



Convention & Visitors Bureau

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News Release

FOR IMMEDIATE RELEASE

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San Jose Convention & Visitors Bureau Celebrates Community Volunteers

SAN JOSE, CA. – April 14, 2006 – The San Jose Convention & Visitors Bureau (SJCVB) and Mineta San Jose International Airport will be thanking over 165 HOST volunteers at a Mardi Gras themed luncheon at Hotel Valencia on April 27th. If you are one of the almost 30,000 daily passengers coming through San Jose International Airport, chances are you have seen the bright blue blazer of a HOST volunteer.

For almost 40 years, these community minded volunteers have been the friendly face behind the Information Booths in the airport baggage claim areas in both terminals. Everyday, they provide help and answer questions such as—how can I get a taxi or light rail downtown, pick up a rental car, or find a restaurant. In addition, the HOST volunteers support Citywide and Convention Center events. This past year, they logged 11,204 hours.

Today's volunteer ranks are made up of a wide variety of everyday citizens like doctors, engineers, students, city employees, and senior citizens. The volunteers also manage an interpreter line at the airport, which allows any foreign language to be translated on the spot. In addition, travelers can stop by to make an emergency call if necessary.

A recent email received by the SJCVB stated, “ Ms. Lange at the airport information center went above and beyond the call of duty by ensuring that appropriate transportation and accommodations were arranged. Thanks to her my trip went off without a hitch!” This comment is just one of the many received that reflects the level of customer service the HOST volunteers offer to community visitors on a daily basis.

Jeanne Harbor and her husband Lou who operate the Information Booth as a team have been HOST volunteers for over 20 years. Jeanne said, “Lou and I enjoy greeting and helping visitors when they come to San Jose, we treat everyone like they are a VIP and we know it makes a difference!”

Rain or shine, the HOST volunteers create a positive personal experience for visitors to the nations 10th largest city. For more information on the HOST Volunteer Program or to become a volunteer, please contact Kathy Romero at 408.792.4162 or via email at kromero@sanjose.org.

About The San Jose Convention & Visitors Bureau (SJCVB)

The San Jose Convention & Visitors Bureau (SJCVB) mission is to enhance the image and economic well-being of San Jose by marketing San Jose as a globally recognized destination. The SJCVB offers meeting planners, tour operators, and individual visitors a wide range of services to ensure a successful event and fun visit to San Jose. To receive a copy of the Bureau's *Meeting Planning Guide* or *Official Visitors Guide*, please contact the SJCVB at 1.800.SAN.JOSE (1.800.726.5673) or visit <http://www.sanjose.org>.

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