

HOSTING

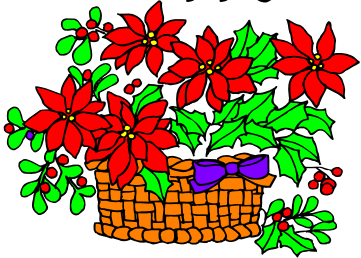
Rapid City Area Hospitality Association News

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NOTES FROM NANCY

Nancy Brady, Editor

Merry Christmas & Happy New Year



from the
Board
of Directors

“HOSTING” GOES ON-LINE IN JANUARY

Can it be true that our Association is now getting into this century? We have been receiving everyone else's newsletters on line for quite some time, and now it is our turn. Due to the high cost of printing and mailing, we will be sending you our “Hosting” via e-mail. The one glitch to this is that you do not have a computer, or we do not have your e-mail address. You can either call me, Nancy, at 342-3108, or e-mail me at nbrady@rapidcity.net. You will be able to read “Hosting” on our web site at RCHospitality.com. If you wish to receive a hard copy, please let me know.

BRAINSTORMING IDEAS

The Board of Directors will be holding a brain-drain meeting on January 13 to plan any new activities or changes that our association should be going forward with. The Board is not the only place new ideas hatch. Perhaps

you have some suggestions that we would be interested in. Even if it were a constructive criticism, we would like to know that, too. Please let us know what we could be doing better for the organization, either by phone or e-mail. Promise, we won't talk about you!

additional options.

4. A safety vacuum release system that complies with ANSI/ASME A112.19.17 or ASTM F2387. A suction limiting vent system, a gravity drainage system, an automatic pump shut-off, drain disablement, or an equivalent system that may be approved by CPSC.

If your pool does not operate in the winter you need not comply until you re-open your pool.

NEW FEDERAL LAW AFFECTS SWIMMING POOLS/SPAS

The Virginia Graeme Baker Pools & Spa Safety Act, a new law, which takes effect December 19th, requires safety improvements at every public pool and spa in the United States. It relates to federal requirements for suction entrapment avoidance. The following is required:

1. All suction outlet fittings and covers made, imported or sold in the U.S. must be certified to comply with ASME/ANSIA 112.19.8. 2007 version.

2. All public pools and spas, both new and existing, must be equipped with certified covers on every suction outlet.

3. Every public pool and spa, new and existing, that has a single outlet, other than an unblockable outlet must employ one or more of the following

HOSPITALITY DONATES TO LAKOTA NATION INVITATIONAL

As in the past few years, the Hospitality Association has voted to provide three \$300 scholarships at the LNI tournaments this December.

The Association has always been a winner with this huge tournament in town, plus all of the other academic activities that come in at the same time. We are grateful for this shot in the arm each year and the entire city benefits from the huge crowds that come in for the events and to do their Christmas shopping.

The scholarships will be accepted at the arena on the final night, and will be awarded to scholars and athletes nominated by their schools at a later date.



HOSTING

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President's Message

Conrad Rupert

It's a crisp, clear morning with new snow on the ground. Christmas Time—and LNI—are coming! The Lakota Nation Invitational, following the "Black Friday" influx, is always a welcome winter visitor to the hospitality community of Rapid City. It is a gift that we all should not take for granted and be thankful for. It was only a

few years ago that there was a chance that the LNI could relocate to another city—and lots of folks were seriously concerned! Fortunately that did not happen. What did happen was that we all woke up to how fortunate we were to host the LNI. All too often we take for granted the many things we have without remembering to appreciate them, whether it be our business, family,

health, or friends. Our Association appreciates and supports the LNI. We are again contributing in the form of comp rooms and three \$300.00 scholarships to those participating. It has grown tremendously over the past few years and includes much more than just the basketball tournament. Get involved, support, go enjoy, and appreciate!

(continued on page 4)

Michelle's Memos Michelle Lintz, CVB



CVB staff recognized for great service in 2008.

The Governor's Hospitality Program recognizes visitor industry people who provide outstanding service to our guests. For 2008, 12 staff members of the Rapid City Convention and Visitors Bureau and three from the Chamber of Commerce received the Governor's Great Service certificate.

Staff were presented with certificates signed by Governor M. Michael Rounds and Tourism Advisory Board President, John Brockelsby by Michelle Lintz, Executive Director of the CVB.

Those receiving the certificate included:

Michelle Lintz, Sandy Heintz, Michelle Thomson, Lisa Storms, Matt Reed, Julie Jones,

Kodee Gartner, Paula Jones, Lucy Weisgram, Sara Rankin, Suzanne Hamilton and Debbie Leber.

OUR ASSOCIATE MEMBERS

When you have a need or your guests ask for recommendations or suggestions, think of our friends and associate members first. They support us—

LET'S SHOW OUR APPRECIATION.

1st National Bank
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Lamar Advertising
Midcontinent Communications
Mid Continent Testing
Mr. Print
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Roger Frye Paint & Supply
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Also recognized were Suzette Ainsworth, Nicole Long, and Sallie Cuny who have left the CVB but received certificates based on the service provided while working with the organization.

