Anneth was great!  
Very Helpful -

Scott Danielson

Name

Email

7/25/13

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was wonderful. Very friendly and helpful! Answered all my questions! Thank you so much!

Name Dave Villmeze Email dmvillmeze@hotmail.com Date 8-8-13



Annette

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Thanks for the help

Joe Wolfe

Name

JJWOLFE@YAHOO.COM 8-15

Email

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Annette was very helpful!

Great information.

Diana G.

Name

dianabirner@gmail.com

Email

8/22/13

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Chuck - convinced us

that there is no place on earth like Vail. We hope to come back and live here.

Denis O'Connor

denisoconnor@sbcglobal.net

Name

Email

10/17/13 Date

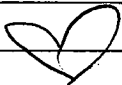
# Welcome to Vail!

Vail

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

You were lovely!  
Thank you!



From Wisconsin  
Vanessa

11/15  
Date

Name

Email

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was very helpful in assisting me while I was resting in the Cabin. Her positive attitude was warming and delightful.

~~Ann~~ Dominic  
Name Razzano

razzano@msu.edu  
Email

1/7/15  
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was extremely helpful and informative. She is an asset to Vail.

LISA JOHNSON	Lisa@1.club.com	1/9/15
Name	Email	Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Wonderful town.

Wonderful, helpful people.

Thank you, Annete.

Larry Tippens

Name

Ltippense@gmail.com

Email

1/7/15

Date

AR

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Great service ~

Had a bad scrape from a fall (not at Vail) & Corielle found band-aids, soap & ponies for me. Surprised how quiet at the end of Vail during the World Series.

Name

Email

Date

2/12/15



# Welcome to Vail!

AR

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

12/17/15

How may we better serve you?

hi, your resort is perfect.

but - you should have more wifi on the mountain.

it is really common in europe, and vail lacks that

Lea Michaeli rozmar@smile.net.il

Name

Email

Date

12.19.15.

# Welcome to Vail!

AR

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

We love to revisit this area. We spent our honeymoon in this area over 43 years ago. It's even more beautiful now. Now retired in The Oklahoma City thanks to the Air Force.

Linda Putnam

17 Dec 2015

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

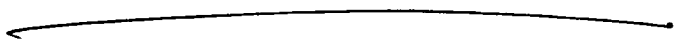
How may we better serve you?

BOB - Thank you for the tickets to  
the VAIL YETI'S LAST NIGHTS READY  
APPRECIATED - CHERRIS

THE CREW FROM AUSTRALIA (PEATH)

PAUL CARTER

pauc@provident.com.au



Name

Email

Date

JF

# Welcome to Vail!



With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

great service! Very  
friendly and helpful.

Katie Smith

Name

Email

12/14/15

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Everyone has been extremely nice and helpful... especially Chuck ☺

Nebraska

Name

Email

12/14/15

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

BCB

How may we better serve you?

There is NO Better way they can serve me than helping store my board bag while I am skiing the powder!! Thanks so much for being great!

Keaton Scanlan

Name

Keaton.Scanlan@gmail.com

Email

12/12/15

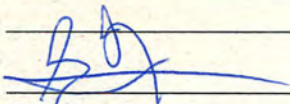
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

JJ was awesome @



Name

Email

12/17

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

I answered all of my questions  
and was very helpful 😊

Nonique Stevens

Name

Email

12/21/15

Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

*She was very friendly  
and I enjoyed chatting with  
her. Sarah Cotton 12/24/15*

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Your staff is very helpful. JJ helped make my visit great.

Alice Leeds      aleds@yahoo      12/24/13

Name

/Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

The facility & staff was great!

Annette was very friendly and extremely helpful & informative.

Jim

Name

apelfrey3@hotmail.com

Email

12/24/15

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

JJ was so helpful and made my day by sending me in right direction! She really made my last day of the year! Super duper nice and helpful!

Sam Handler

samehandler@me.com

12/31/15

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette is so helpful  
we so appreciated her  
help!

12/31/15

Mindy Sams mom @AOL.com

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Everything was great - JJ was very kind and helpful.

José Juan Rivs      peperios.maua@gmail.com      Date

Name

Email

Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

~~Annette~~ Annette was very friendly during our stay at the information center. We were just waiting for the bus and she helped pass the time with her anecdotes.

John Oliver  
Name

joliver67@vaboo.com  
Email

1/7/16  
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was very helpful  
at the information center. ~~and~~  
~~she was~~ I appreciate that she  
was able to offer me help while  
I was sick

Kevin

Krawsson@hotaail.com

Name

Email

1/7/16

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Bob was extremely helpful and gave us excellent visitor information.

Kathy Jessup

Name

kathyjkiesau@gmail.com

Email

1/6/15

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

JJ is the best. She is very helpful. :)

James Moran

James.moran13@aol.com

1-17-16

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Bob - was fantastic !!

Name

Email

Date

John Thupo

johnj-lupo@yahoo.com

11/28/2016

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

JJ was very helpful  
She showed us where to  
eat, go ski, and other  
cool places we could go  
She also helped me find  
my parents, & ♥

Rocher	Rocherwoods@hotmail.com	1/18/16
Name	Email	Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mia was so helpful, what a pleasant person, she helped me so much!

B. Berkson bd@gmail.com 12/19/15

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Hi Bob!

You did an awesome job guiding us on our first day at Vail - We went to 7 of the 9 Bowls and ended up the 4 mile run you recommended

Philip Wisener

Name

Email

1/28/16

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was so helpful giving me info about Vail & ski school.

So appreciative of her help.

Betsy Lariccia

Name

simbecca@gmail.com

Email

1/29/10

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Wow Annette was wonderful  
we had several questions & she  
helped with everything

Keep up the good work

S McDowell

1/21/16

Name

Email

Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was very helpful & gave great suggestions where it made our lives a lot easier with twins! She is awesome! Thanks again!

Sarah

1-28-16

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

ANNETTE WAS SUPER HELPFUL! I'VE LIVED IN THE VALLEY FOR 3 YEARS AND I STILL HAVEN'T LEARNED WHERE EVERYTHING IS. SHE WAS KIND AND FRIENDLY AND VERY HELPFUL!

PAUL LUKAS

camerica00@gmail.com

02/04/16

Name

Email

Date

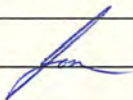


# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was phenomenal and very helpful with all of our questions.



Jon Lukas

Name

Josoccer22@aol.com 2/11/16

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was extremely helpful  
for my husband (non-skier) and me  
on things to do around Vail and on  
the mountain.

Nancy Vincent	VO21786@cinci.rr.com	3/11/16
Name	Email	Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

ANNETTE FROM NJ WAS SUPER!! SHE MADE MY DAY!

Abdul

3/17/16

Name

Email

Date

Mary

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mary was incredibly helpful - she took extraordinary time and effort to see that we got accommodations - she should get a BIG Raise, the biggest that Vail can afford!

John Bohman

Name

McFarland, Wisconsin

Email

8/13/13

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

T.C. loaned me \$2 in quarters — and what a friendly guy! I love the smiling faces in Vail!

Denise Wasserman

denise@everybodydrives.com

Name

Email

Date

12-23-2017



# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thanks Molly for your suggestions for our short stay in Vail. Stayed at Lifthouse per your help - all was great!  
♡

Bev Henry  
Name

Mhenry8945@cox.net  
Email

8-26-13  
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

CLONE MIA!

BOB BLAZICH

Name

rblazich@gmail.com

Email

1/8/16

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was very helpfull  
and intelligent, & had  
very good info, & advice

Ruben Padron

Name

Email

April/27/16

Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK'S ENTHUSIASM ABOUT TOWN WAS CONTAGIOUS  
WE LOVED IT !!

4/26

Name

Email

Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Always good to see  
familiar face! Always  
helpful!

4/24

Name

Email

Date



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

- Mark is so knowledgeable  
in every aspect of  
the guest's experience

- Please praise him ~  
frequently!

Name

~~Mark~~  
Lynchapen

Email

chapeutr@  
centurytel.net

Date

4/3/16

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We came to Vail on a whim and thanks to Marc had a wonderful time. He is a good tourism agent

Name

Email

Date

4/13

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Spencer

4/11

Name

Email

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark has been very helpful. I popped a tire and he has not only helped me get AAA here, but put my mind to ease being stuck in a new town.

Lisa Heitzinger

Email

3/30/16

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thanks to Max We had terrific day

Name

Email

Date

3/28/16

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark is fantastic!

He is a wealth of local knowledge.  
How great is he with spreading excitement about Vail.

The perfect person to work here

Mary Kukar

mcnkukar@hotmail.com

Name

Email

3-26-16 Date



in C

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was a huge help for us while we decided where to stay during our flight cancellation. Mark provided lots of information and was very helpful.

PHILIPALWEINSTEIN@GMAIL.COM

Name

Email

3/23/16

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was a great help with our day visit to Vail. That means alot to our family for him to spend the time with us.

Name

Email

Date

3/16/16

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

My family has been coming to Vail since the 1970s and we are always taken back at the kindness of people and the beauty of the area. We have had the pleasure of seeing Mark for many years and find him to be a fountain of knowledge. We thank him for all that he does.

Name

Email

Date

March 20, 2016

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

You have a great asset in your employee.

He is a wealth of information.

Name

Email

Date

Easter '16

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

I was in a situation with parking and came in here for help. I was helped and informed with professional courtesy, thank you!

Chris M. c55moff@yahoo.com

Name

Email

Date

5-14-16

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We come to Vail every year and love seeing the same person each year. We love Mark but miss his dog

Name

Email

2/22  
Date



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We had so much fun thanks to  
the suggestions. Thanks!

Name

Email

Date

3/22

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thank you!

Name

Email

Date

9/3/16

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark was beyond  
helpful. Outstanding  
customer service.

Thank you!

Name

Karen Butts

Email

2116

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mel had good suggestions for our family. They helped. We will be coming back to Vail again. Thank you for your help.

Name

Email

2/28  
Date

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mr Mark

He was so kind and he  
helped me to contact my  
friend

He was very friendly.

Martha Alvarez

Name

Email

2/8  
Date

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

make made my day

Name

Email

Date

2/7/16



MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark was amazing and gave me great help/customer service. @

Cress Larry

Name

g1752304@gmail.com

Email

2/2/10

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

- Journée fantastique!

Merci!

Name

Email

2/24  
Date

MC

# Welcome to Vail!

~~1/31~~ 1/31

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark was really really helpful & friendly Thank you so much.

Catherine Hicks

catherine@hickscor.com.au

Name

Email

o.com.au

Date

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark was very knowledgeable and kind

Mary Johnson

Name

Email

1/30

Date

# MC Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark was very helpful & very friendly

Tanya McGivern

Name

tanyamcgivern@gmail.com

Email

24/1/16

Date

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark was very helpful and friendly! Love Vail

LISA KOEPKE

Name

Email

1/23

Date



MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

We just loved this wonderful town. The people were friendly & kind. The Welcome Man was very helpful

Thanks Vail

Elizabeth

Name

E.Timmins@optus.net.com

Email

Date

au

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

1st VISIT TO VAIL. AWESOME  
EXPERIENCE. MARK @  
INFORMATION CENTER IS  
A GEM - GREAT SERVICE  
w/ A SMILE !!

T. Burciaga

teriburciaga@yahoo.com

Name

Email

Date

1/17/16

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?



Name

Email

1/19/16

Date

MC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Appreciated All the Help

Name

Email

Date

1/29/16

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark saved me \$300 by pointing me to a shop that had rental jackets. I was prepared to buy one, but this was a great alternative. Much appreciated

Ron Ediger  
Name

~~bobblehead~~ bobblehead84@gmail.com  
Email

1/11/2016  
Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Great service. Mark was friendly and helpful and gave us lots of recommendations and suggestions. It is a great asset to the town to have such a wonderful service. Many thanks!

1/5/16

Kathie Lynch      lynchbunch@gmail.com      1/5/16

Name

Email

Date



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We loved the service. We will be back

Name

Email

Date

10/1/16



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Great information that will make  
our trip even better!

Thank you for the great & friendly  
advice!

Cindy Sierra

Name

CILSIERRA@AOL.COM

Email

1/3/16

Date



# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Left my helmet behind, Mark tracked me down and even came in early the next day to give it to me! Now that's top-level customer service.

John Lalonde

Name

jlalonde@grand.com

Email

12/30/15

Date

# MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was very friendly

and helpful. He is a great

ambassador. Thank you for

the information.

Claire Z. from Wisconsin

Name

Email

12/28

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark is awesome, very friendly & very nice!

were happy to have Mark around!

12/27/15

Elma DALAL scott.elma@cox.net

Name

Email

Date

ML

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was extremely helpful

Name

Email

Date

4/2

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We will be back.

Service was super

Thank you!

Name

Email

Date

1/10/16





# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

I would honestly say just keep up the great kindness and Holiday spirit. People come to the welcome center in search of info and receive not only their answer but also a pleasant easy going conversation w/ Mark / Chuck or any person on the host team. So thanks for being awesome!!

Name

Pat Messey

Email

Porter.messey1@Hotmail.com

Date

12/27/15

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was AMAZING!

Very knowledgeable & helpful w/ great suggestions on where to eat!

Thanks for Mark!

Kayla Samson

12/22/15

Name

Email

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark is so informative and friendly. He suggested us to try snow mobile and tubing choice.

He is such interesting person to talk to during our winter break holiday.

Duyen W duyenl@smu.edu

Name

Email

Date

12/16/15

MC

12/14

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We stayed with Mark for an hour waiting. He's a great Ambassador to Vail Valley! Thanks!!

Nancy & Pat Damico

12/14/15

comcast.com

Name

Email

nancydamico@

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Wine Glass Service

Mark Livi

Name

Email

12/20

Date

MC

12/15

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thank you very much  
for your help and  
support! Merry X-Mas

A. Sötersen

12/15/15

Name

Email

Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark at the Welcome Desk was exceptionally helpful! He was a great resource and very patient in answering our questions! A perfect representative of ~~Vail~~ Vail!

