



MEMBER SERVICES COMMITTEE MEETING MINUTES

Meeting Date: Wednesday, September 17, 2008
Place: Aspen Square Meeting Room
Time: 9:00 a.m.

In attendance were: Martha Rose, Paddy Allen, Connie Holcomb, Don Sheeley, Charley Podolak, Tina Kierz (for Kathryn Consoli), and Heather Compton.

Minutes from last meeting move to approve by Connie Holcomb and seconded by Martha Rose.

Membership Update:

2008-2009 Budget update for fiscal year May – Sept 2008 up \$1375 in member dues
New Members thus far for the year 71 (52 new members in September)
Networking Event – Thursday, September 25th 5:30pm – 7:30pm at Mountain House Lodge - Oktoberfest
Election Forum - Thursday, October 16, 2008 6pm-8pm at the Givens – hosted by AYP and ACRA
Job Fair – Friday, November 14th 10am – 3pm at the Hotel Jerome
Holiday Party – Wednesday, December 10th – 5:30pm – 7:30 pm at Bumps at Buttermilk

Member Benefits Update:

Business of the year – changes to process, dates, etc – Martha Rose will edit the current document and get changes back to Heather. Information will be sent to members in early October with a deadline of Friday, December 5th for returning information. The committee will meet again on Tuesday, Dec. 9th to choose winners in each category. There will be discussions and a anonymous ballot to choose the winners.
Chamber Discoveries Travel Program – the program looks good. Heather will check with local travel agents to see if any can offer a similar program and if they are willing.
Chamber University (All Valley education program through CMC) – the program is set to begin in January with 4 classes rotating from Aspen to Rifle.
Customer Service Training – will keep Martha in the loop of the scheduling and programming.

Additional Items/New Business:

Don Sheeley brought up the signage at the airport. When you exit the plane and walk to the airport the sign says "entrance" no "Welcome to Aspen" or anything inviting. Who can we talk to in order to change this? Heather will forward to Debbie.

Membership invoices went out in August – final invoices to May renewals, 2nd notice to summer renewals and first notice to fall renewals.

The ACRA has purchased a reusable shopping bag to be sold in the visitors centers for \$1 a piece. They are selling very quickly and have been quite popular this summer. Co-branding the bags is still a possibility for future orders. SMV has expressed interest in co-branding with Aspen on the bags for future orders.

First Wintersköl planning meeting is scheduled for Wednesday, September 24th at the Red Brick Conference room.

Next Meeting: Tuesday, December 9, 2008 at 9:00 am location Aspen Square.
Meeting Adjourned at 10:00 am.