



About Our Organization

The Colorado Springs Convention and Visitors Bureau (CSCVB) was established as a private, non-profit, 501(c)(6), corporation in January 1980. Today we have 18 fulltime and 3 part time employees.

Staff

Administration:

Doug Price, President and CEO
Jim Cassidy, CFO
Gaby Stephenson, Executive Assistant

Sales:

Pam Sherfesee, Vice President of Sales
Kathy Reak, Director of Convention Sales
Cheryl McCullough, Senior Sales Manager
Jennifer Delinger, Group Servicing Coordinator
Floy Kennedy, Sales Manager
Rio Porter, Sports & Group Sales Coordinator

Marketing/Partnership

Amy Long, Vice President of Marketing and Partnerships
Melissa Williams, Online Marketing & Publications Manager
Chelsy Murphy, Director of Public Relations
Denise Noble, Marketing Coordinator
Sharen Piper, Director of Partnership Sales and Events
Kelly Gorman, Partnership Coordinator

Visitor Information Center

Christy Long, Director of Visitor Services
Nadine Keaney, Visitor Information Specialist
Doris McCraw, Visitor Information Specialist

Mission Statement

We bring more visitors to Colorado Springs at Pikes Peak.

Equal Opportunity

The Colorado Springs Convention and Visitors Bureau is an equal employment opportunity employer and does not discriminate against any person because of race, color, religion, sex, national origin, disability, age, or any other characteristic protected by law.

Funding

The CSCVB receives approximately 80% of its funding from a 2% bed tax and a 1% car tax administered by the City of Colorado Springs. The remaining 20% of our budget comes from private revenue sources such as partnership dues, advertising, product sales and services.

Visitor Services

The Visitor Information Center (VIC) manages tourist information and services including:

- *Staffing the downtown Visitor Information Center
- *Handling visitor inquiries: walk-ins, requests by phone, FAX, e-mail and the internet
- *Compiling monthly and yearly visitor statistics
- *Promoting our partner organizations.
- *Fulfilling visitor guide requests

VIC Stats for 2014

Visitors to VIC – 19,903

Internet, mail & telephone inquiries – 58,546

Total hours of volunteer service – 2,820

Volunteer Responsibilities

- *Staffing the VIC front desk and assisting visitors with information, giving directions and answering their questions
- *Attending site visits to partner properties
- *Preparing informational packets and meeting materials
- *Assisting with special projects.

Time Commitment

Each volunteer is asked to contribute four and a quarter (4.25) hours of service each week.

In addition, volunteers are requested to attend two informational meetings per year to receive updates on VIC and CVB operations and activities.

Volunteer Benefits

- *Complimentary name tag
- *Training and orientation provided
- *Annual attractions pass
- *Opportunities to tour partner properties
- *Expand your knowledge of our community and all it has to offer
- *Two major events per year in honor of ECS Volunteers
- *Volunteers are eligible for a 20% discount on all merchandise sold in the VIC gift shop

Job Description

Staff the Visitor Information Center for The Colorado Springs Convention and Visitors Bureau. Greet visitors and assist them with dining, accommodations, and entertainment in the city and surrounding area; keeping in mind our mission of promoting partners of CSCVB. Become familiar with the general history of Colorado Springs and the attractions of interest to most visitors.

There are additional opportunities to assist other departments with special projects.

Qualifications: Applicants should have a friendly and courteous manner, and a professional appearance; be generally familiar with the city and area; be willing to learn detailed information about attractions, hotels, dining and events; be able to give clear and concise directions; and be available for initial and on going training.

Shift Requirements: Applicants should be available to work a four and a quarter-hour weekday shift. A minimum six-month commitment to the program is expected.

Recruiting and Orientation

Applicants will be asked to complete an application and schedule an interview with the Director of Visitor Services. Orientation will include an introduction to the CSCVB staff, the basic materials used to assist visitors and the VIC operation. Every effort will be made to ensure a good match between the volunteer and the placement. Note: Current volunteers are encouraged to refer new applicants, keeping the above qualifications in mind. Interested persons should be referred to the Director.

Communications

News bulletins will be distributed to all current volunteers when deemed necessary.

The volunteer list will ***NOT*** be shared with any other entity. If any organization or event wishes to solicit help from the CSCVB volunteer staff, such requests will be directed to the Director, who will then contact the volunteers to determine their interest and availability. Copies of the volunteer list are provided to volunteers for personal (non-commercial) use.

PROCEDURAL GUIDELINES

Identification Badges and Dress Code

Volunteers are asked to wear identification badges whenever they are representing CSCVB. Dressing in a professional manner at all times is expected. Memorial Day through Labor Day volunteers are requested to wear shirts with the Colorado Springs Convention and Visitors Bureau logo embroidered on them and khaki or black slacks, skirts (ladies only, please) or knee-length shorts.

