

TOOLS, TIPS AND SUPPORT FOR HOSTING A MEMORABLE EVENT.

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*™.



Think of *Grand Response*™ as the experience behind the Grand Rapids experience. We have the knowledge and expertise to serve as your one-stop resource for:

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

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.

You've got a round-the-clock job as a planner. So we built a **FREE** round-the-clock online tool kit to fit your schedule which includes:

- Marketing ideas and promotional tools
- An easy-to-search service provider database
- Downloadable maps, event calendars and attraction listings
- Photo library access

Sample Services:

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 a few of our FREE standard services.

Planning

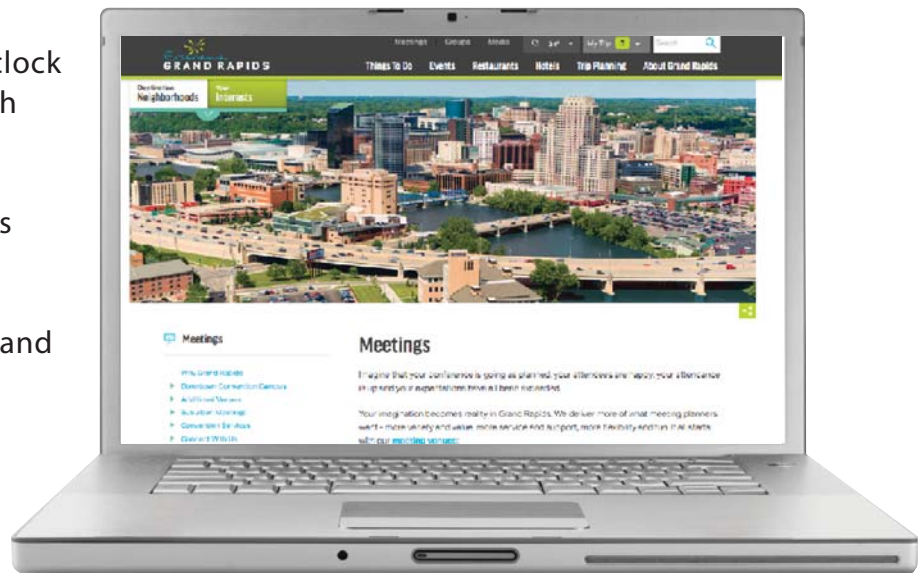
- Recommending guest activities, speakers, off-site venues
- Coordinating site inspections and transportation
- Supporting official welcome letters

Attendance Building

- Grand Rapids promotional video
- Custom Grand Rapids web page for your attendees
- A collection of photos, content and electronic invitations for your marketing promotions

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 information on the go



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

Lions International

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

3118th Signal Service Group


CONVENTION & VISITORS BUREAU

ExperienceGR.com/conventionservices

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