

Loveland Visitors Center Report

by Gary Light

I'm proud to be selected as the fulltime manager for the City of Loveland Visitors Center. This past month we experienced steady customer traffic throughout the month of October. The mild weather has been a plus for volunteers and guests alike. A variance in the type of guests who are utilizing the center has been noted and was expected. Many more of our visitors are mature couples or singles that are enjoying extended stay travels in the area. Also, more of our visitors are indicating that they are planning to, or have committed to relocate to the area. Questions about schools, shopping, outdoor activities and restaurants are at the top of the list. Many are either retired or have already secured employment in the area. We continue to add to our merchandise offerings and have begun building a website favorites list that will allow us to better meet the needs of our customer. We continue to fulfill our mission of high quality customer service by engaging each visitor in a one-to-one concierge experience. Again, I would like to extend A BIG Thank You to the volunteers, artists, vendors, and City of Loveland Staff for their outstanding efforts.

Center Update:

<u>Month</u>	<u>Revenue</u>	<u>Traffic</u>
July	\$2413.34	985 people counter
August	\$1980.15	1375 people counter
September	\$1966.67	1351 people counter
October	\$1818.60	1006 people counter

Follow-up:

Volunteer Continuing Education Program to Art Casting on 10-23-12 was a huge success with 15 volunteers attending the tour. Art Casting's staff was friendly, knowledgeable, and were gifted communicators regarding the casting process.

Artist of the Month (October) photographer Tonya Hance was favorable received and pleased to show and sell her art. This was Tonya's first public display and proved to be most rewarding.

Customer Feedback:

"Your knowledge of the schools and services is most appreciated and unusual for a visitor's center."

"It is so refreshing to have a staff that is courteous shares their knowledge and experience of the area."

"This is the nicest visitor's center I've seen, and I've been to a lot."

"The customize map for Google maps was great."