# SALT LAKE:

Good Design Is Good Business!

**VISIT SALT LAKE** 

Annual Report

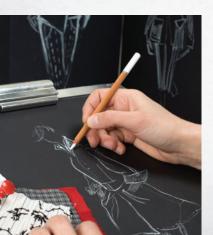






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## VISIT SALT LAKE MISSION

To improve the area economy by attracting and providing support to conventions, leisure travelers, and visitors to Salt Lake County.

### 2013 ANNUAL REPORT

Letter from the Chair and President:

### Dear Visit Salt Lake Partners,

With a nod to the design practices of the fashion world and in reference to Visit Salt Lake's 2013 efforts, the year represented one of our most stylish, eschewing the latest trends, fads and crazes. That said, we invite you to take a front row seat as we look back on the products and practices we used to define Salt Lake. Please note the following re-cap of our design process is also on display in the Member section of our website, which we encourage you to view and share.



The design team of VSL brought together the time-tested look and feel of what works in the marketing and selling of a destination while at the same time embracing and weaving into its efforts a touch of

modern practices, culminating in Visit Salt Lake's "signature line." VSL's Fashion Merchandisers (sales team) procured rave reviews and accolades in the majority of its design criteria (performance measures), including its overall room night bookings.

Truly standing the test of time, VSL's Production Team (Partner Development) has weathered multiple years and fashions, and remains an intrepid group of enterprising individuals despite the immense changes made in our marketing efforts and that of our finished product. No other department has had to adapt to VSL's new model of information dissemination more than Partner Development, and they have done it with aplomby

Year in and year out, VSL's Display Designers (Services) continue to pattern and shape the expectations of buyers (convention planners and attendees), ensuring Salt Lake remains in vogue and chic, while the Design Team (Marketing) remains avant-garde, employing the latest concepts, designs and techniques to creatively brand our destination. Its enterprising endeavors included a substantial increase in website traffic and page views and, much like the fashionable retro style of late, its efforts saw the resurgence of Ski Salt Lake Super Pass sales.

Finally, this year's "signature line" could not have made such headlines nor enjoyed such runway success without the synergy and collaborative efforts of Salt Lake's new fashion icon, Mayor Ben McAdams, and his administration, and that of our ever-supportive volunteer Board of Trustees. Together, their direction allows Visit Salt Lake to remain not only modern and stylish, but cutting edge.

We're proud of our 2013 "Different by Nature line" and appreciate the fact that its success relied on the creativity and style of every fabric of our community—every form, shape, cut and look played a critical role, as did that of every one of you, our members and partners.

Fashion Mogul/Chair

Fashion Magnate/ President & CEO

### 2013 Executive Committee Members

#### CHAIRMAN OF THE BOARD

### Erik Christiansen PARSONS BEHLE & LATIMER

### PAST CHAIR

#### Carlene Walker COMMUNITY ADVOCATE

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### Kevin Bruder

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SALT LAKE MARRIOTT CITY CENTER

