



A G E N D A

Date/Time: Thursday, January 16

Location: Sheraton Grand Rapids Airport - 5700 28th St SE

MISSION

Our mission is to provide Kent County hospitality related businesses an opportunity to meet professionally with a common interest to better serve our industry and community while furthering the overall tourism landscape of our region.

DISCUSSION ITEMS

Welcome & Introductions: Lisa Calhoun, KCHA President

Approval of September 2024 and October 2024 minutes

Treasurer's Report & Membership Report – David Jibson, KCHA Treasurer

- New Members:
 - Postma Pest Control
 - NSP Plumbing
 - Max's South Seas Hideaway

Looking Ahead: Goals for 2025 and Beyond...

- Hospitality Talent Council/MI Career Quest
- Membership Survey Results (Comments still being accepted)
- Upcoming Meeting Topic Ideas (copied from October minutes)
 - Cannabis Tourism (update) – visit a agricultural or retail venue
 - Generational Marketing (Mentorship)
 - Workforce Development (Training, Housing, Pay, Opportunities)
 - New Development
 - Accessibility in GR (including Autism Friendly Certified Destinations – TC, Crystal Mountain)
 - Grand Rapids Airport Sensory (Possible meeting location)
 - Equity & Inclusion in Hospitality
 - AI in Hospitality / Tourism
 - Stress Management
 - Work-Life Balance
 - Meeting speakers geared toward hoteliers – Fire, EMS, EcoLab, Sysco/Gordon, Pest Control, DEA
 - Sick Leave, OT, Minimum Wage
 - Teambuilding Culture – Staff Retention
- Membership Drive
 - Restaurants, Attractions, