

VOL 25, NO 8

PRESIDENT'S LETTER

Dear RMGA Members:

. Welcome back RMGA members! After the summer 2017 tourism season, monthly programs will give us opportunities to share experiences and celebrate our successes.

Please use the *Guide Line* to share some of your memorable experiences so that we can all learn. Email your submissions to the Editor, [Eileen Pearl](#).

Nancy Brueggeman, after serving RMGA as Chairperson of the Program Committee, is stepping away from that position. The Board of Directors has approved Dawn Nelson as Program Committee Chairperson for 2018. Please contact her with ideas for programs.

Mary Bendelow, having served RMGA as Chairperson of the Certification Committee, is stepping away from that position. The Board of Directors has approved Carol Carder as Chairperson of the Certification Committee for 2018. Please contact her for information.

Ernie Witucki, having served RMGA as Chairperson of the Membership Committee, is stepping away from that position. The Board of Directors has approved Larry Foos as Chairperson of the Membership Committee for 2018. Please contact him for information.

On behalf of RMGA, I thank Nancy, Mary, and Ernie for their dedication to RMGA. Please join me in welcoming Dawn, Carol, and Larry. We appreciate their commitment to the Association.

I am proud to be a member of Rocky Mountain Guides Association. Members show me just how competent and professional they are, which makes me a better guide.

Monthly program attendance is improving! I look forward to seeing 75% of members (70) in October.

What's the reward for 75% attendance? Professional value for RMGA Members and enhanced guest experience.

- Mike Pearl

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October 2017



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Rocky Mountain Guides Association

FROM THE EDITOR

Deadline for submissions for the November *Guide Line* is Friday, October 27.

Biographies are still welcome. This is a way to showcase what you do, or to just write about what you love about your job! eileen.pearl.rmga@gmail.com

COMMITTEE UPDATES

Board of Directors

No report for this month.

Certification Committee

Submitted by Larry Foos and Carol Carder

In April four members Sherry Moon, Eileen Pearl, Mike Pearl and Carol Carder successfully completed certification. These members will be recognized at the October meeting and the certified notation will be added to their website profiles.

Current RMGA certified members must submit a second document with their membership renewal and check in order to remain certified. This document details their professional activities for the past year. The information and activities needed, as well as the form for detailing the activities, are available in the Members Only section of our website. Members who successfully complete the requirement, and remain certified, will continue to have that designation on their profile on the website.

A new certification study group will form in January with the first meeting the first Saturday at Englewood Public Library. The goal will be to finish in April.

Current certified members will have until the end of January to provide the information required for re-certification. After that, the designation of 'Certified' will be removed from their profile. Please direct your comments, questions, and requests for materials to Carol Carder, wellness316@gmail.com. 303-564-6215.

Education Committee

Submitted by Mike Pearl

2018 FAM Activities

The time has come to begin looking ahead for Familiarization Tours for 2018. All Professional and Associate Members are eligible to set up a FAM for the benefit of the organization.

Planning and running a FAM Tour is a wonderful opportunity for RMGA members to hone their skills. FAM Planners learn by collaborating with their colleagues and by researching venues. They add to their professional contacts by meeting the people affiliated with the venue. Often, FAM Planners enjoy unique experiences that, in turn, they use to inform the tours they lead.

To offer your ideas, no matter how modest or grandiose, contact the Chair of the Education Committee, [Mike Pearl](#)

Membership Committee

Submitted by Larry Foos

Welcome two new RMGA “Business Members”

Betsy is our new point of contact for the Lakewood Heritage Center. Jeff Murray accepted another position in California. Betsy has extensive tourism experience. She will be a great asset for the Lakewood Heritage Center. Alison Sautz is our new point of contact for Historic Denver. Shannon Schaefer is still with Historic Denver. She just has a new position. Alison has a lot of tourism experience. She will be a great asset to Historic Denver.

Nominating Committee

Submitted by Larry Foos

RMGA 2017 Nominations

RMGA Bylaws state that the Association President appoints the Nominating Committee consisting of at least three members. One of the members should be the Director-at-Large (a Past President). Larry Foos, Director-at-Large (a Past President), is the Chairperson, Nancy Brueggeman, Secretary, and Tom Jensen, Public Relations Committee Chairperson, are Nominating Committee members. They will contact the Association members to fill the necessary positions.

The RMGA Nominations and Election process is found in the RMGA Bylaws. Briefly, the procedure is:

- * When the slate of Nominations is completed, the **Committee presents the names of those nominees for Officers at the RMGA October Regular Membership Meeting**. Nominations are then opened from the floor. Nominations from the floor require the permission of the person you are nominating. When no further nominates are made, “**Nominations are Closed**”.
- * **The nominees are required to sign a commitment before the Annual November Membership Meeting and Election**. They will follow the obligations of their Office, as stated in the RMGA Bylaws, to the best of their abilities if they are elected.
- * VOTING will be held at the Annual Meeting of the RMGA Membership (November 13, 2017). Voting Membership consist of Professional, Associate, and Business Members. We must have a quorum 20% of the voting members present to hold the election. **Your attendance is very important for the Election and the Program.**
- * **The Elected RMGA Board takes office January, 2018.**

The Nominating Committee is: Larry Foos, Chairperson: 303-979-7594, LBFOOS@comcast.net, Nancy Brueggeman: 303-979-4852, nancybclo@yahoo.com, Tom Jensen: 303-968-0515, tom.jensen72@yahoo.com.

Public Relations Committee

Submitted by Tom Jensen

No report this month. Below is Public Relations information from September issue.

