





Become a Hero!

Welcome to Johnston County's tourism industry! We hope you will learn valuable tools for your job, learn more about Johnston County as a destination, and customer service tips on working in the tourism industry...all from this custom hospitality course.

Johnston County is the tourism "product" we all sell, so when a visitor asks you "what is there to do around here?", "where's can we find a great restaurant" or "how do I get to...?" you will have an answer...and

YOU will be their Hospitality Hero!



HELLO!

I am Sarah Elizabeth Campbell

I am here because I manage the Hospitality Heroes Program,
if you have questions, contact me -- [CLICK HERE](#).

A photograph of a golfer in a purple shirt and khaki shorts preparing to hit a golf ball on a green. The background features a large clubhouse, several tall pine trees, and a blue sky with white clouds. A semi-transparent dark grey box is overlaid on the center of the image, containing the text.

1

What is Tourism?

Let's start with the first section of the course.

“

In this section you will learn what makes up the tourism industry at the national level, understand what the Economic Development Partnership of North Carolina (VisitNC) team does to benefit NC's tourism industry, and become familiar with the Johnston County Visitors Bureau as your local resource to the tourism industry.

There are several links throughout this module, please feel free to explore these websites.



US Travel & Tourism

Definition: A Visitor is a traveler taking a trip to a main destination outside his/her usual environment, for less than a year, for any main purpose (business, leisure or other personal purpose). Visitors can be overnight visitors or same-day visitor (or excursionist).

The Eight Segments of the Tourism Industry are: Attractions, Transportation, Outdoor Recreation, Arts & Entertainment, Accommodations, Shopping, Meetings and Conferences, and Food Services.

Check out the [U.S. Travel and Tourism Industry Fact Sheets](#).

“

U.S. TRAVEL INDUSTRY IMPACT

**\$2.3 trillion = Economic output generated by domestic
and international visitors**

**(includes \$990.3 billion in direct travel expenditures that spurred an
additional \$1.3 trillion in other industries)**

(Source: U.S. Travel Association, all data 2016 unless indicated otherwise)

That's a BIG IMPACT



Direct spending by resident and international travelers in the U.S. averaged **\$2.7 billion a day**, **\$113.1 million an hour**, **\$1.9 million a minute** and **\$31,400 a second**

A woman with long brown hair, wearing sunglasses and a striped tank top, is sitting in a red and yellow kayak on a body of green water. She is looking towards the right. The kayak has "perception SPORT" written on it. The background is a vast expanse of green water with some white foam from the kayak's wake.

2

Economic Development Partnership of NC - VisitNC

The state's Destination Marketing
Organization!



North Carolina is the 6th most visited state in the U.S.

The Economic Development Partnership of North Carolina, VisitNC team offers comprehensive marketing and promotional programs to bolster the travel, wine, film, and sports industries and maintain the state's ranking as one of the Top 10 most visited states in the country.



“

The VisitNC team helps the state's tourism industry promote its services to attract visitors to North Carolina with: Effective marketing strategies, Research resources, Community development programs, and Visitor facilities.

The JCVB team interacts, partners, and participates with many VisitNC programs to take advantage of their over-arching reach with national advertisers, media and outreach missions.



Understand more about visitors to North Carolina

The following links are research studies provided by the Economic Development Partnership of North Carolina: [North Carolina Fast Facts](#), [Economic Impact](#), [North Carolina Visitation Research](#), and [Travel Segments](#).

For more information on partner programs with VisitNC, please [click here](#).

Visit the official website for visitors to North Carolina – www.visitnc.com

3

Johnston County Visitors Bureau

Who are we? And how do we
market the county?





JCVB Mission Statement

The mission of the Johnston County Visitors Bureau is marketing our destinations to visitors, thereby, encouraging utilization of accommodations, retail outlets, restaurants, heritage sites, museums, entertainment, and recreation venues for the community's economic benefit.

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The Visitors Bureau is funded by a 3% County Wide Hotel Room Tax paid by visitors to the county. This tax generated about \$840,000 to fund the Visitors Bureau in 2017.

In addition to the county tax, the towns of Kenly, Benson, Selma and Smithfield have a 2% City Hotel Room tax dedicated to market their tourism assets. This additional tax generated about \$397,000 in revenues in 2017



\$232,700,000 million

2016 Visitor Spending in Johnston County

Whoa! That's a big number, aren't you proud?





