



iammacon.com

RESOURCE GUIDE



Our Mission:

The Macon Bibb County CVB's mission is to unify and lead our community in marketing the Macon-Bibb County area as a superior visitor and meeting destination.

Purpose:

We hope that this guide will serve as a supplementary tool for you reference. It is our hope that the facts, suggestions, contact information, and statistics will assist you in promoting the best that Macon has to offer while serving as a community advocate.



Visitor Centers

Macon Bibb County Conventions & Visitors Bureau
450 Martin Luther King Jr. Blvd. Phone: 1-800-768-3401
Open Monday-Friday 9 a.m.- 5 p.m., Saturday 10 a.m. – 4 p.m.
www.VisitMacon.org

I-75 Visitor Information Center

I-75 Southbound Rest Area One Mile South of Exit 181
Phone: (478) 994-8181
Open Daily www.VisitMacon.org

Government and Statistics

Bibb County

Formed: 1822
Population: 156,060
Total Area: 250 square miles

City of Macon

Incorporated Date: January 1, 1823
Population: 91,351
Total Area: 56.3 square miles

City Hall

700 Poplar Street,
Macon, GA 31201
Phone: (478) 751-7260

Bibb County Board of Commissioners

601 Mulberry Street
Macon, GA 31201
Phone: (478) 621-6400



Art Galleries

Art on the Avenue

2368 Ingleside Avenue
Phone: (478) 743-3720
Handicap Accessible

Contemporary Arts Exchange

590 Mulberry Street
Phone: (478) 361-0404
Handicap Accessible

Gallery West

447 Third Street
Phone: (478) 972-1598
Handicap Accessible

Gregory Gallery Frame Game

5940 Zebulon Road
Phone: (478) 405-0012
Handicap Accessible

Macon Arts Alliance

486 1st Street
Phone: (478) 743-6940
Handicap Accessible

Ocmulgee Arts, Inc.

2242 Ingleside Avenue
Phone: (478) 746-3541
Handicap Accessible

The Sochi Gallery

534 2nd Street
Phone: (478) 238-6630
Handicap Accessible

The 567 Center for Renewal

533 Cherry Street
Phone: (478) 238-6051
Handicap Accessible



Theaters

The Grand Opera House

651 Mulberry Street
Phone: (478) 301-5460
Handicap Accessible

Historic Douglass Theatre

355 Martin Luther King, Jr. Blvd.
Phone: (478) 742-2000
Handicap Accessible

Macon Little Theatre

4220 Forsyth Road
Phone: (478) 471-7529
Handicap Accessible

Theatre Macon

438 Cherry Street
Phone: (478) 746-9485
Handicap Accessible

Live Music

Cox Capitol Theatre

382 Second Street
Phone: (478) 746-9485
Handicap Accessible

The Crazy Bull

473 Second St
Phone: (478) 621-4302
Handicap Accessible

Grant's Lounge

576 Poplar Street
Phone: (478) 746-9191



The Hummingbird Stage and Taproom

430 Cherry Street
Phone: (478) 741-9130
Handicap Accessible

The Rookery

543 Cherry Street
Phone: (478) 746-8658
Handicap Accessible

Tours and Attractions

Lane Southern Orchards

50 Lane Drive
Fort Valley, GA 31030
Phone: (478)-825-3362
Handicap Accessible

Riverside Cemetery

1301 Riverside Dr.
Phone: (478)-742-5328
Handicap Accessible

Rock Candy Tours

575 College St.
Phone : (478) 955-5997
Handicap Accessible

Rose Hill Cemetery

1071 Riverside Dr.
Phone: (478) 751-9119
Handicap Accessible

Museum of Aviation

GA Hwy 247 & Russell Parkway Warner Robins,
GA 31098 Phone: (478) 926-6870
Handicap Accessible