Susan Spruce	Susank912@gmail.com	3-9-15
Name	Email	Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Very helpful staff at the Visitor Center

Joseph John

Name

Email

12/19/15

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

*Great!!!*

*Lisa*

Name

Email

*12/25*  
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Mark greeted us and made us feel welcome and comfortable. Logistics in Vail can be a little overwhelming for a newcomer. Mark helped us navigate transportation & gave us a number of helpful suggestions. A great introduction. Thanks Mark and thanks Vail. We will return. Nick & Yvonne Travis

Name

Email

Date

entravis@gmail.com

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Annette was extremely nice and helpful. She is a wonderful person and very informative.

Julian Benar

Name

Email

3/13/15

Date

# Welcome to Vail!

MC  
3/28

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

A GREAT DAY

THANKS

IVJ IVARK

Name

Email

Date



# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Back from Puncator was most helpful  
to our family

Molly Dank  
Name Email

March 14  
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

*Impressive service and knowledge*

*Jen and Joanne*

Name

Email

*4/3/15*

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

MARK WAS VERY HELPFUL &  
INFORMATIVE. IT WAS  
MY PLEASURE DEALING WITH  
HIM

Sandy

Name

Sandy@Email.com

Email

FEB/10/15

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

MARK WAS MAURER

Name

Email

2/14  
Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Travis

Travis

Email

Feb 19

Date

AR

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Annette - is an amazing woman. She is very helpful and an absolute joy. She is very helpful and an asset to your organization. You are lucky to have Annette on your team.

Jenny Rhodus      jennyrhodus@gmail.com

Name

Email

Date

6-24-13



# Welcome to Vail!

MC

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark = Turners Uno

Mark Good

Name

Email

30/7

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

★★★★★!!

Name

Email

7/31  
Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Wonderful to see Mark again.

Very helpful

VERICA Hadzic

Name

Email

8/20

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark took good care of  
us

Linda Mandle 1/22  
Name Email Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

I would like to  
comment on how helpful  
Mark has been.

We enjoyed our day  
& will return. We were  
impressed with the cleanliness  
& attractive flowers.

Name

C. MANN B

Email

cmannb@gmail.com

Date

Aug 3

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

EXCEPTIONAL SERVICE - THANKS FOR GETTING US  
JAZZ TICKETS

PAUL STRAUSS

STRAUFAM@FRONTLINE.NET

7/14

Name

Email

Date



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Great help!!  
Allison

8/7

Name

Email

Date

ML

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK SAVED THE DAY  
WITH A TAXI TO  
AIRPORT

TERRY MARTIN

Name

Email

8/7  
Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK was particularly helpful for  
our first day in Vail.  
Thank you.

Name

Jane Brunner

Email

janeybrk@hotmail.com

Date

08/04/13

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Wonderful service, very friendly people, very helpful service !!! We do love the US!

Name

HANN

Email

a.pu-na@web.de

Date

7/30/13

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thank you for the good, friend leg. info

J. McGhee

7/27/13

Name

Email

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was extremely hospitable and helpful. We were looking for a room for the night and found one right away for us

Name

Karen Lyach

Email

KarLyach@mac.com

Date

7/27



mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

A wonderful experience!  
Mark is so friendly  
and helpful! Awesome  
Heley Wallace hwall@mv.gov awesome

Name

Email

Date

7/27/18

# Welcome to Vail!

mc

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thank you for the great assist Mark. P.  
Mom + dad able to shop downtown vail  
It has been a great experience here in  
vail. Very friendly place.

Cornie Howe

chowc409@aol.com

7/29/13

Name

Email

Date

JB

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Jady is amazing.  
She helped us so much &  
was extremely informative.  
Give her a raise!

Name Marion Summers

Email

mmsummers@  
gmail.com

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Vail was a wonderful surprise! Couldn't have imagined anything more!

Will

Name

Email

8/14/13

Date

AKC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

ANNETTE WAS VERY HELPFUL, INFORMATIVE, DELIGHTFUL AND CHARMING. WE ENJOYED TALKING TO HER AND SHE MADE US FEEL VERY WELCOME.

Ami Linder

Name

Email

7/21/13

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mad Max made it so easy to stay in Vail.  
Thanks for getting us in so soon.

*Jane*

Name

Email

*2/8*

Date



mc

# Welcome to Vail!

mc

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Responded over email. Thank you! Mad

Name

Email

Date

9/28/13

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

THANK YOU MARK FOR  
HAVING AN IPHONE'S  
CHARGER W/IN I  
REALLY WOULD LOVE TO  
GO TO VAIL

Name

Email

Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark was very helpful in obtaining information for handicap services

A Schuster

Name

ARSHOES@aol.com

Email

Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK was extremely helpful — even gave us a what to do printout

MARY LOU BACKENS backensml@hotmail.com

Name

Email

Date

7/22/

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We would like to thank Mark for all his help and patience with us.

Stan and Patricia Smith

Name

Email

Date

AR

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

I thought Annette did a wonderful job explaining the parking, trail map, and location of lockers! We thought she was very helpful!! Thank you!

thejerlandose@yahoo.com

Name

Email

Date



AR.

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

THANK YOU FOR THE INFORMATION  
AND FRIENDLY RECOMMENDATIONS

FEB 2014

Klaus Smolarek

klaus.smolarek@gmx.net

Name

Email

Date

AKR

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Great Info! Great Help!

Thanks for everything!

Eugene Turpin

Name

Turpin\_email@gmail.com

Email

27 Feb 14

Date

AK

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

thanks you annette, for helping with sign in for Epic Mt - It made me very happy to know how helpful and friendly the in-patation people are.

Thank you! Thank you!

Karen Kern

Name

N/A

Email

3/6/14

Date

Phone 9263717


MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Just what I imagined -

Perfect, 

14/6  
Date

Name

Email

# Welcome to Vail!



It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MA MARK WONDERFUL

3/1

Name

Email

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

*Stroller was a*

How may we better serve you?

*Life Saver!*

~~\_\_\_\_\_~~

*Erin Hannah*

*erinmhannah@gmail.com*

*29 June 14*

Name

Email

Date



# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK is very, very nice and helpful.

Thank's very much for help MARK.

Boris Tenenbaum

6-21-14

303-371-7767

Name

Email

Date



# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

*Mask: helpful, informative, friendly*

Name

Email

Date

*June 1st*

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

was most impressed with the knowledge and professionalism of Mark. He definitely knows Vail!!

Name

Email

Date

06.02.14

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK WAS SUPER!! HELPFUL TO

MAKE US FEEL WELCOME!

MARION SIMON

MSIMON183@yahoo.com

Name

Email

4/5 Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MC

Mark from Princeton, NJ was so wonderful & helpful and looked up a ton of information. He listened to my friend for several hours due to losing our keys, while stopping in Vail for lunch. Helped us w/ AAA, Hotels. He was AMAZING, friendly etc.

Michelle Walker walkermf@larimer.org

Name

Email

02/15/14 Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK IS EXTREMELY  
HELPFUL, FRIENDLY  
AMAZING 😊😊

Andrea Meriano

Name

Email

2/15/14

Date



MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

**MARK WAS A GOOD PURVEYOR OF INFORMATION.  
THANKS!**

**JAMES JACOBSON**

Name

Email

**Feb 17**

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

I really would like to THANK YOU for the great support that Mark gave me!!!

What Amazing employee is working for you!!!

Alex Lembi ALEXANDRELEMBI@VOC.COM.FR 29/01  
Name BRAZIL!!! Email Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK WAS MOST HELPFUL. HIS LOVE OF TOWN WAS EVIDENT. HE GAVE US FEEDBACK AND WE LOVE HIS SUGGESTIONS

Name

Email

Date

m.c

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

We benefitted from very good advices and information, as well as access to the phone by Mark who is a very pleasant and helpful person and employee. He made our bookings and visits very easy. We are very thankful to him.

Terre Bienvenue Terre-Bienvenue@yahoo.ca

Name

Email

8-01-2014

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

I want to thank the information center for the quality and quantity of information. Mark was an exceptional ambassador

Name

Email

Date

8<sup>th</sup> February

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Mark is a guardian angel  
always helpful and smiling.  
We had some questions and  
he was very accommodating  
to our needs.

Mark is a very good ambas-  
sador to Vail. Thanks.

Christiane Hussier @ yahoo.ca

Name

Email

Jan 9, 2014 Date




# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

THANKS !!!



Name

Email

FEB 3

Date

MC

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Thank you for  
good suggestions

Jan 14

Name

Email

Date

AK

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Annette was very helpful with several guests on Thursday, Jan. 16.

I heard the quote "you've been very helpful" a few times from different people during the two hours I spent in the information center.

JOHN LACONTE	jlaconte@vaildaily.com	1/16/14
Name	Email	Date

ATC

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Stroller was great, ~~tot~~ weather could not be better, we will be back soon

Bill Koenig

Name

bill.koenig@mac.com

Email

3/20/14

Date

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Annette / Passiac, NJ totally rocks!

She so belongs in the hospitality industry.

Annette is friendly, welcoming, and most of all - extremely helpful. Annette

is the epitome of what Vail Colorado stands for # excellent world class service.

Kevin McKenna

Kevin Francis McKenna@hotmail.

Name

Email

com

1/16/14

Date

mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Simply Super

Silvia SAAW

Name

Email

20/1/14

Date



mc

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

MARK WAS A SOURCE OF INFORMATION.

THANK YOU!!!

Name

Email

Date

12/7/19

# Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

THANK YOU FOR YOUR PLEASANT,  
HELPFUL SERVICE.  
CHUCK IS WONDERFUL!

BOB BAMAN

BOB@MMN@AOL.COM

11/13/16

Name

Email

Date

# MC Welcome to Vail!

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

VERY HELPFUL

Ray Gadd

Name

Email

8/12/13

Date

# Welcome to Vail!

MC  
It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

Amazing! Incredibly helpful  
and willing to work  
with me! Love Mark!!

Kate Wiggins

Name

Email

7/17

Date

# Welcome to Vail!

MC

It is with pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to your suggestions and appreciate your feedback.

How may we better serve you?

WARM WELCOME GREAT SERVICE

Dana Williams

N/A

7/21

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Bob at info Center  
was friendly - helpful  
& full of info

We had fun in Vail -

Nancy Denver CO

Name

Email

Date

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

12/14/15

THANK YOU

Dan BOB THE BUILDER!!

Name

Email

Date



*Annetta*

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

*service fast friendly,  
knowledgeable*

*Richard LeBot*      *DKRL54550 Ann, 1*

Name

Email

Date

Annatta

# Welcome to Vail!

With pleasure we share our town, our mountain, our home with you ~ our guest. We look forward to suggestions and appreciate your feedback.

How may we better serve you?

Friendly polite knowledgeable

easy to understand

Martelharris @ AOL

Name

Email

Date

# Vail Info, Inc.

## Vail Welcome Center Policies And Procedures

This manual explains policies and procedures of the Vail Welcome Centers (VWC) which are operated by Vail Info, Inc. It will help you understand how to function effectively as an Employee of Vail Info, Inc. at the VWC. This manual is also designed to assist in answering questions, which may arise regarding the operations at the VWC.

**Mission Statement:** To provide five-star customer service, using the Vail brand messaging to support all Town of Vail entities following the objective and goals of the Vail Town Council. These stated goals are delivering five-star customer service, increasing guest satisfaction & guest value, and enhancing the Vail brand through messaging and programming.

### Purpose:

The Staff at the VWC are committed to the enhancement of customer service\* at the VWC. Employees are good will ambassadors of the Town of Vail (TOV), and will provide the highest level, courteous assistance to all visitors to the VWC while following the Town of Vail's VWC Operational Standards.

In practice this means we will help our guests with WHATEVER needs they may have (or we will determine they have) in way that, if at all possible, benefits Town of Vail businesses directly and/or in the future.

\*"Customer service is defined as a series of activities designed to enhance the level of customer satisfaction – that is, the feeling that a product or service has met the customer expectation."

The perceived success of such interactions is dependent upon employee's "who can adjust themselves to the personality of the guest."

### Responsibilities:

As an Employee, you have agreed to accept certain responsibilities. The effective management of those responsibilities makes the Employee a respected part of the TOV community.

In accord with the purpose of the program, the following guidelines provide an overview of responsibilities of the VWC and of the Employees. The VWC will: provide a description of the objectives and duties; ensure that there is staff available to answer questions and assist with problem solving; offer quality training and perform periodic reviews; and, keep Employees informed about TOV events and VWC procedures. The

Employee will: courteously provide directions and information, and offer assistance and suggestions; accurately respond to inquiries; maintain required logs of statistics and complaints.

### 1. VWC Hours

The TOV determines hour of operation. Winter season hours (as determined by Vail Resorts Opening and Closing Days) will be 8:30-5:30 at both locations. Summer season hours (June – August) will be 9-8. Off-Season hours will be 9-5 at both Welcome Center Location.

### 2. Transportation/Parking

Employees shall be responsible for providing their own transportation to and from the VWC. Public transportation is suggested whenever possible. Employee parking passes will be kept in the top cash drawer and are to be only used during Employee shifts, returned immediately afterwards, and never loaned out.

### 3. Dress Code

Employees shall always present a clean, neat appearance, as they create the first impression of the TOV. Your apparel should include:

- Clean cloths

- Comfortable shoes (a must!)

- Name tag (supplied by VWC)

- No visible facial piercing

- And VWC Polo shirt, Fleece, or alternate 3<sup>rd</sup> Button Down Shirt

### 4. Training

Employee must attend an eight-hour orientation shift with Bobby and then will be assigned 4 more full shifts working along side Mark or another senior Employee as assigned. These will be fully paid shifts. This will enable Employee to become familiar with the VWC, the adjacent facilities, and functional areas of responsibility of the VWC management staff, the various vendors and the computer reservation system.\*

Employees will also periodically be invited to attend meetings to help you better understand how to use information tools and new technology to perform your duties. The training may be provided by the booth management or TOV or VR staff and mandatory meetings will be held 5 times a year.