#### Arlyn Bradshaw SALT LAKE COUNTY COUNCIL

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CITY CREEK CENTER

### Mary Crafts-Homer

CULINARY CRAFTS / THE TASTING ROOM

### Scott George

WOODBURY CORPORATION

### Keith Griffall WESTERN LEISURE

Karen Hale SALT LAKE CITY CORPORATION

### Joe Lambert

SQUATTERS PUB BREWERY

### Erin Litvack

SALT LAKE COUNTY COMMUNITY SERVICES

### Steve Lundgren

SALT LAKE CITY MARRIOTT DOWNTOWN AT CITY CREEK

#### Connie Marshall ALTA SKLARFA

### Alan Rindlisbacher THE LAYTON COMPANIES

### Taylor Vriens MODERN EXPOSITION SERVICES

### 2013 Ex Officio Members

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### Mayor Ralph Becker

### MAYOR OF SALT LAKE CITY

#### Mayor Tom Dolan MAYOR OF SANDY CITY

### Lane Beattie

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### **Jeff Edwards**

ECONOMIC DEVELOPMENT CORP. OF UTAH

### Barbara Gann

SALT LAKE CITY DEPT. OF AIRPORTS

### Dan Haves

SALT PALACE CONVENTION CENTER SOUTH TOWNE EXPO CENTER

### Iordan Garn

UTAH HOTEL & LODGING ASSOCIATION

### **Jason Mathis**

DOWNTOWN ALLIANCE

### 2013 Board of Trustees

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Alan Anderson CHAMBER WEST

Jeffrey Berke GARFIELDTRAUBSWISHER DEVELOPMENT

Dr. Cynthia Bioteau SALT LAKE COMMUNITY COLLEGE

Karen Boe BOE MARKETING

Dennis Copyak LE BUS

Christopher L. Corroon WASATCH MARKETING ASSOCIATES

The Reverend France Davis CALVARY BAPTIST CHURCH

David DeSeelhorst SOLITUDE MOUNTAIN RESORT

Judge Lee Dever,
THIRD JUDICIAL DISTRICT COURT

Bruce Fery GRAND AMERICA HOTELS & RESORTS

Rochelle Fraser THE GATEWAY

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Diana Kirk ZIONS BANK

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Dr. Kelly K. Matthews ECONOMIC CONSULTANT

Peter Nardelli ENTERPRISE RENT-A-CAR

James Roberts REDIRECT RELATIONSHIP MARKETING

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TEMPLE SQUARE HOSPITALITY

Nathan D. Thomas JONES, WALDO, HOLBROOK & MCDONOUGH

Mikel Trapp TRIO RESTAURANT GROUP

Maxine Turner CUISINE UNLIMITED CATERING & SPECIAL EVENTS

Neil Wilkinson TEMPLE SQUARE HOSPITALITY

Laura Winkler RED LION HOTEL SALT LAKE

Bryan Borreson THE HOTEL BAR & NIGHTCLUB

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### Ed Box

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### Debbie Brown

HOSPITALITY WEST

### Amy Coady

SQUATTERS PUB BREWERY

### Craig Dinsmore UTAH'S HOGLE ZOO

### Nick Duerksen

SANDY CITY

### Zeke Dumke, III

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FLIFT ERFEDOM FOLINDATION

### Spencer Eccles

GOV. OFFICE ON ECONOMIC DEVELOPMENT

### Sharon Hayes

SHILO INN

### Vanessa Hill

TEXAS DE BRAZIL CHURRASCARIA

### Meghan Holbrook

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Larry Jackstien
MARKETING HOSPITALITY ASSOCIATES

### P. David Jensen

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### Carolyn Nichols

UTAH ATTORNEY GENERAL'S OFFICE

### Senator Wayne Niederhauser

UTAH STATE SENATE

### Jim Olson

THE UTAH JAZZ

### **Jeff Protzman**

HILTON SALT LAKE CITY CENTER

### Chris Redgrave

ZIONS BANK

### Joe Snarr

MARRIOTT UNIVERSITY PARK HOTEL

### Dave Spatafore CAPSTONE STRATEGIES

### Bob Springmeyer, Jr. BONNEVILLE RESEARCH

### Jan Stambro

U OF U BUREAU OF ECONOMIC AND BUSINESS

### Robert Sullivan

UTAH FOOD SERVICES, INC

### Andrea Wolcott COMMUNITY ADVOCATE

Guy Woodbury (2014 WOODBURY CORPORATION

### Wally Wright

CONSULTANT

### **FUNDING SOURCES**

Salt Lake County provides approximately half of Visit Salt Lake's (VSL) total revenues through a Visitor and Promotion Management Agreement to promote conventions and tourism. Empowered by the state legislature, the County levies a 4.25% Transient Room Tax (TRT) on room rentals in Salt Lake County and a portion of the proceeds from that tax (about 45% of total TRT) is awarded by the County to fund VSL's Public Sector sales and marketing efforts.



### SALT LAKE COUNTY COUNCIL 2012-13

BACK. FROM LEFT:

RICHARD SNELGROVE, STEVE DEBRY, DAVID WILDE, SAM GRANATO, JIM BRADLEY FRONT, FROM LEFT:

MAX BURDICK, MICHAEL JENSEN, ARLYN BRADSHAW, RANDY HORIUCHI

VSL's Ski Salt Lake Super Pass marketing and multi-resort ticket program for the four Salt Lake County Resorts—Alta,

Brighton, Snowbird and Solitude—receives an additional \$450,000 from a one-half percent Tourism Transient Room

Tax on County hotels.

