



## **Greater Raleigh Convention and Visitors Bureau**

### **GRCVB Introduction**

The Greater Raleigh Convention and Visitors Bureau (GRCVB) represents the Raleigh/Wake County area in the solicitation and servicing of all types of visitors to Wake County. The GRCVB is a single entity that brings together all the interests of the county, hotels motels, restaurants, attractions, transportation and other visitor services in building outside visitor traffic. GRCVB acts as a liaison between potential visitors and the businesses that host them.

### **Direct report**

Julie Brakenbury, director of services ([jbrakenbury@visitraleigh.com](mailto:jbrakenbury@visitraleigh.com))

Services team:

Tammy Jeffries, assistant director of services ([tjeffries@visitRaleigh.com](mailto:tjeffries@visitRaleigh.com))

Gray Henderson, services manager ([ghenderson@visitRaleigh.com](mailto:ghenderson@visitRaleigh.com))

Melanie Glover, services coordinator ([mglover@visitRaleigh.com](mailto:mglover@visitRaleigh.com))

Kessa Stevens, Visitor Information Center manager ([kstevens@visitRaleigh.com](mailto:kstevens@visitRaleigh.com))

### **GRCVB web site**

[www.visitRaleigh.com](http://www.visitRaleigh.com)

### **Office location, parking and hours**

421 Fayetteville St., Ste.1505, Raleigh, NC 27601-2995

GRCVB phone: 919.834.5900

Normal business hours are 8:30am-5pm, Monday-Friday

Students will need to provide their own transportation. However, parking will be provided as long as the student parks in the designated area. Compensation cannot be provided for those that park in a lot other than the assigned one or at metered parking.

Our office is located inside One City Plaza in downtown Raleigh. Normal business hours are 8:30am-5pm, Monday through Friday. We can be flexible in establishing times for students to come into the office, but we need to have a commitment to those times so we can plan appropriately for their time with us. Occasionally, students may be asked to work weekend or evening hours for a special event; however, it is not mandatory, but may present some unique learning opportunities.

### **Student expectations**

Students should know a little about the Greater Raleigh area. We encourage them to understand that we represent not only Raleigh, but Wake County which includes the other 11 municipalities that are under the GRCVB umbrella. They are encouraged to participate in programs that will help to familiarize themselves with the area such as our ambassador training or hospitality training. Students need to be able to meet people and make a good first impression. This is important when greeting visitors, selling our city to a planner, making sales calls, etc.

### **Dress code**

Students must realize that the Bureau is a professional, but relaxed work environment. We expect students to look and act professionally. We realize college life is very different from work life. Business casual is the best way to describe the dress code in our office. The following attire are samples of clothing which are not allowed:

- Baggy pants worn around the hips
- Clothing that displays underwear, is provocative or displays belly buttons.
- No sports sandals or flip flops
- Shirts should be tucked into pants
- T-shirts, tank tops, halter tops or shorts unless previously approved

At any given time, students may be asked to go on a site visit or confronted with business clients and/or visitors to our office, and we would like them to be prepared for such encounters. We expect students to represent the Bureau in a professional manner at all times. We encourage the students to ask questions if they are unsure about what is accepted and what is not when it comes to business attire.

**Student work responsibility**

They will be exposed to doing research for GRCVB's web site, making or returning phone calls, copying and stuffing for special mailings, promotional bags, etc. Most importantly, students will be focused on preparing for the arrival of individual visitors and groups. Students will gain a working knowledge of the roles of each department by observing the interactions between the departments and how they all thrive off one another to get their jobs done effectively.

**Note**

If students have personal laptops which may be used for work at GRCVB, they are requested to bring them to their first day of internship. The GRCVB IT department will work with you to provide you with access to GRCVB email and other systems. This is not a requirement for your internship role, but may help you to be more productive in your work.

**Orientation**

GRCVB staff will conduct a comprehensive orientation for interns. This is an excellent opportunity for you to learn about all departments and how we work together, while also providing you with a clearer understanding of our role in the community.