Georgia Sports Hall of Fame

301 Cherry St.
Phone: (478) 752-1585
Handicap Accessible

Tubman African American Museum

310 Cherry St.
Phone: (478) 743-8544
Handicap Accessible

Museum of Arts & Sciences

4182 Forsyth Rd.
Phone: (478) 477-3232
Handicap Accessible

Cannon Ball House

856 Mulberry St.
Phone: (478) 745-5982

Hay House

934 Georgia Ave.
Phone: (478) 742-8155
Handicap Accessible

Neel Reid Federated Garden Club Center

730 College St.
Phone: (478) 742-0921
Handicap Accessible

Sidney Lanier Cottage

935 High St.
Phone: (478) 743-3851 or (800) 768-3401
Handicap Accessible

Woodruff House

988 Bond St.
Phone: (478) 301-2715 or (800) 768-3401
Limited Handicap Accessibility

Fort Hawkins

Emery Hwy. @ Maynard St.
Phone: (478) 742-2000 or (800) 768-3401



Douglass Theatre

355 Martin Luther King Jr.
Blvd. Phone (478) 742-2000
Handicap Accessible

Ocmulgee National Monument

1207 Emery Hwy.
Phone: (478) 752-8257
Handicap Accessible

Terminal Station

200 Cherry St.
Phone: (478)743-3401 or (800) 768-3401
Handicap Accessible

The Big O Foundation & Otis Redding Mini-Museum

339 Cotton Avenue
Phone: (478) 742-5737
Handicap Accessible

The Allman Brothers Band Museum at the Big House

2321 Vineville Avenue
Phone: (478) 741-5551
Handicap Accessible

St. Joseph's Catholic Church

830 Poplar Street
Phone: (478) 754-1631
Handicap Accessible



Parks

Amerson Waterworks Park
200 Riverview Road

Central City Park
1 Riverside Drive

Lake Tobesofkee
6600 Moseley Dixon Road

Tattnall Square Park
College Street

Washington Park
Magnolia Street and College Street

Hospitals

Central Georgia Rehabilitation Hospital
3351 Northside Dr.
Phone: (478) 201-6500

Coliseum Medical Center
350 Hospital Dr.
Phone: Phone: (478) 765-7000

Coliseum Northside Hospital
400 Charter Blvd
Phone: (478) 757-8200

Coliseum Center of Behavioral Health
340 Hospital Dr.
Phone: (478) 741-1335

Navicent Health
777 Hemlock St
Phone: (478) 633-1000

Corporate Presence

Warehousing & Distribution Shared Services
 Aerospace Automotive Food Processing
 Advanced Manufacturing

<u>Company</u>	<u>Employment</u>	<u>Products</u>
Robins Air Force Base	25,584	Armed Forces
Navicent Health	6,200	Hospital
GEICO	5,000	Insurance
Bibb County Board of Education	3,700	Public Education
Coliseum Health System	1,400	Hospital
City of Macon	1,142	City Government
Mercer University	900	Private Education
Bibb County	780	County Government
YKK (U.S.A.)	750	Zippers & Vinyl Windows
Wal-Mart Super Stores	740	Retail
United States Postal Service	600	Postal Service
Georgia Farm Bureau Federation	525	Insurance Company
Graphic Packaging Corp	520	Coated and Container Board
IKON Office Solutions	500	Sales, Service, and Finance
The Boeing Company	500	Aircraft Sub-Components
First Quality	486	Healthcare Products
Armstrong World Industries	454	Ceiling Tiles
IKON Financial Solutions	350	Sales, Service, and Finance
AT & T	302	Utility Company
Cherokee Brick & Tile Co	300	Brick
The Trane Company	300	Commercial Air Condition Systems
Timco	300	Aircraft Conversions, Aircraft Repair
Pactive Corp.	212	Molded Pulp Products
Battle Lumber Company	175	Unfinished Hardwood Flooring
Kamin	160	Kaolin-Based Pigments, Clay Prods.
Reeves Construction Co.	160	Asphalt Paving Compounds
Anderson Chemical Co. Equipment	158	Water Softeners, Chemicals &
Cherokee Brick & Tile Co	150	Brick
Nichiha USA	121	Fiber Cement Products
Macon Garment Manufacturers	120	Work Shirts
Freudenberg Texbond	115	Nonwoven Fabric
L.E. Schwartz & Sons, Inc	105	Precision Products, Roofing, Sheet Metal



