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September 2018

Dear RMGA Members:

The summer tourism season for 2018 is winding down. In a few days we'll begin the fall color tours. At the same time, RMGA returns to its monthly business schedule. Issues of the *Guide Line*, Board of Directors Meetings, and general membership meetings

I hope you have had a meaningful and prosperous summer season. Please use the *Guide Line* to share some of your memorable experiences so that we can all learn. Email your submissions to the Editor.

In July we bade *bon voyage* and *buen viaje* to Lupe Duran, who succumbed to breast cancer. An RMGA member since 2011, Lupe was a colleague, mentor, and friend. We shall miss her presence at RMGA meetings and functions.

The Nominations Committee is seeking members to step into leadership roles within RMGA in preparation for elections in December. When a Nominations Committee person calls on you, I hope you give their request serious consideration. Or you may contact the Nominations Committee directly with an email or phone call to Larry Foos.

You have likely encountered other guides on your travels throughout Colorado who should be members of RMGA. Invite those guides to the October program so that they can see for themselves the value of membership in RMGA. The end of tourist season is an ideal opportunity to recruit new members.

Monthly meetings/programs resume October 8 with a visit to Bandimere Speedway, sometimes known as Thunder Mountain. Check out their website:
<http://www.bandimere.com/>

Attendance at the May meeting/program was 31! Let's repeat that attendance number in October. The reward? Professional value for each RMGA Member and an enhanced experience for our touring guests.

-Mike Pearl



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FROM THE EDITOR

Deadline for submissions for the October *Guide Line* is Thursday, September 27.

Future contributions should be emailed to *Guide Line* editor Eileen Pearl at eileen.pearl.rmga@gmail.com. If anyone has photos to share, please send them along with either a short description or names.

COLORADO TRIVIA

This feature will resume soon.

COMMITTEE UPDATES

This feature will resume next month.

Upcoming Industry Events



Doors Open Denver
September 22 to 23, 2018

<http://doorsopendenver.com/>



2018 Colorado Governor's Tourism Conference

Monday, October 29, 2018 to Wednesday, October 31, 2018

Hotel Talisa, Vail

The annual Colorado Governor's Tourism Conference offers an ideal environment for tourism experts and industry leaders to explore avenues to build upon past successes and discuss future directions. Participants may assess current activities and formulate new, innovative approaches to market the state and their individual locales and businesses. Speakers from throughout the country will challenge and inspire participants, and several individuals who have made outstanding contributions to the industry will be honored.

SEPTEMBER, OCTOBER BOARD OF DIRECTORS

Board of Directors Meetings

Tuesday, September 4, 2018 2:00-4:00 pm

Monday, October 1, 2018 2:00-4:00 pm

Bear Valley Church, 10001 W Jewell Av, Lakewood, CO 80232

All Members are welcome to attend.

OCTOBER MEMBERSHIP MEETING

Submitted by Larry Foos.

The next meeting/program will be held Monday, October 8, at Bandimere Speedway.

How many times have you passed by the Bandimere Speedway in your car or in a motor coach with people on a tour?

The Bandimere Speedway started in 1958 when John Bandimere Senior purchased a parcel of land on the west side of Denver nestled up against the Hogback leading up to the Rocky Mountains. The family began the process of constructing a small but effective drag strip that was to be used to augment their auto parts business. It also was the fulfillment of a dream to provide a safe environment for young people to learn about cars and race them off the streets. The 60th Anniversary is being celebrated this year and the original quarter-mile track is in the exact same location as it was day one of the facility. The more knowledge you gain the better tour guide you will be. Join us for a very relaxing and informative program.

VOLUNTEER OPPORTUNITY

Submitted by Larry Ralston.

Volunteering for the Stock Show is wonderful. Those who volunteer at other venues are probably familiar with Volgistics which is the method the Stock Show uses for volunteers to pick their shifts

Larry offers the following information regarding Volunteering at the Stock Show (from their Volunteer Flyer).

“The National Western Stock Show, established in 1906, is the premier livestock, rodeo, and horse show in the nation, serving agricultural producers and consumers throughout the world. A 501(c)(3) charitable organization providing education in agriculture, including college and graduate level scholarships in agriculture and veterinary medicine for practice in rural areas.

Family Activity Pavilion, Pony Trails & School Visits

- Assist in preparing and setting up educational exhibits
- Host and engage the public in many hands-on activities

Guest Relations/Ticket Taking

- Greet guests upon entrance, welcome them to the show and process their tickets

Horse & Livestock Shows

- Provide support to the staff, horse and livestock show exhibitors and guests via various positions
- Assist with horse and livestock shows throughout the year Coors Western Art Room
- Greet and work with artists and the public
- Be responsible for art sales, and the daily operations of the gallery
- No art background is required

Photography & Video

- Capture both still and video images
- Help with image reviewing and assist with administrative duties
- For more information on this service area, please visit: <https://sites.google.com/site/nwssphoto/>

Trade Show & Information Booth

- Provide information to guests
- Assist the vendors with move in and move out

For questions or additional information, visit nationalwestern.com/volunteers/ or email volunteer@nationalwestern.com. Information on our next volunteer orientation, scheduled for October 17, 2018, will be sent after an application is completed.