If you registered for the “Go the EXTRA Mile” Training, remember the following information:

The training provides:

- City tour of local attractions
- Engaging educational components
- Practical customer service training tips and interactive skill building
- Denver facts that are essential to all employees' knowledge of the city
- Takeaways, including prizes and attraction tickets, handouts and online resources
- Professional Trainer
- Breakfast and Lunch
- The training is from 8 a.m. - 5 p.m.
- Participant fee: \$20
- Training Date: Thursday, October 19, History Colorado Center (1200 Broadway Street)

SIGN UP TODAY! For more information [click here](#) or contact Jenna Crafton at jcrafton@visitdenver.com or 303-571-9423.



For more information: <http://www.coloradotourismconference.com>

OCTOBER MEMBERSHIP MEETING

WHAT: RMGA MEMBERSHIP MEETING – Colorado Railroad Museum

WHEN: October 9, 2017, 5:00 – 5:30pm – networking, 5:30 – 5:45pm –. **Short Business Meeting.** We will recognize the new RMGA Certified Colorado Tour Guides, Program 6:00. Introduce Donald Tallman.

WHERE: Colorado Railroad Museum 17155 W. 44th Avenue, Golden, CO 80403.

PROGRAM: Donald Tallman, Executive Director, will present the History of the Museum, followed with a tour.

FOOD: RMGA will provide the snacks. The Museum will provide the water.

DIRECTIONS: Click on [Google Maps](#) to plot your route.

PARKING: Park in the parking lot.

GUESTS: Members are encouraged to invite a potential members as a guest to the meeting.

GUEST FEES: 1ST AND 2ND Time guest: Free, **Third Through Fifth Time, Same Guest Visit is \$10** each time. SUCCEEDING TIMES, SAME GUEST MUST JOIN RMGA.

MEETING NIGHT CONTACT: Larry Foos – Cell 720-581-3820, or LBFoos@comcast.net.

OCTOBER & NOVEMBER BOARD OF DIRECTORS MEETINGS

Monday, October 2, 2017 2:00-4:00 pm

Monday, November 6, 2017 2:00-4:00 pm

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

All members are welcome to attend.

OCTOBER 2017 FAM

Globeville Walking Tour

10:00 am-3:00 pm – October 18, 2017 – Wednesday

The Central 70 project, beginning in 2018, proposes to reconstruct a 10-mile stretch of I-70 east of downtown, add one new Express Lane in each direction, remove the aging 53-year old viaduct, lower the interstate between Brighton and Colorado boulevards, and place a 4-acre cover park over a portion of the lowered interstate. The historic Globeville neighborhood is once again in the cross-hairs of transportation development.

RMGA Member and passionate Globeville resident Mary Lou Egan will lead FAM-goers on a walking tour of this vital neighborhood.

Come experience for yourself the small-town flavor inside the bustling metropolis on Wednesday, October 18, 2017.

Registration fee is \$10.00. Lunch at the Butcher Block Café (a favorite of the locals) is on your own.

Deadline for registration is October 11, 2017.

FAM Itinerary and Registration Form are on the RMGA website, Members Only page.

Register now for the Globeville FAM.

FAM Leader [Mary Lou Egan](#). 303-584-9812 (voice & text)

FAM Registrar [Mike Pearl](#). 303-868-0023 (voice & text)

NOVEMBER MEMBERSHIP MEETING TEASER

Submitted by Nancy Brueggeman

WHAT: RMGA MEMBERSHIP MEETING

WHEN: **November 13, 2017, 6:30 – 7:00pm.** – networking, 7:00-7:15 – short business meeting. Then presentation about **WATER!!!!** Visitors ask where our water comes from, where it goes, why does it go out of state, etc.

WHERE: Location TBD – though I expect it will be at their offices at 1750 Humboldt St, Suite 200, Denver, CO 80218

PROGRAM: Presentation of the basic information about water – where it comes from in Colorado, where it goes, and the importance of clean water to Colorado, and ways to educate the public to encourage active participation in keeping Colorado's water clean.

FOOD: Water and light snacks provided by RMGA

DIRECTIONS: Assuming Humboldt Street location -

PARKING: lots of free parking around the office – off street

GUESTS: Members are encouraged to invite potential members as guests to meetings.

Guest Fees: 1st and 2nd Time Guest: Free; third thru fifth time, same guest visit is \$10 each time. Succeeding times, same guest must join RMGA.

MEETING NIGHT CONTACT: **Nancy Brueggeman** - cell phone: 303.809.7535, home phone – 303.979.4852 or nancybcolo@yahoo.com

RMGA MEMBER BIOGRAPHIES

There were no Biography submissions this month.

THIS AND THAT

October 14 National Western Complex

Western Fantasy evening to benefit Volunteers of America Colorado. Information and tickets at voacolorado.org/wf2017

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 October, 2017, is

1. A professional tourist guide provides a skilled, knowledgeable presentation; informs, interprets and highlights the surroundings; maintains objectivity and enthusiasm in a courteous and polite manner.

A professional tourist guide would be skilled in providing narrative that is neither too much, nor too little in information; that engages the listener, either in their mind or their body (or both); and that inspires the listener to pursue further exploration of the topic.

A professional tourist guide would be skilled in researching the information and comfortable conveying the content to the listener.

A professional tourist guide would be skilled in public speaking and the use of the various rhetorical devices.

A professional tourist guide would be skilled in remaining objective, neither glorifying the salacious nor minimizing the sensational.

RMGA members are encouraged to share their comments regarding this Standard. 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 Committee Chairpersons

Certification	Carol Carder	303-777-9194
Education	Mike Pearl	303-868-0023
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