Each year, VSL prepares its Comprehensive Marketing Plan (CMP) and budget for the upcoming calendar year. The budget for the CMP is based on a projection of TRT collections developed by VSL in concert with the County. Generally, VSL expenditures are targeted to match anticipated collections. When TRT collections exceed



BEN McADAMS MAYOR. SALT LAKE COUNTY

expenditures, the excess is carried over into the County's Visitor Development and Promotion Fund to be available for future years. Transactional revenues from the Ski Salt Lake ticketing program accounts for 25% of VSL's gross revenues, and VSL's Private Sector generates the other 25% through membership dues, convention and leisure reservation services, gift shop merchandise sales and marketing partnerships. Special grants for various projects and in-kind contributions from VSL's members enable VSL to leverage and extend its sales and marketing budget.

### PUBLIC SECTOR SUMMARY BUDGET

Program Budget	2012	2013	2014
Administration	\$532,579	\$664,324	\$665,084
Sales	\$1,376,195	\$1,858,000	\$1,686,300
Services	\$292,500	\$311,350	\$561,150
Marketing	\$1,671,409	\$1,729,445	\$1,771,900
Total Public Sector Programs % change over prior year	\$3,872,683 18%	\$4,563,119 18%	\$4,684,434 3%
Salaries & Benefits	\$3,445,301	\$3,603,983	\$3,675,509
% change over prior year	6%	5%	2%
Total Public			
Sector Budget		\$8,167,102	\$8,359,943
% change over prior year	12%	12%	2%

# CURRENT & FUTURE IMPACT OF MEETINGS & CONVENTIONS BOOKED DURING 2013

	Booked in 2013 for 2013	Booked in 2013 for future years	Total
Delegates	59,729	214,109	273,838
Room Nights	57,206	365,887	423,093
Spending	\$55,547,970	\$199,121,370	\$254,669,340



# 2013 DIRECT VISITOR SPENDING, SALT LAKE COUNTY\*

		Sales & Use Taxes Generated 2013			
Direct Vis Spending		State	County	Cities	Total Taxes
Hotel	\$375,508,367	\$19,526,435	\$20,089,698	\$7,510,167	\$47,126,300
Car Rental	\$167,223,647	\$12,876,221	\$12,708,997	\$1,672,236	\$27,257,454
Restaurant*	\$374,315,417	\$19,464,402	\$5,989,047	\$3,743,154	\$29,196,602
Retail & Attractions**	\$192,579,960	\$10,014,158	\$1,155,480	\$1,925,800	\$13,095,437

### TOTAL \$1,109,627,391 \$61,881,215 \$39,943,221 \$14,851,358 \$116,675,794

# IMPACT OF MEETINGS / CONVENTIONS / EVENTS REALIZED IN 2013

		Delegate / Attendee
	Number of people	Spending
Convention Delegates	197,809	\$183,962,370
Attendees tied directly to Visit	Salt Lake sales efforts	

Hotel/Resort Meeting Attendees 40,694 \$37,845,420

All non-Salt Palace Convention Center / South Towne Exposition Center delegates from Visit Salt Lake sales efforts

Sporting / Special Event Visitors* 10,832 \$6,255,480

\*Per Utah Sports Commission, 10,832 attendees stayed in hotels an average of 3.3 days spending \$175/day

### Sales & Use Taxes—

State	\$12,714,527
County	\$8,649,300
Cities in S.L. Co.	\$3,170,079

Total Sales & Use Taxes \$24,533,906

<sup>\*</sup> Estimate Based on Hotel Occupancy patterns in Salt Lake County

<sup>\*\*&</sup>quot;Retail & Attractions" estimated applying the average ratio of convention delegate spending on Retail & Attractions to spending on hotels in Surveys by the University of Utah, Bureau of Economic & Business Research

### FASHION MERCHANDISERS

### CONVENTION SALES:

Fashion merchandising is the promotion of apparel sales and involves all of the tasks necessary to deliver the clothing requests and meet the needs of potential customers and designers. The key to being a great merchandiser is to promote the goods that are going to be sold to customers.