Food and Beverages

Volunteers are busy people who do a lot of talking, so feel free to keep something to drink ***out of sight*** in the volunteer desk area. CSCVB has a coffee maker, refrigerator and microwave for your use in the kitchen. We ask that everyone using one of the kitchen cups please put it in the dishwasher after your shift. Because visitors may hesitate to interrupt someone enjoying a “meal”, please stash and enjoy snacks out of sight of the visitors.

Smoking

No smoking is permitted on CSCVB premises.

Volunteer Status Designation

To be considered “active”, the volunteer must work at least once a month, i.e. be assigned and work 70 hours per year on a regularly scheduled shift, OR work 45 hours per year as a substitute or assist with a special project. Only active volunteers will be invited to partner tours and volunteer events (i.e. the Holiday Luncheon).

Temporary Leave Status

This designation will be used for volunteers whose temporary absence is due to extended vacations, illnesses, or other circumstances that keep them from working once a month. In this category, the volunteer expects to return to “active” status within a reasonably short time.

Inactive Status

This designation will be assigned when a volunteer cannot maintain active or temporary leave status.

Resignation

In the event a volunteer decides to resign, advance notice is greatly appreciated.

Shift Assignments

Shifts are assigned on a space-available basis. If the volunteer is not able to work a scheduled shift, they are asked to arrange for a substitute to cover that shift. In the event that your shift falls on a major holiday in which the center is open, you are ***NOT*** expected to work your assigned shift; those days are covered by paid staff. Requests for changes in shift/times should be made through the Director. Every effort will be made to accommodate changes.

Holidays:

New Year's Day, January 1

Martin Luther King, Jr.'s Birthday, Third Monday of January

President's Day, Third Monday of February

Memorial Day, Last Monday of May

Independence Day, July 4th

Labor Day, First Monday of September

Veterans Day, November 11
Thanksgiving Day, Third Thursday of November
Friday after Thanksgiving, Third Friday of November
Christmas Eve Day, December 24th
Christmas Day, December 25th
New Year's Eve, December 31st

When a holiday falls on a Sunday, the following Monday is observed as the holiday. If a holiday falls on a Saturday, the preceding Friday is observed as the holiday unless otherwise announced by the President and CEO.

When you arrive for you shift

- Please put on your name tag.
- Please check the bulletin board in the closet for any upcoming tours.
- Check with the staff to see if there are any special projects to work on.
- Check the "Red Book" located on the front desk to see if there is any new information.
- Check your folder for new correspondence and surprises.

At the end of your shift

- Please make sure someone knows you are leaving
- Make sure you have all of your personal belongings (coats, umbrellas, purses, etc.)
- Record your hours on the sign in sheet
- Know how much the staff and visitors appreciate your contribution

Shift Procedures

*Be approachable. Smile and greet visitors as they arrive. Ask if you could start them out with one of our comprehensive Visitor Guides and encourage them to sign our guest register.

*Keep work and visitor area neat and fill brochure displays if necessary.

*Occasionally go through the resource material; it is a good way to remind yourself of what is available.

*Read brochures; each attraction, accommodation or restaurant has spent marketing dollars describing their facility. You may learn new "one-liners" to pass along to the visitors.

*At the end of your shift record your hours on the volunteer hours sheet.

Security

Because the cash drawer and retail merchandise are within easy reach, it is very important that the VIC be covered at all times. Should it be necessary for you to leave the area, please call a staff member to cover while you are absent.

Safety

The personal health and safety of each volunteer is of primary importance. Aisles, exits, stairways, and electrical switchboards must be kept clear at all times. Water and other spills must be cleaned up immediately as spills can cause slipping hazards. Chairs, boxes, tables, etc. should never be used as step-ladders. Any unfamiliar odors or malfunctions in the ventilation or exhaust systems should be reported immediately. Volunteers should not lift or carry heavy objects; they should seek assistance or use dollies. Always use safe lifting techniques, even for carrying items.

If at any time you feel uncomfortable with a situation or person, call a staff member. If you don't want to alert the person that you are calling for help, simply tell the staff person that you need some help with the project they assigned you earlier. If the situation cannot be diffused, leave the area at once and a **911** call will be placed by a staff member

Unacceptable Behaviors or Violations

The following list, which is not all-inclusive, defines unacceptable behaviors or violations of policy.

- Committing acts that affect the safety of the employee, other employees or visitors.

- Possession of alcohol, illegal drugs, drug paraphernalia or other illegal substances during working hours or reporting to work under the influence of illegal drugs, improper use of medication or alcohol. Any drug which is illegal under federal law is prohibited.
- Disorderly or other inappropriate conduct reflecting negatively on the CSCVB.
- Dishonesty in the performance of duties.
- Willful destruction or damage of the CSCVB's property. Unauthorized removal of another employee's property or the CSCVB's property.
- Possession of firearms, fireworks or explosives on the CSCVB's property.
- Remarks, slurs or jokes relating to sex, religion, age, disability, national or ethnic origin, race or color or any other protected class, or the use of abusive, threatening or obscene language.
- Physical or verbal harassment of employees, volunteers, or visitors.
- Disregard of CSCVB's policies and procedures.
- Conviction of any felony or misdemeanor which substantially relates to the circumstances of an employee's job.
- Insubordination.
- Sabotage, undermining the efforts of the CSCVB, a supervisor or other CSCVB staff/volunteers.