Marketing Plan Components

Advertising

Billboards
Print Magazine
Digital Online
Campaigns
Newspaper & Travel
Publications
Radio, Cable &
Television
Broadcast

Publicity

Press Releases
Hosting Travel
Writers
Media Press
Conferences
Event Interviews
and Promotions
Submitting Event
Info to Area Media
Outlets

[JCVB Marketing Plan](#) link – click to read more.



Direct Selling Activities

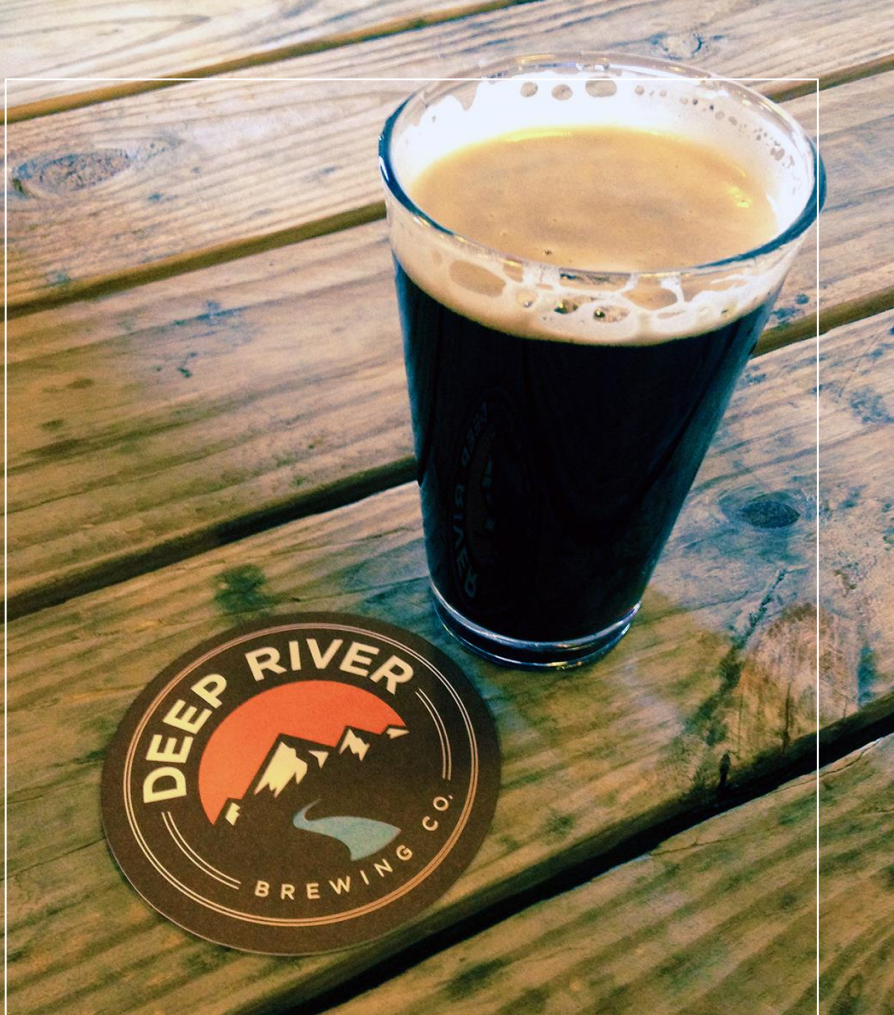
Tradeshows & Sales Missions

Motor Coach Marketplaces

Professional Meeting Planner Shows

AAA Leisure Shows & Sales Missions

Visits to Welcome Centers & 1-800-VisitNC
Call Center



Digital and Website Marketing

Click and view the many websites the JCVB maintains to promote the county.

johnstoncountync.org

visitsmithfield.org

visitselma.org

visitclayton.org

visitbenson.org

visitfouroaks.org

visitkenly.org

301endlessyardsale.com

beerwineshinetrail.com



Social Media Marketing

Click and view the many social media pages the JCVB maintains to promote the county. Follow Us – we want to be connected to you!