Crown Candy Corporation	100
Elliot Machine Shop, Inc.	100
Diamond Plastics PVC	90
Plastican Inc.	85

Work

Confectionery from Purchased Chocolate
Kaolin Industry Parts, Paper Industry
Repairs
PVC Pipes
Injection Mld. Shipping Centers Milk Crates

Colleges

Central Georgia Technical College

3300 Macon Tech
Drive Phone: (478)
757-3400

Georgia College & State University

433 Cherry Street
Phone: (478) 752-4278

Middle Georgia State University

100 University
Parkway Phone: (478)
471-2700

Mercer University

1400 Coleman Avenue
Phone: (478) 301-2700

Wesleyan College

4760 Forsyth Road
Phone: (478) 477-1110

Chapter 2: Because Macon Cares – Answers to the Tough Questions

Non-Emergency Numbers

Ambulance, Medical Center

Phone: (478) 633-1111

Middle GA Ambulance

Phone: (478) 741-4141

Crisis Line of Middle GA

Phone: (478) 745-9292

Narcotics Anonymous

Meeting Information (478) 741- 8613

Alcoholics Anonymous

Meeting Information (478) 746-6652

Poison Center

1-800-282-5846

Macon Police Department

Phone: (478) 751-7505

Bibb County Sheriff Department

Phone: (478) 746-9441

Parking

All on Street Parking within the City Limits is free and limited to 2 hours unless otherwise noted. There are also two free parking garages:

Poplar Street Parking Deck

475 Poplar Street – Open 24 hours.

Mulberry Street Garage

460 Mulberry Street - available after hours



Homeless Services

Emergency Shelters

Salvation Army

Shelter opens at 4:00pm. Apply in Person
1955 Broadway
Phone: (478) 746-8572

Macon Rescue Mission

Shelter for single men and battered and homeless women
744 Hazel St.
Phone: (478) 743-5445

Transitional Housing

Homeless Services Center- EOC

Preference extended to multiple-member families 1877 Houston Ave.
Phone: (478) 750-8689 – Ms. Ashmore (Manager)

Loaves and Fishes

Program for single men, women, and families
Apply Monday through Friday 10am- 2pm 651
Martin Luther King Jr. Blvd.
Phone: (478) 741-1007

The Lighthouse Missions, Inc.

Program for men only PO Box 23806
Phone: (478) 475-4244

Daybreak

Provides showers, laundry, phone services, counseling, education,
174 Walnut Street, 31201

Yellow Ribbon Home

Group home for homeless men and women with HIV 4175 Houston Ave.
Phone: (478) 731-0668

Meals

Christ Episcopal Church

Lunch Saturday and Sunday 12:00- 1:00
538 Walnut St.
Phone: (478) 745-0427

Loaves and Fishes Ministries

Sack Lunch Tuesday 12:00- 1:00. Snacks Monday-Friday 8:30 a.m.-3:00 p.m.
651 Martin Luther King Jr. Blvd.
Phone: (478) 741-1007

Macon Outreach at Mulberry

Breakfast Tuesdays 7:00- 8:00 Am., Monday- Friday (except Tuesday) 11am- 12pm.
267 First St.
Phone: (478) 743-8026

The Salvation Army

Lunch Tuesday, 1pm., Supper 6pm everyday including holidays 1955 Broadway
Phone: (478) 743-8572

Laundry**Loaves and Fishes Ministries**

Monday- Friday 8:30am-3pm.
651 Martin Luther King Jr. Blvd.
Phone: (478)741-1007

Macon Rescue Mission First come, first served basis 744 Hazel St.

Phone: (478) 743-5445

The Salvation Army

Clients only. Men wash Monday and Thursday, Women wash Tuesday and Friday
1955 Broadway
Phone: (478) 746-8572

Showers**Loaves and Fishes Ministries**

Monday-Friday 8:30am-3pm
651 Martin Luther King Jr. Blvd. Phone: (478) 741-1007

Panhandling

Visitors may think they are helping homeless people with well-meaning gestures such as handout of food or money. However, these actions often support drug or alcohol problems and may prevent people from overcoming their homelessness. When possible, advise visitors to donate money directly to local agencies working to resolve homelessness.