### **NEW CLIENT SALES EFFORTS:**

#### ROOM NIGHTS BOOKED:

- Booked 425,580 new client room nights, 102% of goal
- 149,749 new SPCC room nights booked, 132% of goal
- 83,453 new hotel/resort room nights booked, 85% of goal

#### **OUTSIDE SALES TRIPS:**

• Conducted 52 sales trips, 130% of goal

### SITE INSPECTIONS:

• Conducted 149 site inspections, 115% of goal

#### PROSPECTING SALES CALLS:

- Produced 104 prospecting calls per sales director, 106% of goal
- Each executive meeting manager and national sales manager made minimum of 240 outgoing prospecting actions each, 100% of goal

### **EXISTING CLIENT SALES EFFORTS:**

#### ROOM NIGHTS BOOKED:

Booked 192,378
 Repeat SPCC Room
 Nights, 93% of goal

### **OUTSIDE SALES TRIPS:**

 Made 36 total sales trips to existing clients, 150% of goal



### 2013 CITYWIDES.

The following is a list of a few of the largest citywide conventions and meetings held in Salt Lake in 2013. We hope you will recognize a lot of these as repeats, and that this list will remind you of some of the new visitors we hosted this year.

OUTDOOR RETAILER			
Winter Market	1/13	22,050	
<b>WESTERN HUNTING &amp; CONSE</b>	RVATIO	ON EXPO	
Western Hunting & Conservation Expo	2/13	13,577	
ADOBE			
Users Summit	3/13	4,700	
LIFEVANTAGE			
Annual Conference	4/13	5,300	
INTERNATIONAL SOCIETY for	MAGN	ETIC	
RESONANCE IN MEDICINE			
Annual Meeting	4/13	6,120	
MELALEUCA The WELLNESS COMPANY			
National Convention	4/13	7,500	
STAMPIN' UP!			
Annual Convention	7/13	6,300	
OUTDOOR RETAILER			
Summer Market	7/13	26,900	
USANA HEALTH SCIENCES			
Annual Convention	8/13	6,600	
DOTERRA			
Annual Meeting	9/13	11,500	
NATIONAL ACADEMIC ADVISI			
Annual Conference	10/13	2,907	
CYSTIC FIBROSIS FOUNDATION			
Annual Meeting	10/13	3,700	
NU SKIN INTERNATIONAL	10/10	16.100	
Global Convention	10/13	16,100	

### NEW/REPEAT MEETINGS BOOKED in 2013

Highlighted here are a few of the top new and repeating meetings that were booked in 2013 by the Visit Salt Lake team.

ASSOCIATED FOOD STORES		
2013 Annual Meeting & Tradeshow	6/13	6,000
CHURCH of JESUS CHRIST of LA	TTER-DA	Y SAINTS
2014 Rootstech Conference	2/14	6,000
DOTERRA		
2013 Annual Meeting	9/13	6,500
INTERNATIONAL ASSOCIATION	N of FIRE	CHIEFS
2018 Fire Rescue International	8/18	17,000
MELALEUCA The WELLNESS C	OMPAN'	Y
2015 National Convention	5/15	7,125
NATIONAL SPEECH & DEBATE	ASSOC	IATION
2016 National Speech & Debate Tournament	6/16	6,000
NU SKIN INTERNATIONAL		
2015 Global Convention	10/15	13,672
ORDER of the EASTERN STAR		
2021 Triennial Meeting	10/21	8,200
OUTDOOR RETAILER		
2015 Summer Market	7/15	25,555
OUTDOOR RETAILER		
2015 Winter Market	1/15	20,725
SEACRET DIRECT		
2014 Annual Convention	5/14	6,650
TRIPLE CROWN SPORTS, INC.		
2014 Triple Crown Sports Volleyball	5/14	7,000
USANA HEALTH SCIENCES		
2015 Annual Convention	8/15	6,270
WESTERN HUNTING & CONSE		N EXPO
2015 Western Hunting & Conservation Expo	2/15	12,898



### FASHION WHOLESALE DISTRIBUTORS

### TOURISM SALES:

Wholesale Fashion Distribution represents the global market of clothing sales, in which producers, wholesalers and sellers are involved in a commercial, business-to-business process. Wholesalers are responsible for the sale of large quantities of product to a reseller.