[Facebook](#)

[Twitter](#)

[Blog](#)

[Pinterest](#)

[YouTube](#)

[Instagram](#)

[Google +](#)

[Linkedin](#)



Research

Please read the Visitor Profile Study, [Partnership with ECU Reveals Insight into Johnston County Visitors.](#)

[Click here for more information](#) about working with the Johnston County Visitors Bureau, staff and programs, research & statistics, helpful articles & links, JCTA Board of Directors, Sports Council, Hospitality Association, and Annual Report.



What would you promote to visitors that is unique to Johnston County?

By far, the number one driver of visitation to Johnston County is Carolina Premium Outlets. One of the ways the JCVB markets to this segment is the [Girlfriends Getaway](#) hotel package. Learn more about the top attractions in the county in the next module, entitled "Know Your Local Destination".

What festival brings the most visitors to the county – *the photo is a clue!!!*



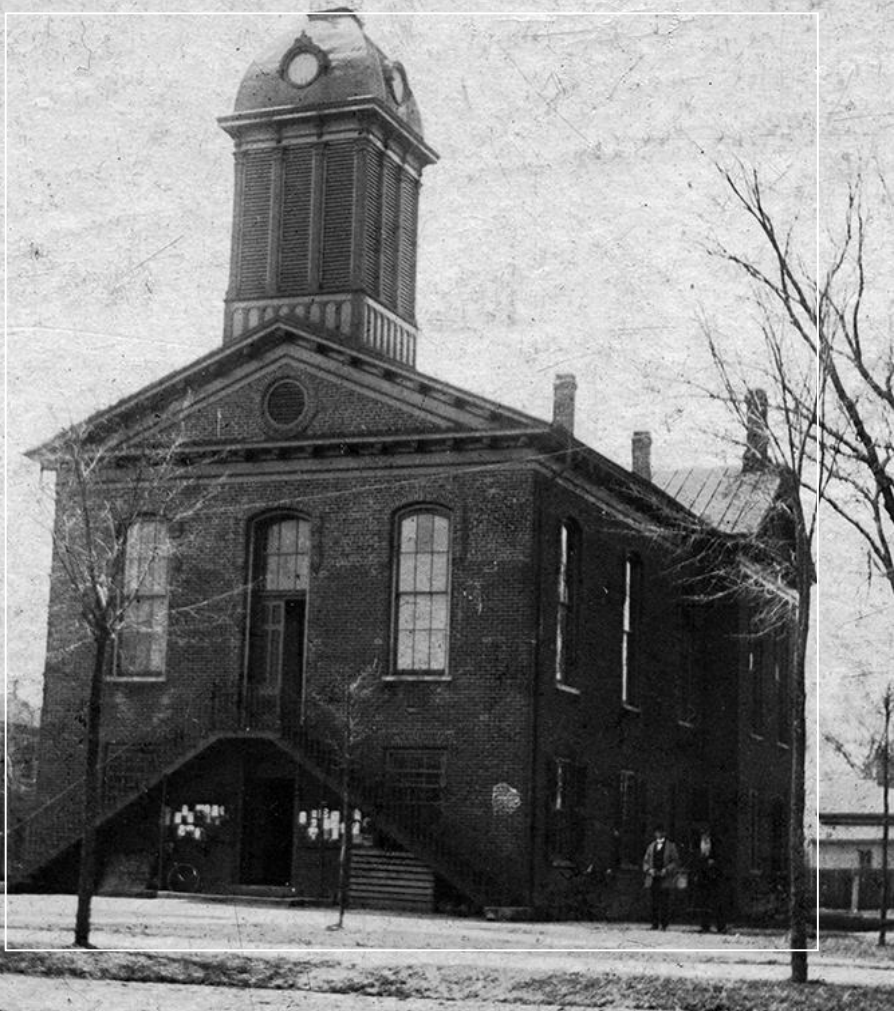
4

Know Your Local Destination

As tourism ambassadors, the product we sell is our county's tourism assets.

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In this section you will learn about what Johnston County has to offer visitors! You are now an ambassador for your destination. You will read a snapshot of Johnston County's history and understand where visitors can stay, eat, sleep, shop, attend events, and visit local attractions.