### 5. Schedules

It is very important that the Employee be punctual and conscientious in meeting their

shift obligations, and notifies the booth management of schedule change requests. The schedules are permanent through the Winter or Summer but may change from time to time based upon Employee requests. Schedules will be emailed to all employees up to 1 month prior. Please notify management immediately if there is a problem with a new schedule. It is your responsibility to cover your shift. Please email copy both the information booth and the booth management on all emails confirming shift trades or coverage changes. Information booth email addresses are: [vail@vailinfo.org](mailto:vail@vailinfo.org) and [lionshead@vailinfo.org](mailto:lionshead@vailinfo.org). Bobby's email address is [bbank@vailinfo.org](mailto:bbank@vailinfo.org)

## 6. Starting Out

Please email sign in and out as you work each day. The emails must come from the booth and sent to Bobby at [bbank@vailinfo.org](mailto:bbank@vailinfo.org). This is your time card. Subject line should include your initials, in (or out), and location. Subject line upon leaving should include number of hours worked too.

Read the ledger/check computer for virtual post-it notes to learn what other employees have been involved with during your absence. Emails are filed daily under subjects and therefor easy to find for future shifts and coworkers.

## 7. Bulletin

VWC Opening and Closing Duties/Procedures are posted on the bulletin board. All VWC information can also be found on the computers. These are very specific and are the REQUIRED daily duties of the VWC. Information of importance will be periodically posted on the bulletin board. Employees should make it a habit to glance at the bulletin board daily and read any new material posted there. Any Employee wishing to post material on the board should have it approved by management. All emails are also sorted and stored by category for fast and easy reference. Refer to these daily as well as check the staff messages virtual folder for new information daily.

## 8. Preparation

Do your homework! The more an Employee studies our materials, asks questions, and attends various continuing training sessions the more they will know about the TOV and the VWC vendors services, then the more helpful and comfortable the Employee will be.

\*please refer to Vailinfo.org Documentation Manual

While on duty, it is important to record new information learned. There is a folder in the email program at each VWC for this purpose. This information will be shared with other Employees. ANYTHING out of the ordinary should be reported by email and can be included with email sign outs.

## 9. Customer Service Duties

Greet everyone with a smile, but avoid touching people when assisting them or giving directions. Provide directions and offer assistance with patience. It is a known fact that traveling and passing through new areas can elevate a person's tension level, even for the most seasoned visitor. Very rarely, some visitors may be less than cordial. Keep cool, and be patient. Get help when needed. It is ok not to know something. It is not ok to not make the effort to find the answer. This is something you can include the guest in. It is a shared experience that the guest will appreciate AND one which you will likely not forget the answer the next time it's asked too!

## VWC VISITOR ASSISTANCE PROCEDURES:

### 1. Inquiries

Respond to all inquires (in person, phone, email) and take the time to be SPECIFIC, especially if someone seems confused. Repeat yourself if necessary. Use any/all of the tools (computer, touchscreen, apps, magazines, brochures etc...) that are at your disposal. Handing collateral directly to our guests aids considerably. Don't be stuck behind the counter. Venture out, and show our guest How, What, Where & Why.

Provide information on lodging, shopping, activities, dining, transportation, area attractions, and points of interest. Engage our guests, find out about them. Where are they from? How did they find us? Try and capture their contact information. There is a ipad located at both of the Welcome Centers for the purpose of providing contact information to the Vail Local Marketing Advisory Council AND to collect survey information for the TOV department of Economic Development.

AGAIN - If you don't know the answer to a question, DON'T GUESS! Ask. Make a call, Google, whatever you have to. Do not hesitate to acknowledge you do not know. Bad/wrong information is worse than no information at all.

You always can get informational help by calling your coworkers at the other location, calling Bobby (970)476-6171, calling Mark (970)390-2300.

### 2. Recommendations

You have been hired for your personal attitudes and knowledge. Your insights and taste preferences will not all be the same. Please answer all requests as honestly and use your sense of fairness when doing so. Guests love it when you give them your secrets. Best restaurants, favorite ski runs, etc... An app can't do this. It is why we are still here. Use questions to find out what they are really asking. Don't give multiple answers. Too much information is worse customer service than no answer and almost as bad as wrong information!

Remember the "pizza" example from training. Remember who we work for. It's not that we don't like down valley entities, but we work for the TOV. We are paid to be here to

promote Vail businesses if at all possible. Remember the “staying at the Ritz” example from training. Always answer direct questions.

### 3. Complaints

Should a visitor wish to file a written complaint, they may either complete a “We are listening” form immediately or they may fill it out and return it at their convenience. Any written complaints should be left for Bobby. It is VERY important to capture as much contact information as possible including Name, Phone Number, Email, Local Lodging so that if you can not resolve a complaint it can be further handled by management or even by the TOV. Without contact information this becomes impossible.

As stated above about anything out of the ordinary, please include everything that you can document about such incidents on an email to Bobby immediately.

If the visitor, or anybody for that matter, wishes to contact a VWC authority please give out Bobby's phone number and email address without hesitation. (970) 476-6171 / [bbank@vailinfo.org](mailto:bbank@vailinfo.org)

This is not secret and he is available 24/7 – 365!

### 4. Unsafe Situations

If you see someone, especially a child, about to do something unsafe (IE. Climbing on the concrete footer on the outside of the railing outside the Vail Village location) please assist the TOV by being an extra set of eyes to identify and correct unsafe activities. Try not to correct the child using a loud voice. Move as close as possible and speak politely and firmly. Do not grab or restrain the child unless the child is in emanate grave danger. If you do see a problem do not put yourself in harm's way.

### 5. Lost and Found

All lost and found items must be reported to TOV. Follow the procedures for the Lost and Found Chargerback system. Once entered into the system and tagged, valuables should be reported to dispatch and they will come pick them up. (970) 479-2200.

To help guests search for their lost items, log into Chargerback and perform a search. Detailed Chargerback instructions can be found on each desktop.

### 6. Safety Hazards

Report any wet floors, leaks, icy sidewalks, or other safety hazards immediately. Email Bobby and copy John King [jking@vailgov.com](mailto:jking@vailgov.com)

## HANDLING EMERGENCIES:

### 1. WHEN AND WHOM TO CALL



Pick up the phone, call 911 or 479-2200 ext. 0, to get help with serious safety or medical related emergencies, or potentially criminal activities. Identify yourself and location. Examples of such situations are persons behaving suspiciously, disorientated persons or lost children, or individuals with medical issues needing help. The Police dispatch will notify all necessary response groups of the situation.

## 2. WHAT TO SAY

When providing a description of the situation, say specifically what you see. "There is a man, approximately forty, who fell (or appears to have fallen), and his knee is bleeding heavily. He is on the stairs to the west of the Ski Museum between level 3 and 4 of the Vail Village Parking Structure."

Use major features of the parking structures as landmarks. If giving/getting information from a third party about an incident in the structures, give the level and exit/entrance point and directions from that point.

## 3. MEDICAL EMERGENCIES....Should I give first aid to injured persons?

You can give first aid in accordance with the Good Samaritan Law, but take the advice of Emergency Medical Technicians (EMT's), "Don't put yourself in a dangerous position." Don't expose yourself to blood or other body fluids.

## 4. AFTER MEDICAL HELP ARRIVES

Do not leave when the help arrives. They may ignore you as they check out the situation. They have numerous procedures and decisions they have to make quickly. However, they may need to get a statement from you concerning what you saw or did.

## INTERPERSONAL SKILLS:

The two basic building blocks of customer service are WHAT we say to our visitors and HOW we say it.

### 1. Tips on Active Listening

- Want to listen. Almost all problems in listening can be overcome by having the right attitude.
- Listen to the visitor as you would listen to any friend. Remember, there are no such thing as uninteresting person...only uninterested listeners.
- Act like a good listener. Be alert, sit or stand up straight. Lean forward and let your face radiate interest.
- Listen to understand. Do not just listen for the sake of listening; listen to gain a real understanding of what the visitor is saying.

- Ask questions when you don't understand, or when you need further classification. Ask questions when you want the other person to like you, or when you want to show you are listening. Don't ask questions that will embarrass or “put down” the other person.
- Concentrate on what the other person is saying. Actively focus your attention on the words, ideas and feelings related to the subject.
- Look at the other person. Face, mouth, eyes and hands will all help the other person communicate with you. These will help you concentrate and show you are listening.
- Smile appropriately...but don't overdue it!
- Share the responsibility for communication. Only part of the responsibility rests with the speaker; you as the listener have an important part. Try to understand, and if you don't ask for clarification.
- Remember, listening is fun! Work at developing this constructive attitude. Make a game of seeing how well you can listen and really understand the visitor's needs.

Effective listening is an art. It can be developed by conscientiously applied practice on a daily basis!!!

## 2. Tips on Giving Good Information

- Provide only correct information. There is nothing we can do that would be worse than giving the wrong answer! Never be too proud to say, “I don't know, but I'll find out for you.” If you don't know an answer, say so. Then do your utmost to find the correct information and record it in the ledger so that others can benefit from your experience.
- Don't assume anything. Ideas that may be clear and easy for you may not be to the visitor.
- Be specific. When directing a guest to an address use terms that are universal (north, south, left, right). Don't use terms that are only known locally, “next to the 4-way.” Use names of streets and landmarks when possible. Give specific measurements if possible (four blocks, ½ mile).
- Speak slowly and distinctively.
- Reinforce your instructions with something visual. Provide a brochure or map. Always hold the information and orientate the visitor. If possible stand so that you, the visitor and the information are all orientated the same. Use a highlighter to mark important information.
- Give added information when it will help. Be careful not to confuse when giving added information.
- Recheck/Repeat. Let the visitor repeat the information back to you if they want to and listen for points of possible confusion.
- Be patient. Be patient and considerate, especially with people who have

language difficulty. Think how you would like to be treated if the situation were reversed.

- Maintain a helpful attitude. Be friendly and courteous. You should try not to rush the guest. Don't let the visitor leave until you are sure that you both feel you have a clear understanding.
- Speak with confidence. True professionals provide their information and answers with quite certainty, because they know their material. They know they are doing their job well. Learn to have a professional attitude as an TOV ambassador in everything you do. Your confidence will also help put the visitor at ease.

### 3. Tips on Handling Complaints

A few simple procedures can help anyone who has to deal with visitor complaints. Good visitor relations don't depend on the innate ability of getting along with people (which was really why you were hired!). You can learn to handle complaints by following the simple procedures outlined below.

- Listen to the entire complaint. How else will you find out what the visitor wants? Don't interrupt. People who complain about a product or a service are feeling a need to tell you something.
- Accept the feelings of the visitor. Let the visitor know it is all right to feel upset. The visitor's need to "tell you something" is often complicated by the feeling of frustration, or even embarrassment about complaining. The best way to deal with feelings is to accept them.
- Don't take the visitor's complaint as a personal offense. Chances are it is not really directed at you. Don't defend yourself or your organization either. If you oppose the feelings they will continue; if you accept them as valid for the visitor they tend to diminish.
- You may feel like disagreeing with many things the person is saying. The key is to look for that feeling with which you can agree and tell them that you understand. Manage to filter through the visitor's feelings by accepting them, and then move into solving the specific problem.
- Clarify the complaint. Now filter out the feelings to find out exactly what it is the visitor wants you to do. Simply ask, "how can I help you?"
- Take action immediately when possible. Don't just stand there, do something! The complaining visitor wants action! Even if the complaint isn't in our center, show some interest.
- Follow through on anything you say you are going to do. Don't ever promise something you don't intend to do. If you are authorized to handle the matter then take care of it without delay, preferably in front of the visitor. That visitor wants action not just words.
- Remain cheerful and helpful. Your attitude can ease the situation greatly if

you handle it correctly. SMILE! Be courteous and gracious; try to be really helpful.

- When you are dealing with an unhappy customer you have an unparalleled opportunity to create a positive impression of yourself and our organization. This is the time be your very best
- Refer matters that you can't handle to someone who can. If you can't take immediate action on the visitor's complaint yourself, refer them to someone who can.
- If it is a matter of referring them to another agency or office, be helpful in providing the contact information (name, address, phone number, email) and the nature, location, time, date of the problem and call and email management.

Remember: The person with the complaint is probably most upset because they don't feel they have been treated with fairness. This has offended their sense of self-worth. You can restore that sense of well being by showing real attention and interest in their problem. Accept the reality and validity of their feelings. Try to resolve the problems or find the person or agency that can. Don't EVER let the complaining visitor go away without showing them that someone does care about him or her and their problem. AND document everything. Isn't that what you would expect if you had a complaint?

#### 4. Interacting with International Visitors

Many TOV visitors are from other countries. Hosting international visitors is an excellent time to learn about other cultures. Patience, courtesy and imagining yourself in their shoes will help you. Whether guests are as curious about you as you are of them, or just need assistance, you have the perfect opportunity to be a neighborly ambassador for the TOV.

- Greetings
- Initial greetings should be simple: "Good Morning", "Good Afternoon", and "Good Evening" are generally understood. "How are you?" may be translated literally and should be avoided.
- Communicating Verbally
- Many international visitors speak English fluently. Some really like to "practice" while traveling. Listen to the responses of those who do not. If they don't understand, simplify.
- Use technology
- You are required to have the i-translate app downloaded to your cell phone which will verbally wrong translate English back and forth to about 30 languages quickly and accurately. Our computers have web icons that will translate English to 65 different written languages.

- Keep sentences short
- Speak slowly and clearly pausing frequently, to allow the visitor to show whether or not they understand. Short silent periods during conversation are appropriate and polite in some cultures.
- Use a map to give directions Show the route and use landmarks when possible.
- Smiling is not a universal communication symbol
- Although you always need to go that extra smile (!), do not expect an international visitor's facial expression to always mirror your own.
- Good eye contact is valued in many cultures but is not necessarily appropriate in all cultures. In some countries it is a sign of respect to either look down or away! Don't make judgements if your eye contact is not returned.
- Familiarity
- Some cultures misinterpret Americans's instant familiarity as rudeness or pushiness. Be discreet; gauge the level of your familiarity by signals from your guest.
- Clarify "Yes", "No", and "I don't understand"
- In many cultures, when you say a negative sentence, a person will say "yes" to show agreement with the statement. To avoid confusion, ask positive questions. "You need a ride to West Vail?" not "You don't need a ride, do you?" Probably the least effective way to find out if someone understands is to ask, "do you understand?" "Yes" frequently doesn't really mean yes. A better way to clarify if someone actually understands is to ask him or her to repeat information back to you.

