



Convention & Visitors Bureau

News Release

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SAN JOSE CONVENTION AND VISITORS BUREAU HONORED AT THE SILICON VALLEY CONCIERGE ASSOCIATION'S HOSPITALITY AWARDS RECEPTION

Bureau Acknowledged for Best Hospitality Program and Best Informational Program

SAN JOSE, CALIF. – The San Jose Convention and Visitors Bureau (SJCVB) was recently honored at The Silicon Valley Concierge Association's (SVCA) first Awards Reception, held at downtown San Jose's Eulipia Restaurant and Bar.

The SVCA honored several businesses for their contribution to the hospitality industry, including two awards that were presented to the SJCVB. The SJCVB HOST Volunteer program, which consists of 148 active volunteers based at the Terminal A and C baggage claims inside Norman Y. Mineta San Jose International Airport, was acknowledged as the Best Hospitality Program. The Bureau's Visitor Information Center, located at the San Jose McEnergy Convention Center, was awarded Best Informational Program.

"It's an honor to be recognized by our colleagues in the hospitality industry with these two awards," said Dan Fenton, president and CEO of SJCVB. "Our HOST Volunteer program and Visitor Information Center, which are led by Kate Manley, director of Visitor Services, have become so successful because of their commitment to being goodwill ambassadors for the city. These departments serve as a gateway to a wealth of valuable information that will ensure travelers an enjoyable visit."

"We volunteers appreciate the recognition," said John Evans, member of the HOST volunteer advisory board. "However, our real gratification comes from the knowledge that we have eased the lives of many people with a friendly greeting, helpful words and actions to solve a problem, and by giving travelers a positive initial experience as they arrive in San Jose."

About the Silicon Valley Concierge Association (SVCA)

Since 1995, the Silicon Valley Concierge Association has been recognized as the leading professional organization dedicated to the education and advancement of its members. Through meetings, seminars, familiarization events, newsletters, and training programs, the SVCA assists members to provide an outstanding performance in the important role of concierge. As part of their "Goals" the SVCA believes that networking and knowledge benefit all of our businesses. The art of creating and maintaining positive relationships is a significant success factor in this industry. For more information, contact the SVCA at (408) 223-4246, or via email at svconcierge@mindspring.com.

About the San Jose Convention and Visitors Bureau (SJCVB)

The San Jose Convention and Visitors Bureau (SJCVB) enhances the image and economic well being of San Jose by taking the leadership role in marketing San Jose as a globally recognized destination. The SJCVB offers meeting planners, tour operators, and individual visitors a team

of professionals who can assist with their destination planning process from beginning to end. For meeting planners and delegates, the Bureau's Destination Services department serves as the liaison for all convention facilities and hotels and event planning. For residents and visitors to San Jose, the Bureau's Visitor Services department can provide tools for learning about and planning a trip to San Jose. For a calendar of events or to receive a copy of the Bureau's Destination Planning Guide, please contact the San Jose Convention and Visitors Bureau at 1.888.SAN.JOSE (1.888.726.5673) or visit <http://www.sanjose.org>.

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