### TOURISM SALES EFFORTS:

#### ROOM NIGHTS BOOKED:

· Booked 11,283 New Room Nights, 79% of goal

#### SITE INSPECTIONS:

• Hosted 15 targeted site inspections with new potential group tour and package tour clients, 68% of goal

#### FAMILIARIZATION TRIPS:

Hosted two (2) FAM trips, 67% of goal

### PROSPECTING ACTIONS:

• Made **78** prospecting actions to new potential clients, **43%** of goal

### SALES TRIPS:

• Conducted **four (4)** outside sales trips to new and existing customers, 133% of goal

### TRADE SHOWS:

• Attended three (3) targeted trade shows/industry events to uncover new business and strengthen existing client relationships, 150% of goal

#### REFERRALS:

• Produced 368 referrals to VSL partners, 77% of goal

### FASHION DESIGNERS

### MARKETING:

Fashion design is about more than sketches and runway shows. It's a field that requires an in-depth understanding of essential details such as apparel conceptualization, illustration, construction and marketing. Successful fashion design professionals must also develop skills in predicting consumer behavior and trend forecasting.

### MARKETING EFFORTS:

#### EARNED MEDIA:

• Produced \$13,806,186 worth of positive earned media, 139% of goal

#### WEBSITE TRAFFIC:

 Increased visits to VisitSaltLake.com to
 1,546,182 on web and mobile, 110% of goal

### E-MAIL CONTACT DATABASE:

 Added 113,414 opt-in e-mail contacts to the VSL database, 101% of goal

## SKI SALT LAKE SUPER PASS SALES:

 Generated \$2,284,151 in Ski Salt Lake Super Pass sales, 87% of goal

# VISIT SALT LAKE CONNECT PASS SALES:

• Sold **35,454** VSL Connect Passes, **333%** of goal



### DISPLAY DESIGNERS

### SERVICES:

Critical to the success of any designer and retailer, it is the display designers that bring fashion to life by focusing on designing displays, stands and panels for exhibitions, conferences and other events, which results in enticing the consumer and ensuring their purchases meet expectations and, in many cases, exceed them.

### **SERVICES EFFORTS:**

#### POST-CONVENTION SURVEY RESULTS:

• Achieved an average post-convention survey score of 4.7, 98% of goal

#### MEETINGS & CONVENTIONS GOLD SERVICE AWARD:

 Received Meetings & Conventions' Gold Service Award for the 19th consecutive year

### SOCIAL MEDIA ATTENDANCE PROMOTION:

 Secured a 65% adoption rate of social media attendance promotion among citywide groups, 92% of goal

### GREEN MEETING STANDARD AND CSR PROGRAMS:

 Developed and inventoried Visit Salt Lake Green Meeting Standard and CSR programs, 100% of goal

#### **VISITOR CENTER AWARENESS EVENTS:**

• Produced four (4) quarterly Visitor Center awareness events, 100% of goal

#### VISITOR CENTER CONCIERGE EVENTS:

• Hosted four (4) quarterly concierge events, 100% of goal

# VISITOR CENTER VISITATION:

• Welcomed **361,391** visitors to the Visitor Center, **102%** of goal



### PRODUCTION

### PARTNER DEVELOPMENT:

Responsible for securing all partners and suppliers necessary to take their manufacturer's designs to production. It is impossible to separate production from the overall success of a brand, as great concepts can be designed, developed and sold, but a fashion business will ultimately live or die based on what is produced and delivered to the end consumer, thus making the suppliers a critical component of the process.

### PARTNER DEVELOPMENT EFFORTS:

#### MEMBERSHIP:

- Produced \$287,686 in Membership revenue, 95% of goal
- Secured 85 new members, 114% of goal
- Conducted 252 prospecting calls, 101% of goal
- Generated \$58,170 of website advertising revenue, 215% of goal
- Produced \$37,995 in Visitors Guide advertising revenue, 63% of goal

#### EVENTS:

- · Produced:
  - 2nd and 4th quarter Board of Trustees/Membership meetings, 100% of goal
  - Three (3) Member connections, 100% of goal
  - Five (5) new Member refresher/orientation meetings, 250% of goal
  - Two (2) educational Member events, 100% of goal
  - One (1) Membership survey, 100% of goal

### NOWPLAYINGUTAH.COM:

- Raised \$51,772 for NowPlayingUtah.com, 129% of goal
- Generated \$32,718 in NowPlayingUtah.com website revenue, 131% of goal
- Increased NowPlayingUtah.com Website visitor sessions to 596,496, 132% of goal
- Registered 6,680 email contacts for NowPlayingUtah.com, 101% of goal

