

Chamber News – July 8, 2010

1. **Downtown Business Committee** – There will be a meeting of the Downtown Business Committee at 12pm (noon) on Thursday, July 15. Items to be discussed include a potential sidewalk sale during Railway Days and preliminary planning for the 2010 New Moon Festival. Any and all Chamber members interested in helping plan either of these events is encouraged to attend the meeting.
2. **Chamber After Hours** – The July social to be held at the Cabin has been postponed until September. As the weather has improved and the town (and you) is getting busier with visitors, it was decided we would postpone any further “Safety Meetings” until the summer is over and we all have a little breathing room again. We are currently seeking interest from members who would like to host a Chamber Social at their business during the autumn months. Please contact me at the Chamber to discuss details.
3. **Grizzly Plaza Visitor Centre** – Now that the summer is in full swing and visitors to town are increasing, we are starting to get questions about how our Visitor Centre staff manages referrals to our membership. As a Tourism BC Visitor Centre, there are standards and regulations which guide how our staff interacts with visitors. Additionally, as a Chamber of Commerce managed Visitor Centre, we strive to represent all of our members equally without preferential treatment. Tough, but fair.

Our staff is trained to ask open ended questions which help guide a visitor to 2 or 3 options for their own selection. This selection could be made based on price, location, amenities, anything really, and applies not just to accommodations, but attractions, merchants, restaurants, everyone! Our goal is to help support all our members equally in their business and would never force a guest to visit somewhere or stay somewhere that they are not interested in staying. That is not a characteristic of a good host.

Nevertheless, we do all we can to communicate to our visitors the great things that are going on at your location. The more tools you give our staff, the better they can do at this important job! However, too many phone calls will be too much to handle as well. In an effort of fairness we ask that accommodations only phone the Visitor Centre if they are full for the evening. Additionally, we will begin posting “weekly specials” on our information board at the centre. If you have a special rate at your attraction, a 2 for 1 night at your restaurant or a weekly special at your accommodation please send Aimee-Leih (our VIC Manager) an email no later than 4pm each Monday to be included.

Please be clear, our staff is trained to provide options to our visitors based on *the visitors'* needs and wants. Our weekly special report will be one way of getting the word out about your business, but *will not* give preferential treatment to those who participate.

If you have any questions, please contact either myself at the Chamber OR **Aimee-Leih Dillon, our Visitor Centre Manager** at revinfo@telus.net or 837-3522

John Devitt
Executive Director
Revelstoke Chamber of Commerce
204 Campbell Avenue
Revelstoke, British Columbia
Ph: (250) 837-5345
Fx: (250) 837 - 4223
Em: executive@revelstokechamber.com

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