

Hospitality Heroes of Arvada

Brought to you by the Arvada Visitors Center



Nancy Young Arvada Historical Society

We are excited to recognize and honor a person who has donated her time, talent and energy all in the name of sharing Arvada's amazing historical roots. Nancy Young has been a key volunteer of the Arvada Historical Society for nearly two decades.

We are proud to salute Nancy for her amazing contribution to our community. Undoubtedly, she has made an impact on those that have taken the time to ask her "Tell Me About Arvada!"

Congratulations, Nancy!

How long have you volunteered at the Arvada Historical Society, Nancy?

18 years - since 2004, about a year before the Society moved into the historic McIlvroy House and began an organized hospitality program.

What is the favorite part of your job, Nancy?

It would have to be helping residents explore Arvada's history. Residents hear tidbits about our rich history or see the evidence of that history. My volunteer work for the Arvada Historical Society helps people understand how that history has shaped today's community. It's that moment when a visitor says, "Wow, I had no clue," that brings me great joy.

As a front-line employee during the pandemic, the challenges were many, we are certain. Can you share with us one positive that came out of the last two years?

The most important lesson from the pandemic is the ongoing need for both individuals and organizations to "reset," to take time-out to review what is working and fix what is not working. The Society's "reset" was forced by the pandemic shutdown of its non-essential facilities. The benefits of this reset for volunteers like me are remarkable. With the

Society celebrating its Golden Anniversary (50 years!) in 2022, I am eagerly looking forward to new and better ways to share my knowledge of Arvada's history with a much larger audience.

What do you think constitutes GREAT customer service?

Great customer service is very simple - treat the customer as you would like to be treated. Put yourself in the customer's shoes. If you aren't able to meet their needs, then suggest nearby places or resources that might be helpful. Not only do visitors appreciate the kindness, they tell everyone they know about it.

Why do you like working in Arvada?

I was born and raised here when the western city limit was Carr Street and the population around 2,000 people. While the City has seen dramatic growth and change, the people haven't changed that much. Everyone I meet treasures the small-town feel and wants to know more about the roots of their hometown and how history impacts their lives today.

What is one thing you wish more people knew about your job?

My volunteer role is gathering and sharing the real history of Arvada. It's easy for anyone to learn a little history and share it with friends and neighbors. All it requires is asking questions. The Arvada Historical Society is the place to look for answers.

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 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. (Nancy Young requested that a donation be made to the Arvada Historical Society in lieu of the 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.