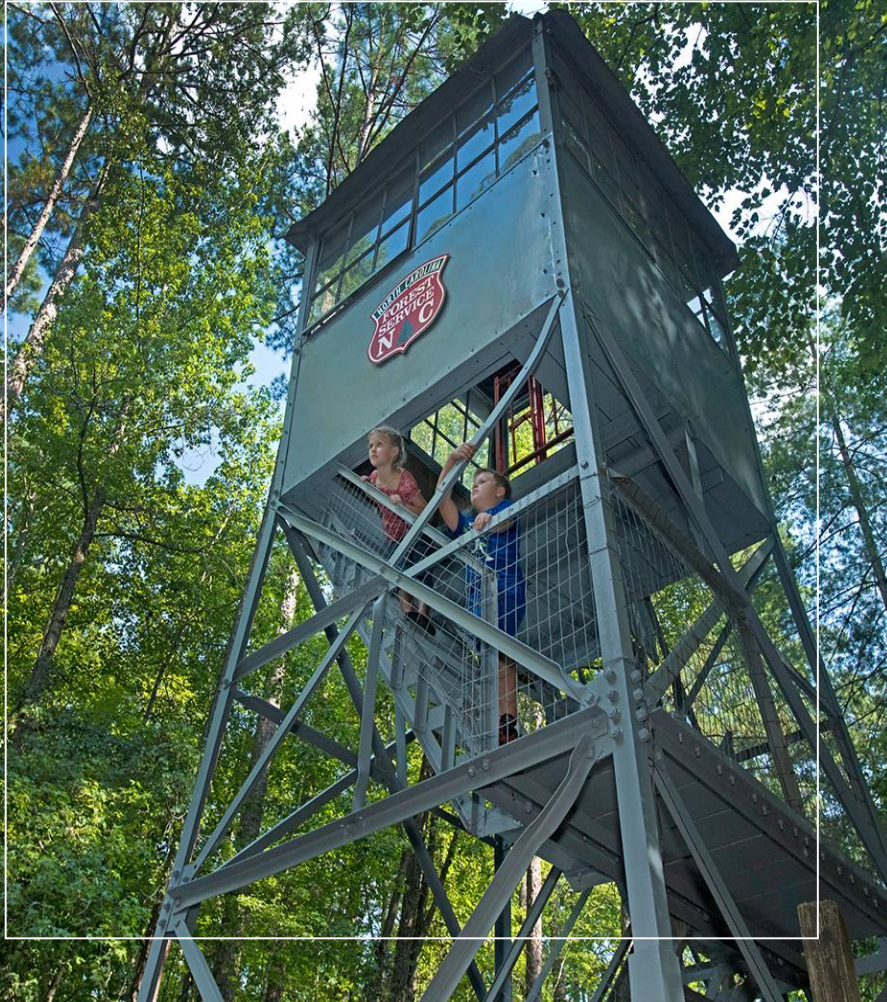


Johnston County History

Johnston County was created from Craven County on June 28, 1746, and named in honor of Gabriel Johnston, North Carolina's colonial governor.

From colonial times to the 21st Century – learn more about the county.

[CLICK HERE.](#)



Things to Do

Visitor attractions in Johnston County include several [heritage museums](#) and historic sites, outstanding [agritourism sites](#), [arts/entertainment](#), the [Beer, Wine, and Shine Trail](#), [motor sports](#), and [outdoor recreation](#).

Please click on each highlighted section to see that visitors seek to explore in our county.





Places to Stay

Johnston County has 42 lodging properties with over 2,100 rooms county-wide. This includes bed and breakfast inns, locally owned motels, national chain hotels, RV campgrounds and camping. The majority of hotel rooms are located in the Smithfield-Selma area off I-95, exits 95 and 97 with more than 1,000 rooms at these two exits. Visitors are often seeking the closest accommodations to the outlets at Carolina Premium Outlet center.

[CLICK HERE.](#)



Festivals and Events

Johnston County has over 400 events annually. Festivals and performing art shows attract visitors from surrounding counties as well as from around the state. Some annual festivals like Benson Mule Days, Bentonville Battlefield Living History Programs, and the Ava Gardner Festival bring visitors from outside of NC and even international visitors to the county.

[**CLICK HERE.**](#)



Shopping

Outlet shopping at Carolina Premium Outlets in Smithfield is the number one attraction or reason people choose to visit Johnston County.

Our official [Visitors Guide](#) has a wealth of information on local Downtown shopping, unique Johnston County products, farmer's markets, antique shopping, specialty shops and more. The more time visitors need to explore and shop the more likely they will plan a return trip or spend the night!