## POLICIES:

### 1. Records

Records will be maintained on each employee by the payroll accounting firm ADP. If there appears to be a discrepancy with any information appearing on your payroll check stubs, please contact management immediately. Employee records are confidential to the extent permitted by law.

### 2. Evaluation

Employees will receive periodic reviews. The primary purpose of evaluations is to ensure that the information program is as effective as possible. Reviews of the employee's service efforts are intended to be positive and informative. Also, employee's are highly encouraged to continually evaluate the program and provide feedback to management. "Secret Shops" by an outside vendor will happen randomly throughout the Winter. The results of which will be shared privately with employees and used as a learning tool to help with employee performance.

### 3. Discontinuing Employment

If an employee wishes to discontinue his or her service with Vail Info, Inc. at the VVIC,

Welcome

Vail Like Nothing On Earth

notify management as soon as possible and complete the following procedures.

- Return your Parking Pass (if applicable)
- Return your Ski Pass (if applicable)
- Return your uniform
- Return your KEY

Final paychecks will only be issued during the next regularly scheduled payroll and upon receiving all of the above.

Two weeks notice is customary and expected.

The Booth Managers will conduct periodic evaluations to assess employee compatibility with the VWC program and provide additional training as needed. Should the employee prove to be incompatible with the requirements of the program.

#### 4. Injured While on Duty

If you are injured while engaged in employee activities at VWC, contact or ask someone to call Dispatch. All incidents need to be reported with a call to the booth management. **NO EXCEPTIONS!**

#### 5. Town Staff and Personnel

VWC Management and TOV Staff have jurisdiction when it comes to interpreting operational rules and regulations. Should an employee be given instruction by these individuals, with which the employee does not agree, the employee should notify the booth management to help clarify or resolve the misunderstanding. Even if the employee does agree, all such interaction should be reported/documented immediately.

#### 6. Conflict of Interest

Employees will not, in any way, use their position to obtain financial gain for themselves, any member of their household, or any business with which the employee or member of the employee's household is associated. Employees will not take or divert property of VWC or TOV for private use or for anyone else.

#### 7. Impartiality

While on duty VWC representatives are impartial and are at the booths to promote a positive TOV experience. The vendors are our partners, too. That said, great customer service requires specific answers. Ask questions, clarify, and use YOUR judgement. If someone wants to know your favorite restaurant you should give them your honest answer based upon the criteria being asked. Because of this criteria, your answers (as well as the rest of the staffs answers) should not always be the same.

EVERY interaction will be different and unique. That said, by qualifying the questions you should be able to give a specific answer. Five star customer service requires only one option when asked a specific question.

8. Smoking

VII is committed to protecting health and safety. As a safety precaution for everyone, smoking during work and around VWC facilities is prohibited.

9. HAVE FUN, IT'S CONTAGIOUS! Our guests want to know your secrets. Share the ski runs (hiking trails, shops, restaurants etc...) that you love. Visitors really appreciate your sincerity. This truly is five-star customer service.



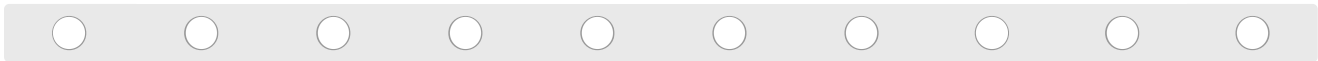
## Vail Information Center Survey

**The Vail Information Centers in Vail Villiage and Lionshead appreciate your input so that we can provide you with the best possible service to our visitors.**

\* 1. How likely is it that you would recommend the Vail Welcome Centers to a friend or colleague?

1 - Not at all  
likely

Extremely  
likely

A horizontal scale consisting of ten white radio buttons arranged in a row on a light gray background. The scale is used for rating the likelihood of recommending the Vail Welcome Centers to a friend or colleague.

\* 2. How well did we understand your questions and concerns?

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not at all

\* 3. How knowledgeable did our customer service representative seem to you?

- Extremely knowlegable
- Very knowledgeable
- Somewhat knowledgeable
- Not so knowledgeable
- Not at all knowledgeable

\* 4. How clear was the information that our customer service representative provided to you?

- Extremely clear
- Very clear
- Somewhat clear
- No so clear
- Not at all clear

\* 5. How long was your wait before speaking with our customer service representative?

- Extremely long
- Very long
- Somewhat long
- Not so long
- Not at all long

\* 6. How long is your stay in Vail?

- Less than an hour
- A few hours
- Entire day
- A few days
- A week or longer
- Part-time resident
- Full-time resident

\* 7. What brought you to the Vail Welcome Center? (Check all that apply)

- General Way Finding/Information Gathering
- Awaiting Shuttle/Bus
- Restrooms
- Waiting for Family/Friends
- Directions to specific lodges/restaurants
- Maps or Other Collateral
- Bus Information
- Activity Suggestions
- Activity Reservations
- Restaurant Suggestions
- Restaurant Reservations
- Summer Mountain Information
- Winter Mountain Information
- Lodging Suggestions
- Lodging Reservations
- Parking Information
- Postal Services
- Stroller/Wheel Chair
- Other (please specify)

8. What is your approximate average household income?

\* 9. In what State, Country or Continent do you live?

10. What additional product or service would you like to see added to the Vail Welcome Centers?

## **VWC and LWC Guest Interaction Logs – The Sometimes Random and Different Services Guests Ask For – What we really do!**

Helped a gentlemen who called from Maryland. He had problems purchasing tickets for Vail Dance Fest last year. I told him I would contact VVF since I volunteer for them and will get back to him next week.

Helped elderly lady to in-town bus and stored her baggage until CME pick-up.

Very disoriented guest trying to get to Salt Lake City. Greyhound office closed today so calmed guest down and we found time schedule on line.

Helped a guest plan an alternate route to Ft. Collins until I70 reopened. Called police to try to locate lost back-pack.

Baggage storage (most of day) for guest getting off Greyhound whose pickup forgot he was coming to town.

Helped foreign VR employees located social security office and way to get to Glenwood Springs (Greyhound).

Couple leaving on CME tomorrow realized they had too much luggage for airline travel. Recommended and gave info on both UPS in W Vail and Vail Travel Center in VV to assist in shipping their stuff to their destination.

Also, reopened booth to help visitors from Guatemala get hotel room & information on activities.

Dealt w/ nasty ECO passenger who swore that no bus had arrived from 7:30 until he came here at 9:15. Showed & tried to explain schedule to him (wasn't listening) and finally took him over to the next departing bus and got him on board. Most obnoxious person we've had in here & he was unappreciative of our efforts. Not a nice way to start the day.

On a more positive note, the people I stayed late for last night came back this morning to thank me for helping them find lodging and appreciated my dinner recommendation (they loved their pm @ Russell's).

Guest needed maps of Singletree- He didn't like any of our maps-and was very frustrated. I searched on google and found one- he was thrilled.

Guest had car w/ a "shot transmission." Assisted her in getting car towed to Denver. Appreciated help & "calming influence".

Helped a young man try to locate his skis that were mailed to him, helped three guests get to HR in BC, they had no idea where they were or where they were going, knew they were working for Vail Resorts, didn't know where to go to HR.

A family was visiting and wanted to go to the Betty Ford Alpine Gardens where their daughter will be married in May. I called Mike Rose who arranged a ride for them to see the Gardens since the roads and walkways haven't been plowed. They were so impressed with our customer service, it felt good, they wanted to report our help to someone.

Two gentlemen turned in a ski bag (w/ skis) that they found on side of road. I saw a tag on the bag for Four Seasons and called the resort. They had been looking for the missing skis for one of their guests and were quite relieved when I called. They immediately sent one of their valets over to retrieve the skis.

Assisted guest in finding lost cell phone and helping to open her broken suitcase.

Calmed down a guest who had been on the morning Greyhound and, when they stopped here in Vail, she went to get coffee (as suggested by the driver) but bus left without her. Spent day in Vail waiting for the afternoon bus. Helped her contact her relatives to advise of delay.

Helped a Vail local whose car was broken down in garage. Gave tow info and we also contacted parking as she was going to work and didn't want the parking fees to continue to build up (had left car in garage last pm when she couldn't get it to run).

Assisted guest in locating vehicle in parking structure.

Oriented a Argentinian family to Vail who had taken CME up from Denver for a daytrip. They came back at end of day to say how much they enjoyed their time here and were asking about SnowDaze. Will probably come back again later in the week.

Spent a fair amt of time w/ a woman from Boulder who was doing research for a USA Today story on activities in Vail.

Helped another woman in getting her elderly Mother to elevator in Transportation Ctr.

Helped guest put together packet for arriving houseguests, including both current and future bus schedules. Guest really appreciated our resources.

Guest arrived on CME for a follow up visit to Steadman Clinic. Had large suitcase which was difficult for her to manage. Offered to keep it here at Welcome Ctr until her check-up was over, thereby saving her the trouble of hauling it with her to VVMC.

Helped a woman who had cut her finger badly, needed band aid, anti-septic cream, helped a guy find car storage for the winter.

We had a lost wallet turned in. I searched whitepages.com to get home phone number & Bobby called the number (which was the Mother of the woman who lost wallet). The Mother called daughter on cell phone and wallet & owner were reunited.

Two women were looking for activity (non-ski) while their friends were skiing. Spent fair amt of time explaining options, and was finally able to hit the nail on the head with dogsledding. Was able to book them on an afternoon tour w/ Winterhawk.

Also helped a young foreign VR employee print out and complete his forms for Social Security.

Helped guest who was walking by struggling w/ all her Christmas packages get them to her car. Most appreciative.

Assisted guest in locating their SmartPhone & then providing charging for it once retrieved.

A woman could not locate the grandchild she was supposed to pick up after a Vail Mtn School ski lesson/session. Thought she was to pick her up at Golden Peak, but couldn't



find her. Came here asking if we could page her granddaughter. Explained our setup and then called Vail Resorts and they were able to point her in the right direction.

A family was visiting and wanted to go to the Betty Ford Alpine Gardens where their daughter will be married in May. I called Mike Rose who arranged a ride for them to see the Gardens since the roads and walkways haven't been plowed. They were so impressed with our customer service, it felt good, they wanted to report our help to someone.

While circulating thru the Villages w/ the Community Hosts, helped a guest by carrying their skis to Eagle Bahn gondola (they were walking w/ small children).

A guest (Dr. Eric Sievertsen) stopped by around 8:45 in significant pain due to a dental problem. We got him an appt w/ Paul Corcoran and he had a root canal at 11am. He returned to the welcome ctr around 1:00 to thank me for steering him in the right direction. We then called Vail Resorts and got him a credit for today's ski day.

Helped guest locate missing family members.

Helped foreign guest locate family & vehicle.

Helped group of 10 find non-skiing activities to do at the last minute (they were able to get in a late morning snowmobile tour and were then planning on going up to Adventure Ridge for tubing).

A guest had a friend arriving on CME, the guest had lost her phone so we had to locate her friend. We called CME who called the friend's cell phone and the friend ultimately called me, after we left the info booth number with CME. It took approx. 2 hours and we finally found the friend on CME.

Helped guest get in contact w/ rental car company so they could swap out their malfunctioning vehicle.

Helped handicapped guest get their baggage from car to CME pick-up spot (the driver who brought the guest to Transportation Ctr was too elderly to be of assistance).  
Helped guests book a "we must do it today" snowmobile tour.

Had a guest come in first thing this morning who lost his buddy last night. Said last place he saw him was Transportation Ctr around 2am. Said friend was prone to

seizures. Called hospital (wasn't there). Called police & found his friend was in "protective custody" due to fact he was found so drunk the night before.

## 2013

Saw family walking by and struggling with their young children. Went outside and told them about our strollers which can be used free of charge. They were ecstatic and took advantage of our double stroller.

Gentleman's girlfriend lost car keys, I called Lexus to see how to replace her lost key, helped people navigate their luggage while waiting for CME.

Helped lost guest who spoke very little English (used my i-Translate feature on iPhone) locate both his family and missing cell phone.

Saw guest on crutches struggling to climb the stairs from the Village up to top of Transportation Ctr. Went down and assisted guest to elevator.

Using I translate assisted French guest (who spoke very little English) in their communication w/ CME.

Helped foreign guest book a surprise daytrip for her husband. Also was able to help other guests get to Outlets in Silverthorne via shuttle

Helped a gentleman plan where he would propose to his future wife!

Helped a couple of young (20-something) skiers book CME for a last minute ride to DIA.

Helped guest scrape ice/snow off car/windshield.

Assisted elderly lady to Transportation Ctr so she could take elevator to village level.

Helped arrange transportation (very last minute) to Eagle Airport (cab was the only option).

Helped guest with lost luggage find ski clothes, etc to rent.

Booked a room for a guest, made arrangements for him to store his equipment and booked 4 nights for next week.

Helped guests from Argentina locate their rental agent. They had booked an E. Vail property on-line and went out to EV to start their vacation, but the entry code they were given didn't work. Went to rental office here in village but it was closed. Took about 30 mins but we were able to locate an individual who gave them new code to their house.

Helped guest who was struggling w/ skis and children by carrying their skis to car in the drop off area.

Helped Mother w/ sick child locate her Mother so they could take child home. Child had been in ski school but was having problems with the altitude.

Helped guest w/ lost car key contact dealer to arrange for a tow to dealership.

Helped a future bride w/ activity suggestions for her guests and provided her w/ collateral for her Welcome Bags.

Helped a honeymoon couple plan where to eat and spend their time in Vail, stored luggage for a guest waiting for room to be ready, she offered a tip, of course, I declined.

Was able to track down owner of a cellphone & wallet which had been turned into the Welcome Ctr. Guest most appreciative and "loves the honesty of people in Vail".

Helped get a cab (quickly) for a guest who needed to get to Eagle Airport and didn't realize how far away it was.

