

TOOLS, TIPS AND SUPPORT FOR HOSTING A MEMORABLE EVENT.

So unique we trademarked it.

Every city says it offers outstanding convention services. But we're so proud of the job our convention services team does that we gave it a special name: Grand Response™.

Grand Response™

is your one-stop resource for:

- Planning and coordinating site inspections
- Creating attendance-building promotions
- Arranging attendee welcomes
- Organizing on-site activities and entertainment
- And more!

We're here to help you and your group make the most of your Grand Rapids stay, both during and after event hours. From easy-to-use online tools to in-depth personal consultation, we make sure you have everything you need at every step of your planning process. And it's all absolutely FREE!

We know Grand Rapids. We know convention planning. And we will get to know you and your needs, in detail, so we can help you produce your most successful event yet!



The Personal Touch. Meet the team who'll work with you to customize your Grand Rapids experience. Contact any or all of them to get started.

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HIGH-TECH, HIGH TOUCH.

We know you've got a 'round-the-clock job. So we've built a **FREE** 'round-the-clock online tool kit to fit your schedule. It includes:

- Grand Rapids Event Guidebook (GREG) for planning tips and timelines, marketing ideas and promotional tools
- Easy-to-search service provider database
- Downloadable maps, event calendars and attraction listings
- And much more!

Sample Services:

In addition, our *Grand Response* team will work side by side with you to advance your goals, maximize your efficiency, and save you time and money. Here are just a few of our FREE standard services. We'll be happy to brainstorm additional ideas with you!

Planning

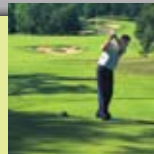
- Recommending activities, speakers, etc.
- Coordinating site inspections
- Helping you integrate the lakeshore experience into your schedule

Attendance Building

- Photos, copy and electronic invitations you can use to create marketing promotions
- A custom web page (GrandRapidsAttendee.com) spotlighting your event
- Advice on integrating social media into your promotion (GR is the most social DMO in the most social state in the nation)

On-Site Services

- Welcome signs, conference signage and restaurant alerts
- Volunteer greeters and ambassadors to welcome and assist attendees
- Mobile website for attendees to access Grand Rapids info on the go



"No other CVB has offered as much assistance and professionalism. (Their) staff made me look good!"
Lions International

"(They) ... helped us achieve record attendance."
American Philatelic Society



"They exceeded our expectations in every respect ... We were overwhelmed with the assistance, courtesy and overall attitude."
3118th Signal Service Group

"(Their) outstanding service helped to make our conference a tremendous success."
Business Professionals of America




CONVENTION & VISITORS BUREAU

ExperienceGR.com/conventionservices

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