Anti-harassment Policy

The CSCVB is committed to maintaining a work environment that is free of harassment on the basis of race, color, religion, gender, national origin, age, marital status, or disability. Workplace and sexual harassment may violate one or more of the following:

- Title VII of the Civil Rights Act of 1964
- Age Discrimination Employment Act
- Americans with Disabilities Act of 1990
- Civil Rights Act of 1991

All CSCVB employees, volunteers and Board members are responsible for helping assure that the CSCVB is kept free of unlawful harassment. If an employee feels that he or she has experienced or witnessed harassment, they are to notify immediately the Chief Financial Officer. The CSCVB's policy is to investigate all such complaints appropriately and promptly. If an investigation confirms that unlawful harassment has occurred, the CSCVB will take disciplinary action up to and including termination of employment, including volunteer status. The Executive Committee of the Board will investigate and resolve complaints of harassment perpetrated by a member of the Board.

CSCVB Website

Get to know "your" website. The CSCVB website is www.VisitCOS.com and provides a wealth of information for both visitors and locals.

Recommendations

You will often be asked by visitors to make a "personal" recommendation. **REMEMBER THE PARTNERS.** Because this is a partnership organization, we cannot recommend one partner over another. Show the visitor the guide and direct them to the brochures so they can make their own choices. (Frequently our partners do a little "secret shopping", pretending to be visitors to see if their particular property is mentioned or recommended.) You may, and should, ask the visitor for more detail on what they need and their geographical preference, then show them all the partners meeting their criteria.

Inclement Weather

Should CSCVB be closed because of inclement weather, you will be notified as early as possible prior to your shift. The CSCVB now has a snow line that you can call to confirm that our office is open; 685-SNOW (7609 please note the third digit is a zero not the letter O). You are a "volunteer"; you are not required to travel from your home to work your shift if driving conditions are unsafe. Please let us know as soon as possible, if you are not planning to come in.

Medical Emergencies

If there is any doubt about the gravity of a visitor's condition, check with a member of their party and then call **911** if necessary.

If it is a minor situation (i.e., scraped knee, cut finger, feeling faint, etc.) check on them and offer appropriate assistance (cold compress, a chair). Offer basic items from the First Aid Kit that is kept in the storeroom, but let them apply it. If a child is ill or injured, have the parent make the decision about whether to seek emergency assistance. Refrain from offering any medication, including aspirin.

If an injury requiring medical attention occurs on our property, call a staff member, who will then gather information to submit to the CFO.

FREQUENTLY ASKED QUESTIONS

Be prepared to answer visitors' questions or, at the very least, refer them to someone who might be able to assist them.

"Is Colorado Springs safe?" Possible answer: "Use common sense safety rules here as you would in any city with a population of approximately 500,000; we have good security in areas frequented by visitors; I feel safe here."

"What is there to do here?" Possible answer: "We have 50 major attractions and 19 museums within a 50-mile radius; hiking; theatre, music; what are some of your interests?"

"What is there to do on a rainy or snowy day?" Offer the "Rainy/Snowy Day" list from the VIC file cabinet.

"What is there for kids to do?" Offer the "Kid Stuff"/"Teen Stuff" list from the VIC file cabinet.

"Where is the nearest drugstore?" Wal-mart on 8th, Walgreens on Southgate Rd. **Mall?** Citadel on Platte **Supermarket?** Safeway on S. Nevada Wal-mart on 8th, King Soopers on Uintah **Post office?** Downtown at Nevada and Pikes Peak"

"My son, daughter, niece, nephew ... is doing a report on Colorado; do you have any information?" Offer the "Colorado Springs School Packet" and any other information you feel is pertinent.

"I am in need of temporary assistance with food, shelter, etc." Refer them to Ecumenical Social Ministries or the Salvation Army New Hope Shelter (addresses and phone numbers are in the card file and Colorado Springs Survival Manual).

"I need several copies of the visitors guide for ... wedding, conference, convention, family reunion, etc." We have several departments that specialize in any of the above; if you cannot discern which department should handle the request, call any VIC staff member.

How to Handle Visitor Criticism

Fortunately, most visitors are here to have a great time and experience our beautiful community; however, there may be situations where volunteers will encounter negative criticism from visitors. If you receive a complaint, try to remain sympathetic but objective. Tell the visitor you will pass their comments on. If they insist on speaking with a staff member, call any VIC staff member (if possible, alert that staff member as to the situation so that the visitor does not have to repeat his/her complaint).

Service Awards

Service awards will be presented for the number of years one has been with the CVB. It has also been decided that volunteers who have not accumulated at least 70 hours of service in one year, or for substitutes, 45 hours in one year, will be placed on the inactive list. It is your responsibility

to record the number of hours you work each week. The Director of Visitor Services will send number of hours twice a year, once in June and again in December.

Handbook revised as of May, 2015.