

# Hospitality Heroes of Arvada

Brought to you by the Arvada Visitors Center



## Kasey Goode Lot One

Kasey has worked at Lot One since the day they opened and is their lead day chef and kitchen trainer. According to Lot One owner Josh Timon, Kasey is an integral part of the kitchen team. Kasey's positive attitude is a big key to his success; he brings new

associates up to speed very quickly - which is a necessity in their fast-paced kitchen.

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

*"My favorite part of my job is the cooking itself. Not everyone can say they love to cook, but I am one of few who can. I truly love making food look good, and there is nothing better than when I see our customers enjoy their meals."*

### Tell us about the culture of Lot One.

*Lot One really is a "family and friends restaurant." Josh and Jamie host potlucks for our employees a few times a year and organize fun team-building activities outside of work to strengthen our relationships as co-workers. As an employee of Lot One, I really feel valued and taken care of . . . I am very lucky to be with them.*



### What do you think constitutes GREAT customer service?

*"I believe great customer service starts with a smile and a welcome from the restaurant staff from the time you walk in the door to the time you leave. Our customers should feel like they are being taken care of - not just having 'a meal' but having a great experience every step of the way . . . from the servers to the great food/drinks and leaving our restaurant satisfied. We want every Lot One customer to leave with a smile on their face!"*

### Why do you like working in Arvada?

*"I love working in Arvada because the people are kind. It is a beautiful part of Colorado."*

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

We like to think that we have an abundance of hospitality in our community - from the baristas at our coffee shops to the baggers at our grocery stores. A simple and pleasant exchange or warm smile from one of these people that we see routinely can make a big difference in someone's day.

We wanted to start recognizing a few of the amazing hospitality ambassadors in Arvada and thank 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 Olde Town Arvada gift card.

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.

An investment in visitors is an investment in community. Visitors to Arvada generate sales tax revenue. One quarter of the City's total revenue comes from sales tax dollars. This revenue helps pay for police services, city parks, improvements to infrastructure, and many other services that benefit the entire Arvada community.