Fill out an application today at nationalwestern.com/volunteers/”

THIS AND THAT

Colorado Tourism Office Relocation

On August 29, Colorado Tourism Office relocated to the Colorado State Bank building at 1600 Broadway, Suite 2500, Denver, CO, 80202. All other contact information will remain the same. Visitor parking is available at the new building at \$26 per day. There is metered parking available on 17th, Grant and Sherman streets. Unfortunately, CTO cannot reimburse parking costs.

RMGA Goals for 2018 (and how we are progressing)

- **Increase membership.** Numbers of people around Colorado are leading tours. Let's invite them to join RMGA. The diversity of ideas will expand our professionalism.
 - 12 members added since January 1, 2018
- **Attend programs/meetings.** The larger the attendance at the monthly events, the more knowledgeable and professional we all become.
 - 21: January program/meeting attendance
 - 27: February program/meeting attendance
 - 15: March program/meeting attendance
 - 31: April program/meeting attendance
 - 31: May program/meeting attendance
- **Contribute to the *Guide Line*.** Just one article or group of photos from each one of us will strengthen the professional relationships among all of us.
 - April – 1 contribution (photos)
 - May – 2 contributions (photos; biographies)
- **Play a Part.** At RMGA functions, assist in making the event meaningful for at least one other person. Each of us is a leader when we're on the job; so, let's practice and model leading.
 - 10 members make up the Board of Directors and Committee Chairs
 - 10 members met to "brainstorm" flyer advertising Rocky Mountain Guides Association.
 - 5 members determined three flyer options to present to the Board of Directors

CODE OF ETHICS AND STANDARDS

CODE OF ETHICS AND STANDARDS

Rocky Mountain Guides Association, as a member of the National Federation of Tourist Guides Associations-USA, shares the goal of promoting the highest degree of professionalism for tour guides. A complete listing of the Code of Ethics and Standards is available on the RMGA website. Click on "About RMGA," then click on "[Code of Ethics and Standards](#)."

From time to time, a Standard is published in the *Guide Line* for RMGA members to consider for their professional growth. The Standard for September 2018 is

In addition, RMGA adds the following guideline:

A professional tourist guide does his/her best to fulfill the technical itinerary and advises the group leader or responsible party and the company when major adjustments are needed due to circumstances beyond the guide's control.

The technical itinerary of a tour is the outline of expectation that the tourist has regarding the activity. It's a description of the tour that the contracting company sold to the guest, and it's a description of the tour that the contracting company expects the tourist guide to deliver. It's also a description of the route that the motor coach company expects its driver to follow. There are numerous parties involved whose expectations for the tour need to be met.

Professional tourist guides, while they are leading a tour, are the "captains" of the event. They agree with the motor coach driver and the group leader on the routing of the tour. All parties expect that the tour will occur as described in the technical itinerary. And the tour usually does.

Even the most detailed technical itinerary is subject to change when the circumstances of the day dictate. Traffic congestion necessitates a change of route, an attraction's unanticipated closure requires a modification of activities, or mechanical failure of the motorcoach compels a major transformation of the itinerary. In those cases, the professional tourist guide makes the necessary modifications.

The professional tourist guide consults with the group leader or responsible party to review the circumstances and available options. Upon agreement, the professional tourist guide contacts the contracting company and the affected venues of the situation and itinerary changes. Such communication allows the attractions to prepare accommodations, which results in a smooth experience for the guests.

RMGA Members are encouraged to share their comments regarding the Code of Ethics and Standards. Send your submissions to the [Editor](#).

PURPOSE of the ROCKY MOUNTAIN GUIDES ASSOCIATION

The nature of the business and activities of this Corporation is educational and the objects and purposes thereof to be transacted, promoted, or carried on are TO PROMOTE THE HIGHEST DEGREE OF COMPETENCE AND PROFESSIONALISM AMONG PERSONS WHO ACT AS TOUR GUIDES AND TOUR MANAGERS/ DIRECTORS, TO PROVIDE ETHICAL AND PROFESSIONAL STANDARDS AGAINST WHICH ALL TOUR GUIDES AND TOUR MANAGERS/DIRECTORS ARE MEASURED, and, in pursuing said basic purposes,

1. To hold meetings and familiarization ("FAM") trips for the improvement and continuing education of its members;
2. To provide opportunities for the exchange of experiences and opinions regarding tour guides and tour managers/directors and their profession;
3. To provide a forum for development and promotion of common professional interests and concerns of tour guides and tour managers/directors;
4. To cooperate with other related and non-related organizations in a common endeavor to promote the profession of tour guiding, tour management and tour directing and to promote the public awareness of said profession. – *Articles of Incorporation, Rocky Mountain Guides Association*

Officers		
President	Mike Pearl	303-868-0023
Vice President	Sherry Moon	720-425-5931
Secretary	Nancy Brueggeman	303-979-4852
Treasurer	Barbara Johnson	303-521-3124
Director-at-Large	Larry Foos	303-979-7594

Committee Chairpersons		
Certification	Carol Carder	303-777-9194
Education	Michael Dulude	720-236-5345
Hospitality	Ginny Gelbach	303-906-3842
Membership	Larry Foos	303-979-7594
Newsletter Editor	Eileen Pearl	303-868-0021
Program	Dawn Nelson	303-898-6853
Public Relations	Tom Jensen	303-968-0515
Email Blasts	Sherry Moon	720-425-5931
Nominations	Larry Foos	303-979-7594
Website	Tom Jensen	303-968-0515
	Larry Foos	303-979-7594