

LOVELAND VISITOR CENTER REPORT

May 16, 2012 CMC Meeting

- In April, the Center assisted 367 guests. 66 mail/phone requests for Loveland information were fulfilled. In the first few days of May, we have already seen 66 guests, which is a large increase. We continue to receive many requests for more merchandise. It will be exciting to have the branding process completed so we can move forward with this.
- Our "Artist of the Month" is Vicki Mahrling who creates wall hangings and jewelry using fused glass. They are very attractive and reasonably priced, and would be a good addition to our inventory.
- The study tour was held at the Library, April 17. The volunteers were impressed with the expansion and have addressed the library when speaking with guests.
- A current Downtown Directory has been completed, and is being including it in all information packets.
- The updates and landscape clean up continue. McWhinney representatives were out to help determine tree elimination for better visibility of the Center.
- Customer service training occurred April 13, however equipment training has been postponed until our new computer is installed.
- 3200 -2012 Loveland Guides have been distributed to hotels, hospitals, medical centers, RV parks and campgrounds as well as several prominent visitor locations throughout the city.

- We have recently lost 6 volunteers. I am working closely with the VOA/RSVP program to help fill those gaps. One new volunteer is through training and will begin a regular schedule this week. Interviews with 2 potential new volunteers have been conducted. One has already been cleared and will begin training next week. The other is pending. These recruits came to us by community referrals. With extended summer hours beginning after Memorial Day, I will be pushing hard to fill the gaps.
- I will be working Sunday, May 27 and Memorial Day to help determine if it would be beneficial for us to be open. The Center has traditionally been closed during summer holidays.

Joanne Lah, Manager