Had a guest arrive on CME from Aspen whose final destination was Copper Mtn. Didn't realize that there was no real public transportation between the two resorts. Tried to get him a cab, but cab would not go over the pass. Booked him on Fresh Tracks afternoon shuttle and suggested that he spend the day skiing here. Thrilled with the suggestion and very happy that I was able to get him transportation. Was also happy to experience Vail (an unexpected bonus).

We had a guest come in first thing this morning looking for "Art" Magazine. We didn't have any, but I was able to locate one and called the guest (she had left her cell phone number). She was ecstatic & appreciated our exceptional service.

Guest came in at 3:00 thinking that he could just walk up and get on a CME van. We were able to book him a seat on the 3:55 shuttle which wasn't ideal for him, but got him to the airport (he was thinking they were constantly leaving and had a flight out of DIA

@ 7:15pm. CME told him it was a 2.5 hour trip to DIA, so he was unsure if he would make his flight). Guest happy we were able to get him a ticket.

Assisted a very distraught woman locate her teenage son.

Bought water for a guest who had spent long time on CME.

Saw a guest struggling w/ young child and went out and offered her use of our stroller. Guest most appreciative

Stored skis/backpack for an arriving guest (items were left here by a local who had a friend arriving on an early afternoon CME van. Local was working but knew his arriving friend would want to get in a few first day runs. Both the local and arriving guest were pleased with our hospitality.

Had a guest arrive on CME. Wanted to ski before checking into his lodging in Avon. Kept his baggage at Welcome Ctr while he skied.

Had a guest come over from Transportation Ctr where she was having trouble w/ the ski lockers. Called Mike Rose (who was in Grand Jct) and he said no one was around to assist (Joyce normally could, but went home ill). Allowed the guest to store skis in Welcome Ctr overnight. Guest left happy.

Helped a guest who knocked on door before opening by carrying their kids skis up to Mtn Plaza.

Had a guest come in after just being released from Eagle Cty jail. No money, no car, no way to get back to Austin, TX. We contacted police and they came and assisted by allowing him to spend the night in the Transportation Ctr before getting on the 5:10am Greyhound to Denver.

Assisted elderly guest who was being dropped off in the 15 min parking area for CME by carrying their luggage from parking area to CME van pick-up area.

Helped injured guest by calling cab and then assisting them by carrying gear to cab.

One early morning guest particularly confused/bothered by the Devo/CME people (although she was a CME passenger also). Helped her by assisting with luggage and escorting to van when it arrived.

Had a frantic guest come in looking for her lost "child." Turned out to be a teenager who we were able to locate via cellphone.

Helping a guest locate a store (Perch) which they couldn't remember name and had no idea which village it was in. All she knew was that it sold clothing.

Helped a guest (Ken Stanley) who was scheduled to be on a 10:55 CME to Denver. CME arrived and didn't have him on their list. We contacted CME & they claimed they had no record of the passenger. Let Mr. Stanley use our computer where he looked up his reservation number and called back CME. After much delay, they sent a Suburban to pick him up and transport him to DIA.

Vail Pass westbound was closed this afternoon and there were guests waiting outside for Fresh Tracks transportation to Breck. Kept going outside and in transportation ctr to relay status updates.

Assisted a guest who was feeling a "bit under the weather" by getting them an appt at Colorado Mtn Medical.

Helped guests look at flight info in Denver, to see if flights were canceled to the East coast.

Arranged help for 2 separate guests who both locked their keys in their cars  
Tracked down owner of a cellphone that had been turned in to Welcome Center.

Had an arriving CME passenger who was awaiting a pickup from a friend who was terribly lost. Talked to the friend and verbally guided them to transportation center for the pickup.

Helped an Argentinian with limited English make room reservations.

Helped departing guest by carrying their luggage (massive amts which were left on our floor) out to CME van.

Helped several foreigners find accommodations and become familiar with Vail.  
Arranged for a guest from Iceland to be interviewed by the Vail Daily.

Had arriving CME passengers looking for a cab to Manor Vail. I called Manor Vail and they sent their bellman over to pick them up free of charge.

Helped a guest from Chicago get assistance for keys locked in car.

Helped 2 separate guests successfully located lost articles.

Assisted guest in getting appt at Colorado Mtn Medical.

Helped guest w/ no cell phone contact car rental company about defective vehicle.

Had a group come in that is staying in Vail but taking the day off from skiing and wanted to venture to other areas (i.e. Glenwood, Leadville, etc.). Didn't have a car. Helped them arrange for rental car from Enterprise which was going to be delivered to their hotel (Evergreen Lodge) here in Vail. Very pleased.

Drove a guest to Christiania to pick up shuttle from Cordillera.

Had a gentleman who was traveling from Aspen to Denver because his wife had been airlifted to Denver Hospital last pm. Was stuck due to I-70 closure. Had no way of contacting her as he had no cellphone, etc. Worked to track down which hospital she was in and we called and he was able to talk to her.

Assisted handicapped person get to elevator in Transportation Ctr.

Had a guest who had a flight from EGE to DIA. Flight cancelled and CME could not accommodate him w/ transportation to Denver. He was at Welcome Ctr around 2:30 & had a 7:15 flight out of DIA. Called around and got Green Limo to take him to Denver for \$478.

Ran to LaCantina to pick up lunch for a very elderly lady who was awaiting CME departure.

Had a guest call who had left some documents in a limo (driven by Steve – that's all he knew) yesterday that took him from here to Breckenridge. Was able to track down car service and the guest & limo co. were able to reconnect & arrange for retrieval of documents.

Helped guest arrange for rental car.

Printed boarding passes, opened epic mix account for a guest.

Printed boarding passes & called airline for flight status.

Helped guest locate lost iPhone.

Was able to assist guest who was “feeling under the weather” by getting her in to see Colorado Mtn Medical.

Helped a Mother who was struggling w/ 3 toddlers, skis & more get to elevator in Transportation Ctr.

Printed out boarding passes and helped guest w/ outgoing fax.

Helped a guest find his friend, cell phone had died with friend’s phone number, tried tracking down friend, ultimately successful.

Helped guest who had lost their cell phone get in contact with their skiing partners.

Saw guest struggling with a young toddler & went and told him about our strollers. Guest ended up “renting” our stroller for the afternoon.

**PICKED UP A VERY DIRTY DIAPER THAT A WOMEN LEFT ON THE FLOOR IN THE ROOM WHERE THE VAIL 50 MOVIE IS SHOWN.....way above & beyond!!!**

Helped guest locate someone who could hem a skirt.

Paid for postcards that guest wanted but had no money for (it was only \$1).

Helped guest with a medication problem by contacting the City Market Pharmacy & letting guest discuss situation w/ Pharmacist.

Helped guest reschedule flight out of Denver (was going to miss flight) and printed out boarding pass.

Guest went snowmobiling, didn’t have googles, I went to my car and lent him mine. Another guest missed the bus to Grand Junction, I made arrangements for her to wait at the police station.

Had guests who had coupon on their e-mail for their lift tickets and needed it printed out. Vail Resorts would not do it for them, so I printed out their vouchers for them to take to ticket office.



Helped guest w/ broken elbow get luggage, etc to departing CME van.

Printed out Boarding Pass for a departing CME passenger.

Helped an elderly lady by carrying her packages (from various stores in Vail) to her vehicle.

Helped young girl compile information (both on-line & with our magazines) for a school report on Vail.

Made dinner reservations for people, gave directions to places outside of Vail.

Printed boarding passes and took pictures for departing guests.

Spent fair amt of time with a woman who was scouting out Vail for her son's wedding for 300 people this August. Wedding will be at Piney. Talked about places for Rehearsal Dinner, transportation to Piney & lodging. Gave her our card and I'm sure she'll be calling for additional information as we get closer to the wedding date.

Checked flight status, selected seats and printed boarding pass for a departing guest.

Provided guest w/ 300 maps for an upcoming meeting.

Assisted guest in locating lost iPhone.

Gave a young woman a parking pass who didn't understand how it worked, she was extremely appreciative.

Helped calm down a very upset young lady who had lost her brand new goggles. Put her in contact w/ the various lost & found office.

Had a couple come in quite angry at Solaris parking. The property they are staying in told them the parking was free for first 2 hours. They pulled in first structure they saw and didn't realize (until they pulled in) that it was \$17 for the first ½ hour. There were cars behind them so they couldn't back out. Came in here quite upset. Gave them cash from the cash drawer to get out and also gave them a RAK card for another day. That changed their whole outlook towards out town.

Printed boarding pass for departing CME passenger and checked on her flight status.

Rebooked a guest's CME reservation.

Assisted a lady who was driving to Salt Lake City. She was concerned about weather/roads. Looked up weather in various cities along her route and also went on line to check road conditions for her (all were good). She was most appreciative.

Helped guest track down a friend who was "staying in one of the hotels here in Vail."

Helped a family get ready to snowboard, gave all information.

Helped arriving guest locate his condo (Breakaway West), his ski rental location (Vail Sports) and then helped him get access code for condo.

### **Cleaned up vomit in the vestibule from a concert goer....**

Not really above and beyond, but just keeping guests informed of road conditions.

Helped guest explore non-shuttle transportation options to Silverthorne outlets.

Helped large Mexican family who spoke no English get oriented to town and mountain (i-Translate came in very handy).

Printed airline boarding pass & checked flight status for a CME passenger heading to Washington, DC.

Had a call from Community Host Donna Foutz who said it appeared someone was trying to give out gift bags in front of Starbucks and everyone was giving them back. She wanted to know if that was legal. Called dispatch and they sent someone over to investigate. Turns out they were selling the bags for \$60 (a flat iron) and if you bought it you would get free cosmetics. That is not legal and they were given a citation and asked to leave.

Also, had guest come in who was concerned about a bulldog looking quite thirsty in a car on top deck of parking structure. Window barely cracked. Called dispatch and they were sending someone over to check out the situation.

Helped departing CME guest w/ luggage and printed out boarding pass.

Helped departing guest w/ luggage and boarding pass.

Spent a fair amt of time w/ one guest who was here a long time ago and went over the history of Vail and the redevelopment of Lionshead & Solaris.

Spent a fair amt of time w/ a lonely elderly gentleman who just seemed to want to chat.

Helped guest figure out the store a friend told her she had to go to (could not remember the store or location. Ended up being Alpine Treasures which, unfortunately, is closed on weekends right now). Gave her their phone number.

Tried, unsuccessfully, to help a guest track down a friend that "lives in Vail."

Printed boarding pass & got seat assignments for departing guest.

Assisted a bride-to-be (wedding will be in Vail in July) and her parents get oriented for her wedding and advised that we could assist with welcome bag info closer to the wedding date. She will be back for maps, etc.

Saw woman struggling w/ kids, packages, etc climbing stairs. Went down and helped show her to the elevator.

Saw Mother of two young kids walking past booth. Went out and told her about our "stroller rental," Guest most appreciative of this free service.

Helped calm an extremely nervous driver who was overly concerned about driving I-70.

Had elderly couple who were driving from Wisc in RV & wanted to have lunch in Vail. With no parking nearby for oversized vehicles they were thinking of just continuing on. I called dispatch and was transferred to a Code Enforcement Officer & I got them permission to park on the Frontage Road across from the Welcome Ctr while they walked into town for lunch.

250 mags collected for wedding.

Had guest w/ oversized vehicle. Nowhere to park it. Called dispatch who put me in contact w/ Code Enforcement Officer (CEO). CEO granted permission for vehicle to park on Frontage Rd across from Welcome Ctr. Guest thrilled.

Helped woman locate her husband (they were supposed to meet at parking structure and never hooked up). He was at Solaris (we called his cell).

Had a guest come in looking for The George as he and a friend had agreed to meet there today quite some time ago. Informed him The George closed for off-season/construction. He was extremely disappointed but gave him other suggestions which he seemed happy with.

Spent time w/ bride-to-be about various venues in town for pre/post wedding activities.

Spent fair amt of time a Mother & grown daughter acclimating them to Vail (they are here for a week). Husband is handicapped and they were trying to figure out what he could do and see while here. Printed out a copy of This Week in Vail  
Tracked down a guest who left her camera at the Welcome Ctr. I looked at the pics on the camera & one of them was of her business card w/ a cell phone number. Called her & she came & retrieved camera.

Tried (unsuccessfully) for quite some time to help the Probation Officer get a Greyhound ticket.(see additional comments under "Guest Difficulties"). Eventually suggested she go to Vail PD as they often have passes & since she was from the detention center, etc felt this might be the correct avenue. She knows the police well given her job, and was most appreciative of our efforts. Returned later in the day to say the police have the same problem w/ ticketing and she was effusive in her praise for our efforts.

Saw woman with 2 young children trying to keep them in tow. Recommended the use of our strollers. She was THRILLED!!!

Guest left cellphone on couch. Saw them walking across Covered Bridge so did a quick dash down there to give them their phone.

Helped Czech guest communicate w/ another guest thru use of iTranslate.

Helped a very lost guest find her time share unit. It was Val Chatelle on Alpine Dr. which she had misinterpreted as "Vail" Chatelle. Did some googling and found that it was in Frisco (where she had just come from). Printed out mapquest directions for her and helped solve her mystery.

Helped woman locate lost child.

Helped bride-to-be gather materials for her gift/welcome bags.

Guest left iPad on couch. Saw her by Covered Bridge so ran down to give it to her.

Helped guest contact rental car company because guest had lost car keys.

Saw guest trying to carry 2 small children down the steps to the Village. Went out & advised about elevator but also offered use of the double stroller. They ended up using (& and appreciating) the stroller.

One guest wanted a bunch of brochures for rental properties she manages, helped a honeymoon couple plan activities for their stay.

Helped an older woman up the stairs w/ all of her shopping packages.

Frantic bus tour guest had lost cell phone in Farmer's Mkt. Calmed guest down and then we tracked phone down. Had a friend of mine go and get it for the guest.

Assisted elderly woman w/ her baggage from CME dropoff to where her friend (also elderly) was picking her up.

Helped guest speak w/ rental car company (guest spoke very little English) regarding lost car key.

Helped guest track down an old college roommate who lives in the Vail Valley.

Helped several people with scavenger hunt outside of Vail area.

Helped a Mother of the Bride get maps, etc for welcome bags.