Also for 2008, the Convention and Visitors Bureau once again received the Governor's Great Service Star designation from the South Dakota Office of Tourism. This program is a way to identify and recognize businesses that complete a set of service-related criteria. Businesses meeting the criteria are awarded a symbol to use in their marketing and post at their business to demonstrate to visitors their commitment to "Great Service." Receipt of the Great Service Star designation automatically qualifies a business for consideration for the George S. Mickelson Great Service Award, which the CVB received in 2002.

Site Visit – Volunteers of America

Lisa Storms, Senior Sales Manager with the Rapid City CVB and Megan Deschamp, Convention Sales Manager conducted a site visit with Teresa Alfaro of Volunteers of America. Rapid City is being considered as host city for the June 2011 National Conference. Approximately 400 attendees would be attending.

The Rushmore Plaza Civic Center and downtown convention hotels were visited. A decision on the host city is expected by January 2009.



Left to right: Lisa Storms, Teresa Alfaro and Megan Deschamp

2009 Governor's Conference on Tourism: Destination 2010: Making the Connection

Wednesday, January 21

8 a.m.-4 p.m. Registration
8:30-10 a.m.- Meet and Greet with Tourism Staff
9-9:50 a.m.- Brainstorming Sessions
Getting Comfortable with Agritourism
Tribal Tourism
10-10:50 a.m.- Regional Presentations
11 a.m.-12 p.m. Visitor Industry Alliance Luncheon
12:30-1:15 p.m. Making the Connection
1:45-3:15 p.m.- Keynote
3:45-5 p.m.- Breakout Session 1
Internet Marketing 101
Destination Marketing: Attracting Planners & Conventions
The Green Travel Connection
6:30-10 p.m.- Reception

Thursday, January 22

8 a.m.-12 p.m.- Print Consultations
8-9 a.m.- Case Study Roundtables
Trade Sales & Marketing
Media & Public Relations
Research & E-Commerce
Creative Strategies
Visitor & Industry Relations
9:15-10:15 a.m.- Repeat Case Study Roundtables
10:30-11:45 a.m.- Breakout Session 2

Repeat Breakout Session 1, plus Internet Marketing 102
12-1 p.m.- AAA Destination Luncheon:
1-3 p.m.- GOED Consultations
1-4 p.m.- Web site Consultations and Internet Café
1:30-3 p.m.- Breakout Session 3
Connecting the Miles, Connecting the Smiles
The 7 Secrets of Signature Service
First Steps to Effective E-mail Marketing
3:30-5 p.m.- Breakout Session 4
Repeat Breakout Session 3
6-7 p.m.- Social
7 p.m.- Awards Night Gala

Friday, January 23

8 a.m.- Tribal Tourism Roundtable Discussion
9 a.m. and 10 a.m.- Industry Focus Groups

For a more complete schedule or to register, go to www.sdvisit.com.





Rapid City Area Hospitality Assoc.
 PO Box 2731
 Rapid City, SD 57709

RCAHA Mission Statement - *The Rapid City Area Hospitality Association is committed to provide its members with education, resources, and services in order that they can better serve their customers and guests, exceeding both member and guest expectations.*

NO DECEMBER MEMBERSHIP MEETING
Our Christmas party was our meeting for the month of December. Our next meeting will be in January 2009 on the 27th.

President's Message (cont. from page 1)

Switching tracks, your Board of Directors have two things currently going other than LNI. First and current, this will be the last “hard copy” of the newsletter you will receive. Beginning in January, it will become an “e-letter” sent to your email inbox. It will also be available on our web site www.rchospitality.com. This will save about \$3,000.00 annually in printing & postage costs which can be redirected to increase marketing and hospitality activities. Make sure we have your current correct email address! (check the web site under “Members”) For those not yet set up with email, let us know & we’ll make sure you get the traditional paper version—we don’t want to leave anyone out.

Second, your Board has scheduled a brainstorming/’09 program planning meeting for January 13. Let any board member know of any items or ideas you would like to see for discussion, a week or so before that meeting, so we can get it on the agenda. It’s hard to get where we want to go without a “map” or plan!

Finally, give yourself a special gift this season and give to someone less fortunate. Whether it be Cornerstone, WAVI, the Food Bank, Salvation Army, YFS, or a homeless person trying to stay warm in a fast food joint. Let’s all remember to appreciate and be thankful for what we have! Merry Christmas !!

Upcoming Conventions/Events:

December 2008

Dec 12-13	Rapid City Invitational Wrestling Tournament	480 participants
Dec 17-20	Oglala Sioux Tribe – Employee Assistance Program	130 ppl
Dec 17-20	Lakota Nation Invitational	2600 participants
Dec 17-20	Lakota Nations Educational Conference	700 ppl

January 2009

Jan 6-8	SD Land Improvement Contractors Association/Associated General Contractors of SD	250 ppl
Jan 13-16	Aberdeen Area Indian Health Service	60 ppl
Jan 21-24	R-CALF (Ranchers-Cattlemen Action Fund)	400 ppl



Calendar information provided by Rapid City CVB.