Visitors may also donate loose change on one of the meters located on:

Location # 1 @ 2nd St & Cotton Ave Macon, GA 31201

Location # 2 @ Mulberry St & 3rd St in Third Street Park

Location # 3 @ 3rd St & Cherry St

Location # 4 @ Poplar St & 1st St in Rosa Parks Square

Location # 5 @ Poplar St & 2nd St

Location # 6 @ Mulberry St & 1st St Near First Presbyterian Church

Location # 7 @ Spring St & Pine St

Location # 8 @ 5th St & Cherry St

Location # 9 Cherry Street and Second Street Lane

The collected funds go to local agencies serving the poor and homeless.

Public Transit

Macon Transit

Authority 200 Cherry
Street

Phone: (478) 803-2500

Taxi Services

Yellow Cab

Phone: (478) 742-6464

Radio Cab

Phone: (478) 781-0076

Chapter 3: Service Excellence

Tourism generates more than \$328.37 million a year for the city and local businesses. Macon's brand depends on the ability of frontline employees to provide consistent excellence in every aspect of operations, not just meeting but exceeding the expectations of visitors in every instance. Thank you in advance for delivering the uniquely Macon experience to visitors with all that you do!

So how do we ensure our service is outstanding?

Staying Positive

Here are the keys to a positive attitude in communications with visitors:

- Professionalism – As a frontline employee, you serve as a mediator between the business and the customer. Your ability to remain polite and objective can be the key to resolving or preventing problems.
- Understanding and concern – Listen and show compassion for the difficulties visitors face including stress, fatigue and language barriers. Just knowing you are concerned about the problems they encounter while visiting our destination and that you want to help, will go a long way to making their visit more pleasurable.
- Ask your customer questions so you have a better understanding of their needs and concerns.
- Patience and tact – maintaining your poise is vital when a visitor is upset, even when they are demanding something you can't provide or posing difficult questions.

Dealing With Difficult Customers – We all have them

Professionalism and objectivity are critical to maintaining great customer relations, but sometimes even the most experienced of us is faced with a customer who challenges our patience. Courtesy goes a long way toward calming a potentially volatile situation. These simple steps can help in a difficult customer relations situation:

- Stay calm and focused, even if the customer does not.
- Listen to what the customer has to say before offering a solution. Sometimes, just being heard is enough.
- Ask the customer what he or she feels would rectify the situation.
- Tell them what you can do, not what you can't
- Always be courteous and respectful

Going Above and Beyond...Your Way

Memorable service ensures a memorable visit, and one way to provide that service is to personalize your interactions with customers. If your customers remember their experience with you favorably, they will remember your business favorably and recommend it to others.

- Allow your natural enthusiasm for Macon to come through—that will create enthusiasm in visitors.
- Taking the time to anticipate a customer's needs can head off problems before they start.
- Look at every problem as an opportunity to impress customers. A swift solution to a thorny situation can inspire more trust than a completely hassle-free experience.
- Listen!

Chapter 4: Respecting Diversity

Many of the visitors to Macon come from outside the area. Cultural differences are apparent in everything from language and clothing to seemingly innocuous gestures. For example, the “thumbs up” signal is considered extremely vulgar in some countries, while standing with hands on hips is an act of hostility in other countries.

With such a range of opportunities for misunderstanding, sensitivity to other cultures is crucial. A few familiar words can go a long way in making travelers feel welcome. Offering discreet advice about our local customs can also assist travelers.

Be a Cultural Ambassador

All visitors are important to the well-being of our destination and our community. In general, they don't contribute to traffic problems because they often use public transportation, they tend to stay longer, generate more revenue and add even more cultural variety to our destination. They're part of what makes Macon great. But specific skills are required to best serve our international guests:

Show appreciation for differences. For example, with international visitors, you may notice unfamiliar appearance, dress, behavior, attitude, language or customs. Rather than passing judgment on something that is strange or new to you, try to focus on things that are common to all of us. We pride ourselves on our Southern hospitality, so go that extra mile to make our visitors feel welcome, provide them the information and assistance they ask for, even when they speak little English. Smiles speak all languages! Treat your customers as you wish to be treated.

