

Hospitality Heroes of Arvada

Brought to you by the Arvada Visitors Center



Olivia Mansell Einstein Bagels

Olivia has worked at the Einstein Bagels in Arvada for nearly a year. We are proud to recognize Olivia for her commitment to providing a positive team environment and her belief in amazing customer service.

What is the favorite part of your job, Olivia?

"I love having a good crew that I get to see every day."

How do you keep the "team spirit" alive during the day-to-day grind?

"I like to make sure that we celebrate all birthdays. That is important to me. I also like to treat the team to little pizza parties whenever we get through a particularly difficult week."

What do you think constitutes GREAT customer service?

"To always have a conversation with the customer . . . regardless of the level of irritability or potential personal conflicts. And, to sacrifice precious time to ensure all of the customer's needs are met."

Why do you like working in Arvada?

"Arvada has always seemed like a fun town and since moving to Colorado, I have loved visiting and walking around the shops and restaurants of Olde Town Arvada."

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

"The level of compassion and understanding needed for each individual employee going through their own struggles and hardships, while keeping a smile on their face every day . . . finding their own way through life. Same as I am."



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 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.