Helped guest with transmission trouble arrange towing to Denver and also helped him upgrade his AAA membership to "Plus" to help w/ the cost of towing. Also put him in touch w/ Kevin at parking to inform him that his car broke down while entering rooftop parking here in Vail Village and is taking up two compact car spaces.

Continued to help the gentleman from last pm whose car had broken down. He came back to thank us for helping arrange today's tow to Denver.

Helped a family w/ elderly grandparents and young children through use of both a stroller & wheelchair.

Helped guest locate lost cell phone.

Helped guest locate a friend who was “staying at a hotel in Vail.”

Helped hysterical lost child locate his Mom.

Assisted Bride-to-Be assemble collateral for her guest’s welcome bags.

Tracked down guest who left iPad at the Welcome Center.

Saw elderly gentleman struggling to help his wife down to village. Offered use of our wheelchair (which he accepted) and helped get her into the chair.

Took a family photo for a multi-generational family from TX which will be used as their Christmas card.

Helped guest contact their friends who they were supposed to meet in Vail. They were from Glenwood & their friends were staying in Denver. SUCCESS!! They all met up and went to lunch.

Helped Bride assemble maps, etc for her gift bags.

Helped guest obtain service for their vehicle.

Assisted arriving CME passenger w/ baggage & transportation to hotel.

Spent fair amt of time w/ very elderly guest who was returning to Vail for the first time in 50 years. Gave full overview of the town and ski mtn and how they have developed over time. Guest most appreciative.

Helped a guest find the appropriate adapter for his computer so he could make an ipad presentation. (had to go to Radio Shack).

Went on a walk-about to learn more about the town.

Called multiple taxi services to try and find a taxi that was available ASAP.

Guest left car keys on sofa. Tracked her down and returned keys.

Spent 40+ minutes trying to get a guest a room for 1 night. Not much available on the system so had to call the individual hotels (guest wanted various pricing options for Arrabelle, Sonnenalp, Four Seasons, Sebastian, etc). Guest was high maintenance, to put it mildly. Was comparing room dimensions, etc for the various options. Required an air-conditioned room. In the end, I got him a room at the Arrabelle....phew.

Had a guest come in who had seen an episode on the television series GardenSmart which talked about the beautiful gardens in Vail. She wondered where they were. I assumed they were the Betty Ford Alpine Gardens but she was adamant that they were not what she was talking about. She said she had made numerous inquiries but no one knew anything about it. She was surprised that no one had previously asked about it. I said perhaps it was on the beautiful flower beds/hanging baskets throughout the villages. Went to the GardenSmart website (as she asked) and tried to find the episode she was talking about. Went thru seasons 2014 back to 2011 and couldn't find what she was looking for. On the GardenSmart website I typed in Vail and the only episode that came back from that search featured the BFAG. She said that was the wrong one. She left for the restroom and her comment was that "when you find it you should have everyone read the entire transcript of the show." After she left, I continued to search, and found the episode she was talking about (year 2009, episode 45). I printed it out and tried to find her but was unable to. I then called over to the Schoolhouse Gift Shop at the BFAG & told them about the lady and that if she stopped in (wearing a green t-shirt), to tell her I found the episode and printed out the transcript for her and that the episode she was referring to was about the plantings throughout the pedestrian village. Never heard back or saw the woman again.

I called Laura Weber, who wanted to reserve a wheelchair, that one would be available in Lionshead tomorrow morning @ 9am.

Assisted elderly guest w/ their baggage for CME & printed out boarding pass.

Helped Bride-to-Be assemble information and maps for welcome bags.

Helped a family heat up their dinner before they had to drive.

Assisted elderly lady to elevator.

Helped Bride-to-Be w/ suggestions for photo shoots & also provided her w/ maps for guest welcome bags.

Helped a confused gentleman locate his lost wife.



Spent 20+ minutes on the phone w/ a lady who wanted info on various hotels incl thread count of sheets & what cleaning supplies they used. She suffers from severe allergies and was a challenge, to put it mildly.

Assisted departing CME guest with luggage and also printed out their boarding passes.

Helped a departing CME passenger who had a bad shoulder by getting her luggage out of her car & wheeling it to CME pick-up area.

Helped family put together information for their family reunion gift bags.

Spent fair amt of time w/ a guest from MD who was looking for a statue that was supposedly somewhere in Vail 30 years ago that was done by her Uncle. Looked at the Art in Vail map and couldn't find it. We ended up calling Molly Eppard who didn't know of the work of art but is going to do some research and get in touch with the woman.

Took many photos of families.

Let guest use my cellphone to make important call as payphones were not working.

Helped woman find lost family members.

Helped disoriented CME passenger find her daughter in parking structure. Overheard couple w/ elderly parent say they were going to leave because there was too much walking in Vail. Told them that we had a wheelchair available (free of charge). They were thrilled and spent the morning exploring our "wonderful town."

Helped elderly guest get luggage to CME.

Helped lady find her contact lens which fell out on the bricks between here and the old Welcome Center.

Helped guest figure out a store which she had been to years ago but couldn't remember name of.

Saw a lady struggling on the stairs w/ a baby stroller (she didn't know about the elevator). Helped carry the stroller up the final ½ flight of stairs.

Helped an elderly lady (her family had gone on a Jeep tour) plan out her day. Made suggestions for meals, activities (Art Tour, Gardens & Movies) and gave general orientation to the town. She came back when her family got dropped off from their Jeep tour and said she had a marvelous day.

Helped elderly lady carrying her packages up the stairs.

Spent time with future bride giving suggestions for pre-wedding activities, etc.

Helped couple locate Covered Bridge & took picture of them once they were there. It was 25 years ago today that the gentleman proposed to his wife at the Bridge.

Helped guest locate lost cell phone.

Helped guest find a gallery (couldn't remember name) that she loved on last visit to Vail.

Helped an Executive Recruiter compile info to entice people to relocate to Vail area.

Helped confused older gentleman locate his family.

Helped Bride put together info for welcome bags.

Helped guest locate their "stolen" car (they had parked in Solaris & had been looking for it in the VV structure.

Helped tour bus passenger who was struggling w/ altitude & the stairs.

Helping a guest navigate to Utah w/ map.

Helped guest awaiting shuttle to Piney for a wedding find sewing kit to fix torn hem.

Saw a woman struggling to walk (she had just had knee surgery) so approached her and told her we had a complimentary wheelchair which might make it easier to navigate the village. She was ecstatic.

Helped Bride to Be & her Mom w/ suggestions for venues.

Took family photo to be used in Christmas card.

Helped elderly couple locate a friend who "lives in Vail" whom they hadn't seen in 25+ years.

Took group photo of the guests who were on a tour bus. This was their final stop before Denver Int'l Airport.

Assisted handicapped lady w/ baggage from CME.

Took a multi-generational family photo which will be used as a Christmas card.

Helped a mother gather info on Vail for her child's school project.

Took group photo of a bus tour group that stopped in Vail for a quick bathroom break.

Helped handicapped person w/ their packages.

Spent considerable amt of time with a young lady from Maine who is coming to work for Vail Resorts. Oriented her to bus system, town, etc.

Took photo for a family Christmas card.

Took a group photo for the visitors on a bus tour.

Help guest contact wife (he had biked over from Copper and couldn't find her in Vail Village).

Took photo of the bus tour group for their final picture before heading to DIA.

Helped an elderly lady w/ her luggage as elevators in Transportation Ctr were out of order.

Helped a foreign visitor communicate via iTranslate. Showed her how it worked and downloaded the app onto her iPhone.

Tried to help a ticketed Greyhound passenger find alternate travel to Denver. Guest had a ticket but Greyhound oversold the seats. Guest ended up returning to their friends home until another day.

Helped foreign guests who didn't have a US cellphone contact their airline to try to reschedule flights since they were going to miss their flight.

Took picture of a couple who hadn't been here in 25 years.

Spent time w/ a Bride-to-Be discussing possible venues, etc.

Helped a woman who was exploring possibilities for a family reunion in Vail next summer.

Helped guest locate her lost cellphone.

Helped guest locate "lost" car.

Helped Bride-to-Be w/ maps for welcome bags.

Printed out airline boarding pass for departing CME passenger.

Helped a guest find the various AA meetings being held this week throughout the Valley.

Helped guest find "that store" that sells special ornaments (Gilded Spruce).

Had a couple stop by to book a room (got them a room at Sitzmark). They told me it was their 9<sup>th</sup> anniversary. After they left here (and before they arrived at the hotel), I called the Sitzmark to let them know that it was the arriving guests wedding anniversary.

Helped Bride-to-Be w/ info for her wedding.

We helped the couple remember the restaurant they had been to years ago so they could return [i.e. Red Lion] .

Helped guest successfully track down lost item.

Helped a teacher locate some Spanish brochures/info for her students.

Took family photo for Xmas card.

Helped distraught guest reach family members to advise of delay.

Took photo of a new Vail Resorts employee to send to his Grandparents & parents.

Took a photo of a very excited new resident who had never seen snow before. Was going to send picture to her grandparents.

Helped guest located their lost cellphone.

Had two gentlemen from the Swiss press who were here to cover the Swiss Ski team training. They knew they were staying in condos in Vail, but had no idea where. I found the answer for them (Vail Racquet Club).

Help guest locate friend who "works in a Vail Village store."

Took a photo of a family w/ Covered Bridge/Vail in the background which they plan on using as their 2014 Holiday Card.

Helped "totally lost" (their words, not mine) locate where they child was supposed to be for ski school.

Helped a lady who was waiting for a guest to arrive on CME (van was 1.5 hours late) contact her guest.

Helped guest contact their arriving guest who was on CME van.

Helped a traveler rebook her plane ticket as she realized she would not make her flight (she thought DIA was less than an hour from Vail).

Had a new Vail Resorts employee walk in who had no idea of where he was supposed to go. All he knew was that he had "employee housing somewhere." Didn't know where to report or anything. Helped him figure it out and he seemed happy w/ the assistance.

Took family photo for use in Christmas card.

Helped a very disoriented CME arrival find his friend who "worked somewhere in Vail."

Helped a very confused new Vail Resorts employee find out where they were working/living, etc.

Helped exhausted arriving CME elderly guest get comfortable w/ altitude (water, etc).

Spent a fair amt of time w/ a guest who lives in Hawaii, currently vacation in Breck who came to Vail for the day. Not a skier, so wanted to plan out her day. Spent about ½ hour going over the lay of the land, activity suggestions, areas for taking photos, etc. Lady came back at end of day & was most appreciative of the time spent with her. Loved her time in our town.

Had guest looking for info on ski school. Internet down, guest decided to leave. Found brochure in storage room and attempted (unsuccessfully) to locate guest. Helped CME passenger w/ bags and printed out airline boarding pass.

Helped a guest with car problems obtain help.

Helped guest who missed CME shuttle (guest had wrong time written down) get on another shuttle.

Helped calm down a guest who just backed her car into another vehicle on top deck of parking structure. Also, called dispatch to have an officer sent over to write up accident report, etc.

Gave advice to person “totally overwhelmed” and therefore in shut-down mode by Christmas shopping.

Took a video of a family which they then shared w/ their family in Brazil.

Took a photo w/ my iPhone for a family from Mexico & emailed it to them. Their phone/camera was broken.

Spent a lot of time trying to secure a reasonably priced hotel room for a lady who was having car trouble. She didn't feel her car was safe to drive over Vail Pass. Called many hotels but, due to the holiday weekend, was unable to find an acceptable rate for the guest. In the end, she ended up calling her daughter in Eagle who came to pick her up. She will spend the night in Eagle and get her car repaired tomorrow. Lady was very upset (crying) when she arrived, but was calmer and appreciated my efforts.

Helped a family who had been dropped off from Breck find transportation back to Breck. They were told there was frequent, free transit between the two resorts.

Helped a distraut father locate his lost daughter.

Helped guest contact & get rebooking on CME (CME had forgotten her).

## 2014

Printed boarding passes for departing guests; Took photo of family w/ my iPhone and sent it by text to their friends back east.

Helped family of 5 plan out their non-skiing day here in Vail.

Tried to help guest w/ lost luggage get rental ski clothes, etc, but guest came back later and had opted to go to the Outlets in Silverthorne.

Helped a gentleman decide where to propose to his girlfriend.

Had a young lady come in to Welcome Ctr a bit upset because she lost her boyfriend (a beginner skier) on the mtn. She thought he had taken a wrong turn and ended up on a black diamond run. She was very concerned. I put her in contact w/ ski patrol who told her to wait a while, but that they didn't have any reports of an injured skier. We also called the ski rental shop where they had rented their skis to see if he had returned (he hadn't). She left, but took ski patrol number with her to try again later, if necessary.

Had guests stop in looking for the Silverthorne Outlet Shuttle. Their hotel hadn't told them that reservations were required. Although they couldn't get on the morning shuttle, I was able to book them for the afternoon run.

Helped a bride-to-be assemble info for guest welcome bags.

Helped an elderly lady plan out her day while her family was skiing. She came back at end of the day to say what a great day she'd had in Vail. Found everyone so helpful & friendly.

Helped 2 ladies who were late for the start of the Art Tour located where it was so they could join in.

Helped a nice elderly lady plan out her day while her children/grandchildren were skiing. She had a great day and really enjoyed relaxing in the Vail Public Library.

Printed out This Week In Vail for newly arriving guests.



Helped woman locate “lost” husband & child.

Helped parents of a bride-to-be assemble information for their guest welcome bags

Helped guest track down lost cellphone and then charged it once retrieved.

Helped a couple from CA stop in first thing in the morning looking for things to do besides skiing. Mapped out a whole range of things for them. The best part was they came back at end of day to say what a wonderful time they’d had.

Gave assistance to a distraught guest who lost wallet & had no way to purchase food.

Helped a property manager gather collateral for rental properties.

Saw a family w/ elderly parent struggling on the stairs. Went out and told them about the elevator in the Transportation Center and also advised that we had a wheelchair for use free of charge. They were thrilled, appreciated my intervention and ended up using the wheelchair.

Printed out boarding passes for departing CME passengers.