[CLICK HERE.](#)





Dining & Local Food Products

Johnston County is home to eastern NC style barbecue, featuring a vinegar-base sauce, which is popular with visitors throughout the county. We stay out of the debate on who has the best BBQ in the county -- ***we love it all!***

The county has over 250 restaurants, local food products, unique [sweet eateries](#) such as Hills of Snow Snowballs, and you have to know what a [Red Hot Dog](#) is in JoCo!

[CLICK HERE.](#)





Local Food & Craft Beverage Products

Many visitors are interested in local culture, foods, farms, and the people behind the products. Johnston County Visitors Bureau categorizes these attractions/shops as [Johnston County Products](#) and [Farms/Markets/Produce](#).

And to share just a bit our of Southern love for foods, we have provided [some local recipes](#) from our heart!

Click through to all the highlighted sections.





Meetings and Wedding Venues

People meet for business, parties, weddings, sports tournaments and family reunions. Johnston County is an emerging destination for [meetings](#) with several venues opening in the county in the last five years. [Weddings](#) are big business and Johnston County offers many historic homes, farms, and unique venues for brides.

Click the highlighted sections to check out what meeting planners and brides seek!



Transportation Services

While the vast majority of visitors arrive by car, on occasion visitors may ask about or need additional travel information or car repairs. The list of services provided for visitors includes taxis, limos, airport info, bus, car rental, AMTRAK, travel agents, and repair services.

Interesting Fact: JoCo is home to the largest Truck Stop on the East Coast in Kenly, with a 1/3 scale Cape Hatteras Lighthouse...you can't miss it!

[CLICK HERE.](#)



4

License to Serve

A short overview and tips on customer service in the tourism industry.

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In this section you will receive *License to Serve* training which was created by the [Destination Marketing Association International](#) (DMAI) and licensed to the Visitors Bureau to use with this custom hospitality training program.

We will discuss greeting visitors, listening to visitors, and how to handle visitor problems



4-Part Course

Please read each PowerPoint presentation developed from ***License to Serve***, a program designed to boost your confidence as you serve the wide-ranging needs of visitors to your destination.

Click through quizzes are part of each PowerPoint.

[License to Serve Overview](#)

[Greeting Visitors](#)

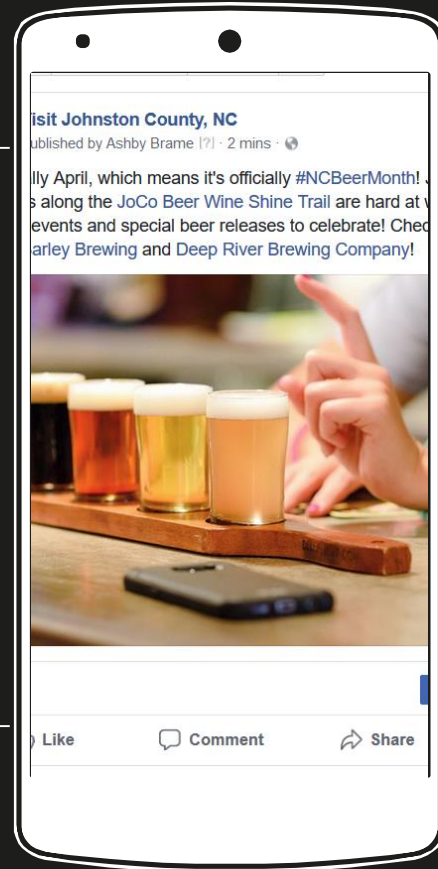
[Listening to Visitors](#)

[Handling Visitor Problems](#)

Follow Us!

To keep up with what's happening with tourism in the county – please follow our official Facebook page.

Don't forget to use our hashtag –
#VisitJoCo



Do you have an interest in an undergraduate degree in Tourism Management? There are several state programs you could pursue – check links below. Some courses may be online as well.

[NCCU](#) – BS in Hospitality & Tourism

[NC State University](#) – Department of Parks, Recreation & Tourism

[UNC Wilmington](#) - Recreation, Sport Leadership & Tourism Management

[UNC Greensboro](#) – Marketing, Entrepreneurship, Hospitality and Tourism

[Western Carolina University](#) – Hospitality and Tourism



THANKS!

On completion of the Hospitality Hero Quiz, your gift bag and certificate will be mailed to you!

[CLICK HERE](#) to begin Quiz!