### 25-YEAR MEMBERS

We would like to extend our sincere appreciation to the following members who have partnered with Visit Salt Lake for 25 years or more:

Salt Lake Tribune, Kearns Tribune Corporation

Utah Food Services Modern Exposition

Services

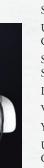
Lagoon Amusement Park

Lewis Stages & Tours

Benihana

Riester Mountain LLC

The New Yorker



Metropolitan Inn

Snowbird Ski & Summer Resort

Avis Rent A Car

Alta Peruvian Lodge

Historic Trolley Square

The Salt Lake Plaza Hotel at Temple Square

Downtown Merchants Association

Salt Lake Chamber

Sheraton Salt Lake City Hotel

Zions First National Bank Salt Palace Convention Center

Adcentives West, Inc.

La Caille

Lamb's Grill

Holiday Inn Express, SLC

Park City Area Convention & Visitors Bureau/Chamber

Salt Lake Marriott Downtown at City Creek

Yarrow Resort Hotel and Conference Center Clark Planetarium Huddart Floral

The Utah Jazz

Rocky Mountain Power

Manpower, Inc.

Salt Lake City KOA

University of Utah

Ski Utah/Utah Ski & Snowboard Association

Delta Air Lines, Inc.

Western Leisure

Yellow Cab Company

Utah Woolen Mills Clothiers

Solitude Mountain Resort

Sundance Resort

DoubleTree by Hilton Salt Lake City Airport

Intermountain Healthcare

Utah Restaurant Association

Davis Audio Visual, LLC.

Market Street Grill -Downtown

Utah Trailways

Stein Eriksen Lodge Salt Lake City

n Sait .

### 25-YEAR MEMBERS

Department of Airports Dollar Rent a Car

Utah Hotel & Lodging Association

Shilo Inn Hotel -Downtown Salt Lake City

Deer Valley Resort

Alta Lodge

Comfort Inn, Sandy

The Lion House Pantry Restaurant

Utah Office of Tourism, Film and Global Branding

Bureau of Economic & Business Research. U of U

Red Butte Garden and Arboretum

William G. Gibbs

Little America Hotel

DoubleTree Suites by Hilton Salt Lake City

Visitor Activities - The Church of Jesus Christ of Latter-day Saints

Wasatch Front Ski Accommodations

Le Bus

Marriott University Park

Chapman-Richards & Associates, Inc.

Xanterra Parks & Resorts

Utah Symphony & Opera

Lone Peak Productions. Inc.

Brighton Resort Utah's Hogle Zoo

Webb Audio Visual Communication

Park City Marriott

The Economic Development Corporation of Utah

Market Street Oyster Bar - Downtown



Natural History Museum of Utah

Discovery Gateway

I.A.T.S.E., Local 99

Kennecott Utah Copper Corporation

Best Western Ruby's Inn Homestead Golf Resort & Conference Center

Canyon Sports

Red Lion Hotel Salt Lake

National Car Rental

The Episcopal Diocese of Utah

Jones, Waldo, Holbrook, & McDonough

Radisson Hotel Salt Lake City Airport

Squatters Pub Brewery

The American Federation of Musicians Local 104 and Referral Service

Sky Harbor Suites

Utah State Parks & Recreation

### DIANNE NELSON BINGER SCHOLARSHIP & ENDOWMENT

At the 2006 Annual Meeting, the Dianne Nelson Binger Scholarship was established with the Parks, Recreation, and Tourism Department in the University of Utah's College of Health. Dianne served Visit Salt Lake and Salt Lake for 18 years, becoming President and CEO of Visit Salt Lake in 2001. She was a great mentor for many of us and a good friend to all of us. Sadly, her fifth battle with cancer ended her life in March of 2005. We hope you will join us in remembering Dianne by making a donation to her scholarship.



If you would like to contribute to the Dianne Nelson Binger Scholarship & Endowment, please submit your donation by going to

### VISITSALTLAKE.COM/DNBSCHOLARSHIP.

Thank you for your support, and thanks to all of those donors who have made the Dianne Nelson Binger Scholarship & Endowment a reality.

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