

# Hospitality Heroes of Arvada

Brought to you by the Arvada Visitors Center



## Lee Kauffman Head Golf Pro, Lake Arbor Golf Course

We are proud to feature Lee Kauffman as our April/May Hospitality Hero. Lee is a special individual who effortlessly makes it a priority to welcome, assist and engage with guests at

Lake Arbor. It is part of who he is and a big reason why he is being recognized in this way. Nominated by Arvada resident, Mary Kvamme, she said "Lee is ALWAYS friendly and pleasant, with a smile on his face – very hospitable and eager to help in any way he can . . . wherever he can." Congratulations, Lee, and thank you for making the Lake Arbor Golf Course such a special place in our community just by being you!

### How long have you been with Lake Arbor?

30 years

### What is the favorite part of your job?

As a Golf Professional, I get to do lots of different tasks. I could be teaching golf, meeting with the Men's and Women's clubs, training or helping staff, and greeting guests, all in one day. Every day seems to be different – which I love!

### What type of culture do you try to instill at Lake Arbor?

Our culture is warm and welcoming. Lake Arbor is the kind of place where our team greets guests when they come in the door, not ignore them. We want each person who visits us to know we are excited to see them. We do our best to treat everyone with respect and care.

### What is your favorite way to connect with guests?

I have an open-door policy in my office. Guests and employees are always welcome to come in and talk with me. I treat our guests as my friends and I wouldn't have it any other way.

### What is one thing you wish more people knew about your role as a front-line/guest-facing HERO in Arvada?

I do my best every day to help guests have a great experience at Lake Arbor. That is important to me. Also, I could not do what I do without my amazing staff.

Hospitality is defined as  
**"the friendly and generous reception  
and entertainment of guests, visitors,  
or strangers."**

In this section, the Arvada Visitors Center and the City of Arvada are recognizing a few of the amazing hospitality ambassadors in our community and thanking them for making our city a place that has a reputation for amazing hospitality for residents and tourists alike. Do you know of a Hospitality Hero in Arvada that deserves some special recognition? Please email [jean@visitarvada.org](mailto:jean@visitarvada.org) to nominate them. Each Hero that is recognized will be featured in an upcoming issue of the Arvada Report and receive a \$250 gift card to an Arvada restaurant or retailer.

visit  
**arvada**  
colorado

The Arvada Visitors Center is a non-profit 501(c)(3) organization that works to inspire travel to our community and provides key information to people considering a visit or relocation to Arvada. They have proudly welcomed thousands of guests from around the world since their doors opened on 7305 Grandview Ave. in November 2012.