Used iTranslate a lot to communicate with various foreign visitors; Also lent my phone w/ iTranslate to a guest so they could communicate with another guest.

Helped foreign French guests figure out how to navigate to the various events (in French).

Helped guest get assistance for keys locked in rental car.

Helped elderly lady locate her daughter and grandson.

Helped two arriving young girls locate their friends apartment who is “living somewhere in Vail.” After numerous questions, determined their friend was living in employee housing at Timber Ridge. Directed them to the W. Vail Red Bus.

Helped guest locate a lost purse.

Helped an elderly lady by carrying her many packages to her car.

Helped an arriving guest try to track down her luggage that was not taken off the CME van when she was dropped off at Vail Transportation Center.

Helped guest I saw struggling to walk by offering use of wheelchair.  
Helped gentleman plan a place to propose to his girlfriend today (Valentine's Day).

Helped an arriving guest find flowers for his girlfriend.

Helped frustrated departing guests contact Peak 1 Express when their vans were over 40 minutes late.

Took outgoing mail over to Post Office after work as mail carrier never came by today.

Helped a non-English speaking guest rebook their flights

Assisted a guest in getting medical assistance at CO Mtn Medical rather than Emergency Room.

Printed out boarding passes for departing guests and checked with airlines for flight delays.

Had a guest with a shuttle pick-up that was late. Guest was getting nervous about catching flight. Called airline to check status and (luckily) her flight was delayed. Guest was relieved.

Had a guest come in at 11am looking for "airport shuttle." Turns out he didn't have a reservation and just thought they were continuously running free shuttles to Eagle Airport. I told him about ECO and started to place a call to CME. He said he didn't have time as his flight was departing 12:15. Called High Mtn Taxi and got him a cab right away. Told him there was no guarantee that he would make his flight. He was grateful for the cab.

Spent considerable amount of time with a bride-to-be and her mother talking about venues, photo spots, gift bags, etc.

Saw guest struggling up the stairs w/ a baby stroller. Helped carry it up the last flight of stairs.

Helped guest locate lost iPhone.

Helped foreign guest rebook a flight.

Helped guest locate “that store in Vail that sells specialized jewelry.”

Helped arriving guest with lost luggage get ski clothes, etc so they could start their vacation on time.

Called several restaurants to try to make a reservation for a guest, they wanted an “on mountain” experienced, nothing at The 10<sup>th</sup> or Game Creek was available, going to Bistro 14.

Spent time w/ a family from MN who were looking for ideas for a summer family reunion in Vail.

Was able to get a guest on a shuttle to DIA who arrived here thinking that no reservation needed. CME sold out and was able to get him on a Peak 1 Express.

Helped a family plan out various non-skiing activities for their week in Vail.

Helped elderly gentleman and Granddaughter to ski museum to see 10<sup>th</sup> Mtn Division exhibit.

Printed boarding passes and checked flight status for departing CME passengers.

The guest who lost his parking ticket, I called the parking supervisor who came over to give him a new ticket.

Spent a fair amt of time w/ a couple who were planning a summer family reunion here in Vail. Gave them lots of ideas for venues, activities, etc. They left very excited about returning this summer.

Flagged down a departing van that was leaving while guest in restroom.

Spent time helping a young girl gather information on Vail for a school report.

Picked 2 huge wads of gum off the informational displays (the glass panels holding the What’s Happening poster) and 1 off the floor that departing Greyhound customers had stuck there

Guest left phone in restroom. Saw guest entering garage on foot so went and gave them their phone.

I helped a guest find his bicycle. He had left it behind The George, I called police dispatch and he was reunited with his bicycle.

Saw group of guests who had one member struggling to walk. Went out and told them we had a free wheelchair which might make their time in Vail a bit easier. They were thrilled.

Contacted guest (via phone number on her luggage tag) to tell her CME left her baggage on the sidewalk. CME sent a driver to pick the bags up.

Had guest come in early in the day to pick up info on the Film Festival. We hadn't received any of the schedules yet but I told guest I would go to website. Guest said he could do that. I told him I expected to receive printed brochures/schedules shortly. Brochures arrived mid-afternoon so I called the guest. Guest came and picked up info and was very happy for my call.

Printed out boarding passes & checked flight status for departing guests.

Contacted town to put down sand or grit between Welcome Ctr & Trans. Ctr as snowmelt not working and many people were falling on the ice.

Checked flight status/road conditions & printed boarding passes for departing guests.

Helped a guest gather information for their child's school report on Vail.

Bought bottle of water for guest who had lost their wallet.

Helped guest track down lost iPhone.

Helped guest rebook departing flight.

Helped a guest, thru the use of iTranslate, communicate with rental car company.

Helped young Mexican child gather information for his school project on Vail and the 10<sup>th</sup> Mtn Division.

Helped guest get assistance to unlock his car (locked keys inside).

Printed boarding passes and found out flight status for departing guest.

Cleaned up men's room countertop which was quite dirty.

Helped police locate lost dementia patient (he was sitting here in the Welcome Center).

Took photo of young girl and sent it to her Grandfather who was last in Vail in 1965.

Helped bride-to-be and her future Mother-in-Law gather info on Vail venues and summer activities.

Helped young Mexican visitor gather information to write report on his visit to Vail.

Had 3 separate Brides-to-Be and their parents who were looking for info on Vail and also for items to be put in Welcome Baskets.

Helped couple book CME transportation to DIA and then called airline to find out about their carry-on baggage policy.

Helped elderly lady get her luggage to her departing CME van.

Helped disoriented elderly guest locate her family.

Helped very drunk young female find a ride home.

Helped gentleman gather info for a summer family reunion.

Printed out boarding pass for departing guest, checked flight status & checked weather at their destination.

Took photo of a group of ladies from FL which we e-mailed to their friends back home.

Helped guest locate lost cellphone.

Co-worker went out of the building to recommend another park to a mother and daughter, after they had not been very enthused about the park they were inquiring.

Spent fair amt of time w/ a couple from Phoenix that were in town to scout out lodging, etc for their "monumental" anniversary which will be in December.

One guest lost his money and phone, we called the police and tried to put him in contact with his boss.

Co-worker took fellow employee's check to her this morning.

Guests were inquiring about driving through the village because they had a handicapped member of their group. Advised that it was not allowed but offered the wheelchair which they happily accepted.

Took photo of couple from Sweden and e-mailed it to their family back home.

I spent 20 minutes with one family letting them know what they can do for the day and a half they were in town for.

We figured out what the noise in the wall was- it was coming from the handicapped toilet in the women's bathroom.

Spent a fair amt of time w/ a guest who was putting together a package of information for friends who are planning to come to Vail next winter for a ski vacation

Helped an upset guest by directing her to a shoe store. She was here to attend graduation and the heel broke off her shoe.

Took a picture of guests.

Took numerous photos of guests enjoying their time in Vail.

Took video off/for a family from KY.

Called around condos and hotel's trying to find a suite for a family of 3 with an autistic son.

I took pictures for a group of women.

Took numerous group photos.

Had Mother of the Bride come to get TOV maps for Welcome Bags. Carried the maps to car for her.

Helped guest obtain service for a car that was “acting up.”

Helped guest gather info for upcoming family reunion.

Helped a guest get water for his dog since there are no dog bowls here, I fashioned one out of a paper plate.

Checked flight status and printed boarding pass for departing guest.

Helped guest try to locate “lost” vehicle.

Printed out TWIV for a couple of families that were just arriving in town.

Took video on my phone of a family and sent it to their relatives back home.

Helped guest w/ info for possible future family reunion in Vail.

Called CME for information on when shuttle will arrive.

Woman took pictures of me at the desk for reference to help with the sculpture contest

Spent fair amt of time w/ parents of a future bride. They were here to check out the wedding venue their daughter had selected (Donovan Pavilion). They also had questions regarding transportation and parking for their guests.

Was successful in getting a taxi to Copper Mtn for a worn out biker – he had biked from Copper-Leadville-Vail and was just too tired to bike up Vail Pass.

Helped group of lacrosse players & their families plan out their week of activities;  
Printed out TWIV to show them all that’s going on.

Helped guest get assistance for lost rental car keys.

Guest had left mail that “had to get out” but mail carrier never came by today. Took mail to post office on my way home.



Helped gentleman try to locate MetroPCS store (unsuccessfully) so he could reload \$\$ on to his cellphone. In the end, he used computer to pay his acct. Guest most appreciative.

One girl was in here and I lent her my phone so she could call her grandma, who wasn't picking up at the time.

Took family photos.

Printed out copies of This Week in Vail for arriving guests and helped them plan out their week (they had no idea what to do in Vail during the summer).

Also provided a couple of future brides w/ collateral for their Welcome Bags.

Eric Olson & I reviewed the videotapes from the cameras in Transportation Ctr & Vail Village looking for a reported missing 56 year old woman suffering from Alzheimer's.

Offered guest wheelchair which made them decide to explore TOV.

Helped family plan out their whole week of activities. They arrived in Vail for a week and didn't know if there was anything to do here in the summer.

I took a picture for a couple outside of the building.

Printed out This Week in Vail for arriving families and help plan out their activities for the week.

Printed out copies of This Week in Vail and Boarding Passes for guests who had no computer access.

Provided info to a couple who were thinking about doing a winter ski family reunion in Vail.

Had guest who was not going to explore Vail as she was on crutches and a bit "annoyed" that she couldn't drive through the Village. Gave her the wheelchair and recommended route through town. She was thrilled and, when she came back, said she had a marvelous time.

One family needed to know how they could transport their two children around, I sent them to Lionshead for the Chariot Stroller.

Gave out Eco bus information to many wanting to go to Avon.

Helped family plan out entire week of activities. They arrived here in Vail for a week of vacation and had no idea if there was anything to do in the summer.

Printed out This Week in Vail for arriving guests.

Spent time w/ guest who was thinking of moving to the area. Talked about housing, job opportunities, activities.

Printed out copies of This Week in Vail for 2 arriving families who were here for a week of vacation and had no idea if there was anything to do in Vail during the summer.

Spent time w/ family planning out activities for the next 4 days.

Helped one couple find where they were staying, left paperwork at home. They were at Gasthof Gramshammer, the key was when she said it was hard to pronounce.

Helped an older couple gather info, etc for their family reunion occurring in Vail in 2 weeks.

Spent considerable amt of time w/ 2 guests from Denver who are here for the week. Helped them plan activities and gave them printout of This Week in Vail. They were most appreciative.

Printed out This Week in Vail for arriving guests who had no computer access.

Spent time w/ a future Bride (wedding next summer) talking about venues, pre-wedding activities, etc.

Printed out This Week in Vail for a number of arriving guests who did not have computer access.

Saw guest struggling to get around so went out and offered them our wheelchair.

One guest was having an extremely difficult breathing after climbing the stairs, I offered her water and sat with her until the distress had dissipated.

Printed out This Week in Vail for arriving guests.

Helped family plan out a week of “family-fun” activities.

The guest that parked in Solaris, I advised them to move their car as quickly as possible, so they wouldn't incur big costs., Also, I arranged for a young woman, who has ridden her bike across country, starting in NY, to be interviewed by the Daily.

One guest who can not walk, is staying at Austria House. I contacted their concierge to arrange a ride for them to Bravo tonight.

Helped a gentleman w/ ideas for a winter family reunion in Vail.

Printed boarding passes and got traffic updates for departing guests; Also printed out This Week in Vail for a couple of arriving families.

Printed out This Week in Vail for arriving guests.

Helped guests navigate the Dance Festival website.

Spent time w/ guest planning out their entire week of activities. They arrived here for a week and didn't know if there was anything to do here in the summer.

Had an unhappy guest about Solaris parking. Offered to take her name and pass it on to town....didn't want to do it. Kept saying “can't you do something?” Finally offered to give her the \$25 from my own pocket. She said she wouldn't take the entire \$25 but would take \$20.

One family had very elderly parents and although they want to use the wheelchair, wanted to get close enough so the parents could experience a little of Vail. I told them about the Hansen Ranch Rd. drop-off and they were thrilled.

Helped guest track down lost cellphone.

Helped guest get in contact with family member who was taken to Vail Valley Medical Center.

Helped a couple gather info on venues/activities for a summer 2016 family reunion.

Helped guest track down an old college roommate that lives “somewhere near Vail.”

Helped elderly couple plan out an entire week of “senior friendly” activities.

Tried (unsuccessfully) to help guest locate lost cell phone.

Spent time w/ a Sept Bride explaining town bus system, etc.

Helped guest gather items to put in Welcome Bags.

Spent time on phone with a guest who will be coming to Vail for a wedding in late Sept. Went over lodging options, activity suggestions, transportation recommendations, etc  
Helped guest locate their lost car.

Discussed options for a summer family reunion (next year) with an elderly couple.

Helped guest try to locate long ago college friend who “lives somewhere near Vail.”

Spent time w/ a guest on the phone to help them plan a trip to Vail for next year. Talked about activities, events, lodging, air travel, etc and then contacted Vail Valley Partnership to ship them a Visitors Guide.

Helped out guest on telephone to plan out activities, etc for upcoming (late Sept) trip to Vail.

Spent considerable amt of time assisting guest who who was supposed to be on a 9:55 CME to DIA. CME lost her reservation and therefore left without her. Helped her contact CME, American Airlines and get rebooked on later flight. Process took the entire morning.

Helped tour bus operator figure out Vail.

Printed out boarding pass for departing guest who was nervous about having enough time at airport to check-in, etc.

Printed out This Week in Vail for arriving guests.

Helped annoyed guest (annoyed at gondola/Adventure Ridge closure) who had driven to Vail for sole purpose of riding gondola & Adventure Ridge find alternative activities.

Helped guest w/ ideas for upcoming marriage proposal.

Helped plan out activities for a couple during the upcoming "slow" week.

When I arrived at the Welcome Ctr this morning there were two young people waiting outside. I assumed they were waiting for the Bustang (they had luggage, etc) so I asked if they were waiting for the bus. Yes, they were. I informed them that since it was Labor Day that the Bustang would not be running. Naturally they were upset. They asked what other options were available to downtown Denver. Told them Greyhound or possibly CME. The Greyhound time (4 something in the afternoon) was not convenient for them. Called CME and got them on a 10:25am to downtown Denver. They were thrilled.