Special Needs for Out-of-Towners

Post Offices

475 Mulberry Street

451 College Street

Library

Washington Memorial

Library 1180 Washington
Avenue

Phone: (478) 744-0800

Language: Useful Words and Phrases

Spanish

Hello	Hola
Welcome to Macon	Bienvenido a Macon
Thank you, please come again	Gracias, vuelve por favor
Have a nice day!	Tenga un día agradable!
I am sorry, there is no smoking here	Perdón, no hay el fumar aquí

Japanese

Hello	Konnichiwa
Welcome to Macon	Yohkoso Santa Macon
Thank you, please come again	Arigato gozaimashita, mata irrashiteh kudasai
Have a nice day!	Yoi ichinichi wo!
I am sorry, there is no smoking here	Moushiwake gozaimasen, kochira wa kin en toe natte orimasu

French

Hello	Bonjour
Welcome to Macon	Bienvenue à Macon
Thank you, please come again	Je vous remercie, s'il vous plaît venez againe
Have a nice day!	Bonne Journee
I am sorry, there is no smoking here	Je suis désolé, il est interdit de fumer ici

Italian

Hello	Buon giorno
Welcome to Macon	Dare il benvenuto a Macon
Thank you, please come again	Ringraziarla, per favore di venire ancora Have
a nice day!	Avere un giorno piacevole!
I am sorry, there is no smoking here	Sono spiacente, non ci è fumo qui

German

Hello	Guten Tag
Welcome to Macon	Heißen Sie willkommen zu Macon
Thank you, please come again	Vielen Dank, kommt bitte wieder
Have a nice day!	Einen schönen Tag haben!
I am sorry, there is no smoking here	Es tut ich Leid, gibt es kein Rauchen hier

Chinese

Hello	Nǐ hǎo
Welcome to Macon	Huānyíng dào méi kě
Thank you, please come again	Xièxiè nǐ, huānyíng zài lái
Have a nice day	Yǒu yí gè yúkuài de yìtiān!
I am Sorry, there is no smoking here	Wǒ hěn bàoqiàn, zhèlǐ yǒu méiyǒu xiān

Portuguese

Hello	Olá
Welcome to Macon	Bem-vindo ao Macon
Thank you, please come again novamente	Obrigado, por favor, venha
Have a nice day!	Tenha um bom dia!
I am sorry, there is no smoking here	Sinto muito, não há fumo aqui

Helpful Tip: The Macon-Bibb County Convention & Visitors Bureau website, www.VisitMacon.org, has a feature that will translate our website into most languages. If you're having a hard time communicating with a guest that speaks a foreign language direct them to our website and translate it into whatever language they are comfortable reading.

Chapter 5: Where to Find More Information

We're here for you!

If there is anything that is not answered in this guide, please feel free to contact Macon-Bibb County Convention & Visitors Bureau. We information specialists who know all about the area and who are happy to provide you or our customer with information, including:

- Things to see and do
- Hotels
- Restaurants
- Museums and Galleries
- Transportation
- Shopping
- Visitor Guides
- Official Macon maps and brochures
- High Speed Internet access

How to contact us:

Macon Bibb County Conventions & Visitors
Bureau 450 Martin Luther King Jr. Blvd.
1-800-768-3401

Open Monday-Friday 9 a.m.- 5 p.m., Saturday 10 a.m. – 4 p.m.

www.VisitMacon.org



List of Helpful Websites

Arts & Culture and Events

www.visitmacon.org

www.ovations365.com

Transportation

www.mta-mac.com

City of Macon

www.cityofmacon.net

Chamber of Commerce

www.maconchamber.com

Resources for the Homeless

<http://www.mceh.org>

<http://unitytoday.com>

Additional Resources

www.newtownmacon.com

www.gatewaymacon.org

www.11thhouronline.com

www.cityofmacon.net/mainstreet

<http://mainstreetmaconga.com/>

www.maconworks.com