



## **Granger Selected as Gold Star Award Recipient for 2015**

The Greater Oklahoma City Area Certified Tourism Ambassador program is pleased to announce Shane Granger as the recipient for the CTA Gold Star for 2015.

Birthered in July of 2012, the program partnered area tourism leaders to unite front-line tourism representatives not only to serve current visitors, but also to prepare for the future of Oklahoma City. The program demonstrates the dedication to promoting Oklahoma City as one of the best destinations with a high level of commitment to visitors. Every year, the Gold Star Award is presented to the Certified Tourism Ambassador (CTA) who exemplifies excellence in hospitality and customer service. The individual consistently exceeds customer expectations, possesses a strong knowledge of the region and its attractions, and promotes the ideas of the Greater Oklahoma City Area Tourism Ambassadors.

Granger, named the Marketing Director at the Armstrong International Cultural Foundation in 2006, sets the bar high for what it means to be a CTA in the Greater Oklahoma City area. He attracts and greets visitors at the Armstrong Auditorium, a main attraction in Oklahoma City that is located at the foundation's campus in north Edmond. The auditorium's archaeological exhibits and performing arts series make it host to thousands of visitors every year, and Shane's reputation exceeds him with these visitors as he goes above and beyond to create a memorable experience for each and every person he comes into contact with. He and his reputable staff at the Armstrong are in constant interaction with the visitors, asking about each experience at the auditorium and finding ways they can improve and make the visit better. Their personal social media accounts are filled with positive quotes from the visitors that help testify to the fact that they truly do have a memorable and enjoyable experience when they visit the Armstrong Auditorium.

Though busy with a full agenda at the Armstrong, Shane is always able to meet the needs of others in the tourism industry to help shed a positive light on the Greater Oklahoma City Area. "He responds to every private-tour request from our office, no matter how large or how small," said Terry Lanham, marketing coordinator for the Edmond Convention and Visitors Bureau. He and his staff are also very active with the CTA program, attending and arriving promptly to every CTA Networking Social. He exhibits his interest in the program and places a high level of importance in learning about his surroundings in order to have first-hand knowledge that his visitors and staff can use.

Shane is always willing to go above and beyond what is required of him in his job duties and as

a CTA. He provides free tickets to performances regularly to the local convention and visitor's bureau for use in their gift baskets in order to help enhance the visitors' experience of the area. Recently, Shane and his staff made it possible for around 50 of our CTAs to attend the Russian Ballet's performance of Swan Lake for no charge so that the CTAs could experience Armstrong Auditorium for themselves.

"We were treated to the Russian Ballet's performance of Swan Lake there at the Armstrong Auditorium. Each CTA and a guest were invited to attend for a tour of the beautiful facility followed by the performance," Lanham recalled. "I attended with my granddaughter and it was a night she will remember forever."

We congratulate Shane Granger on being recognized as this year's CTA Gold Star recipient and thank him for his hard work and dedication to delivering the experience that is Oklahoma City to visitors.