Helped tour guide get oriented to town so he would appear knowledgeable to his passengers.

Helped telephone caller w/ directions on how to get into Vail.

Helped guest locate "lost" family member.

Spent considerable amount of time with a young couple who are visiting for 3 days and had no idea of what they could do. Helped map out various fair & foul weather suggestions.

Helped an elderly couple plan out an "easy day in Vail."

Had a guest call first thing this morning to see if gondola was running. Told her yes along with the hours. Upon reflection, got concerned that maybe she was also talking about daily rides so I called her back to clarify that gondolas were only running on Fri/Sat/Sun. My intuition was correct, as she was planning on coming up on Wed. She was most appreciative that I called her back.

iTranslate enabled me to communicate w/ French visitors.

Helped couple plan off-season activities.

Had a number of guests inquiring about Restaurant Week. We have not yet received brochures on the specials, so printed out the details from the Restaurant Week website ([diningataltitude.com](http://diningataltitude.com)).

Helped Mother of the Bride gather collateral for 70 welcome bags.

Had guest call early this morning to say he had left a package on level 3 of the parking structure. I went and tried to find it and advised guest to try TOV Lost & Found.

Helped guest track down lost cellphone.

Used iTranslate to communicate w/ Japanese guests.

Printed out listing of Restaurant Week specials for arriving guests.

Put guest in contact with pharmacy to have lost RX refilled.

For today, handing out Vail bags to people who have their hands full.

Printed out This Week in Vail for arriving guests.

Helped guest track down lost iPhone.

Tried to help guest locate a college friend he hadn't seen in 25+ years.

Helped guest find a specific postcard by calling around to various stores.

Saw person struggling to get around and went out and offered them a wheelchair (which they declined).

Had guest doubting me about a restaurant closure. They were going to go there because they knew it was open. Called restaurant after they walked out to verify my information. I was correct. Caught them on the stairs and relayed the information. They were most grateful.

Helped guest locate friend she had "lost" in the Village.

Took picture of family for their Holiday card.

Tracked down owner of a lost cellphone.

Helped Mother of a future bride with information on venues, transportation, etc.

Helped a young couple plan out their week in Vail. They came here without any idea of what we had to offer and what activities they could partake in this week. Called around and got them info/pricing on rafting, jeep tours, ziplining, etc.

We all helped a sommelier who was looking for a job w/ suggestions on contacts and proper dress for his job hunting in Vail.

Helped a couple find activities for their grandchildren .

Helped guest track down lost iPhone.

Helped couple w/ ideas for a summer family reunion in Vail.

Called around to find out where a guest could by a Visa gift card (did not want to have to go to West Vail).

Called to various stores to help a handicapped person find specific gift so they wouldn't have to go store-to-store.

Helped a Mom do an emergency repair to Halloween costume.

Helped gentleman find car which he knew "had been stolen" from the garage. He had simply forgotten where he parked.

Helped guest w/ suggestions for "Vail Christmas Gifts."

Helped guest get assistance for his vehicle.

Assisted guest in locating lost cellphone.

Helped spouse of conference attendee find activities to occupy her time while husband in meetings.

Helped guest contact, & then direct, his pickup from the Vail Transportation Center (his driver was completely lost)

Enthusiastic food descriptions & recommendations given to Guests.

Helped guest contact shuttle driver to retrieve cellphone left in van.



Took photo of a family for their Holiday card.

Walked around Trans. Ctr trying to locate lost cell phone for a caller from Oklahoma.

Helped guest find better tires for their car.

Delicious food descriptions given upon request.

Helped guest locate lost friend.

Helped guest who lost car keys get assistance via AAA and upgraded her AAA membership to enable towing to Denver.

Had a guest come in who was driving across country and broke a crown on her tooth. Called around to various dentists and got her an appt to have it repaired this afternoon/

Had a Greyhound customer who was left behind while in the restroom. Took him over to the Greyhound office and they were able to contact the bus which returned to Vail to pick him up.

Both guests extremely pleased with the assistance provided.

Helped guest locate a bank that would exchange Yen for Dollars.

Had a guest who lost car keys and she was worried that she would have to pay for parking (her initial intent was to be out within 2 hrs). Called the parking office and she explained her situation. They were going to waive the parking fees until she could get her car keys.

Enthusiastic Restaurant Recommendations.

Helped guest track down lost wallet.

Helped a woman plan out activities for the week for her young children.

Helped guest figure out what to do w/ small children (i.e. Imagination Station).

Helped guest locate "lost" friend.

Helped guest locate a specific gift item by calling around to various stores.

Called various shops to help guest find a specific Christmas ornament.

Helped guest track down a friend.

Helped guest find lost cellphone.

Printed out boarding pass for departing guest.

Printed out This Week in Vail for newly arriving guests.

Helped a young Mom w/ suggestions to entertain her children (i.e. Imagination Station, movies, library, etc).

Helped guest w/ suggestions for "Vail" Christmas presents.

Helped a guest whose baggage did not arrive locate ski clothing so they could enjoy the fresh powder.

Had a group of SMU students who "missed" their ski class today and wondered what they could do to fill their time. Gave them suggestions (tubing, snowmobiling, bowling, movies) and got them booked into a snowmobile tour w/ Sage Outdoor Adventures.

Helped a newly arriving Vail Resorts employee figure out where they needed to go to pick up housing, passes, etc. They arrived in US w/ absolutely NO information.

Helped family plan special week for their children.

Printed out boarding passes and This Week in Vail for numerous guests.

Helped guest track down "missing" friend.

Helped family plan out a full day of fun activities.

Saw guest struggling on crutches and went out and offered them a wheelchair.

Printed out Boarding Passes and This Week in Vail for guests.

Called various stores to help guest find specific gift. This way they did not have to go store to store in the cold.

Helped a Mother locate her lost child.

Tracked down owner of lost wallet/cellphone.

## **2015**

Tracked down owner of lost cellphone.

Printed out This Week in Vail for newly arriving guests.

Helped elderly guest with her luggage.

Tracked down guest who left pair of glasses in Welcome Center.

Helped non-skiing honeymooners plan out a week of activities.

Helped, in great detail, get a family oriented and set up with activities for the week.

Called around to several restaurants to help guest find specific entrée.

Had a guest come in who was asking where to buy ski jacket as he had left his back at his lodge. He didn't really want to buy a new one, so I recommended he go to American Ski Exchange where they rent clothing. He came back at end of the day absolutely thrilled with my suggestion. His cost was \$11 for the day vs. \$300+ for a new coat.

Helped a recently injured guest find alternative activities to skiing for the remainder of his trip.

Helped lady track down her "lost" children.

Tracked down 3 separate owners of lost iPhones.

Had guest come in looking for transportation to EGE. Just missed the ECO bus. Tried cab companies, but no availability for over an hour. Didn't have time to wait. Found someone to drive guest to EGE.

Contacted guest who left cellphone on sofa in Welcome Ctr.

“Saved the day” for a guest – their luggage was lost and, therefore, they didn’t have ski clothes. Told them about clothing rentals at American Ski Exchange. They were thrilled.

Tracked down owner of lost cellphone/wallet.

Had an Australian guest whose Mother got hurt on mtn yesterday. She needed place to print out medical forms, scan documents, contact ski patrol for accident report, etc. Provided those services to her. She was very pleased in our ability to help her out.

Helped guest locate “lost” car.

Saw guest struggling to get around on crutches and offered them our wheelchair.

Printed out “This Week in Vail” for newly arriving guests as well as boarding passes for departing guests.

Helped track down owners of 2 lost cellphones.

Couple got dropped off by CME and wanted cab to Manor Vail (too much luggage to take in-town bus). I called Manor Vail directly and got them to send their vehicle over to pick up guests. The guests were thrilled at saving cab money and hadn’t thought of asking hotel to pick them up. Very pleased w/ my recommendation/actions. Also helped same couple w/ numerous restaurant suggestions and spent time while waiting for the car to explain mtn, town, etc.

Helped numerous guests w/ airlines inquiries and trying to rebook flights.

Spent considerable amount of time (30+ minutes) explaining mtn and town to a guest.

Helped guest w/ information about possible summer family reunion in Vail.

Saved guest \$ by calling for hotel to pick up the guest rather than taking a cab.

Helped guest track down “missing” friends.

Helped newly arriving guest connect with her friend who works “in some jewelry store in Vail.”

Had a guest come in who was inquiring about art galleries. Was interested in a specific artist. Mentioned his name and I knew exactly which gallery carried the artist's work. Guest was impressed.

Helped non-skiers plan out their entire day in Vail (took considerable amt of time).

Had a guest get off CME and he forgot to get his luggage. We called CME and they had the driver turn around and come drop of guests luggage.

Helped guest arrange a surprise dinner at Terra Bistro.

Helped guest w/ Valentine gift idea for his girlfriend.

Helped guest reconnect w/ family member that they lost somewhere in town.

Had a family come back numerous times with issues including child having altitude sickness and the family not liking the accommodations they had booked on-line. Helped them with altitude sickness suggestions and provided them with necessary stuff to clean up after their child got sick to his stomach from the altitude. They came back at end of day to thank me for all the help and the suggestions to talk to pharmacist or Colorado Mtn Medical. They also had looked at a number of properties on-line and came asking for opinions on each one of them.

Helped guest relay detour driving directions from Glenwood to Vail.

Helped young couple plan out their multi-day stay in Vail and also gave them money-saving info on getting to Eagle County Airport (they were originally thinking of CME but @ \$50/person were a bit shell shocked. Suggested ECO bus at \$4/person. They were ecstatic and most appreciative).

Helped guest w/ suggestions for venues for future wedding.

Printed out boarding passes for departing guests.

Helped a guest plan out entire day of non-skiing activities while her husband and children went skiing/snowboarding. Came back later in day and thanked me for the suggestions....had a great day exploring Vail.

Printed out Greyhound tickets for departing guests as Greyhound/ECO bus printer broken.

Helped newly arriving guests connect with their friends at “some bar in Vail Village.”  
Called Red Lion and located their friends.

Tracked down guest who had left cellphone in Welcome Center.

Helped guest rebook flight as they overslept and missed their ride to Denver.

Spent fair amt of time with a guest outlining suggestions for venues/activities, etc for a summer family reunion.

Had a wallet turned in. Called dispatch. They called back and said the owner had called Police Dept to report missing wallet. Guest was on way to DIA. I contacted guest by phone and arranged to have wallet mailed to their home in Dallas.

Helped guest contact airline to reschedule flight due to road conditions – guest was extremely nervous about getting to DIA.

Printed out boarding passes for departing guests.

Helped guest track down lost cellphone thru use of Locate My iPhone.

Helped an multi-generational family w/ ideas for a summer family reunion in Vail.

Printed out boarding passes for departing guests.

Helped guest contact airline to try and reschedule flights due to road closure.

Helped guest rearrange their travel after being stranded in Vail overnight due to I-70 closure.

Spent fair amt of time w/ a family from TX. They had stopped at the CO Welcome Ctr in Georgetown and they said the woman tried to dissuade them from stopping in Vail because it is “so expensive.” They arrived here just after 3:00 so I told them parking was free and that they could ride the LH gondola for free after 3:30. They were SO excited. Tried to find them a room, but rooms were outside of their budget.

Helped a non-skier plan out her day while her husband and kids went skiing. Came back at end of the day to say she had a FANTASTIC day.

Tracked down owner of lost cellphone.

Assisted a guest who was left behind by the Greyhound (bus pulled out while he was in restroom). Got him rebooked on later and put him in touch w/ Greyhound about his luggage that was on the bus.

Spent fair amt of time w/ a family from St Louis who were trying to get to DIA. Helped them contact airline about rescheduling (nothing available until Sat) and also suggested flying out of EGE. In the end they decided to return to Aspen (tried to get them a room here but they said they'd go back to Aspen where they had free accommodations) and were planning to drive back to St Louis once storm passed and road reopened.

Had guest come in looking for nearby place to purchase chocolate Easter egg for her child. I had one in my bag and gave it to her. She was speechless.

Had guest arrive for the day w/ a dog and helped her locate a daycare facility for it.

Tracked down owner of lost camera.

Helped guest contact AAA (and calm her down) after she blew her tire.

Helped totally "disoriented" guest reunite w/ her friends.

Printed out boarding passes and got flight departure information for departing guests.

Helped guest plan out a day of non-skiing activities. Guest returned at end of day to say they had a wonderful time in Vail.

Helped guest reconnect with lost family member.

Helped 3 different sets of guests who were having car trouble get assistance.

Helped guest who had left wallet at home.

Tracked down owner of lost cellphone.

Printed out TWIV for newly arriving guest.

Printed out boarding pass for departing guest.



Charged a Guest's phone and let them use my phone

Walked elderly man who couldn't speak English to Greyhound ticket office and helped him buy a ticket.

Helped guest locate lost cellphone through the "Find My I-Phone" app.

Printed out boarding pass for departing guest after calling airline to see if their flight was still operating today (there had been a lot of cancelled flights due to weather).

Helped guests locate lost items.

Helped non-English speaking guest deal w/ Greyhound phone personnel.

Acted as interpreter between Greyhound passenger & driver.

I let a Guest use my personal cell phone to make a Reservation on Greyhound.

Let a GH Passenger send their e-ticket to my personal email so we could print buss ticket bc GH Office is closed.

Had guest forward their Greyhound ticket to me so I could print it out for them.

Spent a good 25 minutes w/ a future bride & groom talking about potential venues for an August wedding.

Printed out Greyhound tickets after guest e-mailed me their ticket link.

Printed out tickets for Greyhound passengers.

Printed out Greyhound tickets and helped diffuse anger about bus office closure.

Printed out tickets for Greyhound passengers & used [www.bustracker.greyhound.com](http://www.bustracker.greyhound.com) to see if buses on schedule.

I made a Greyhound Reservation for a Spanish speaking Lady who needed help...

Made a Greyhound Reservation for a Guest b/c we could not find the Office Attendant.

Saw elderly couple struggling w/ luggage so went and helped them get it from their car to CME pickup point.



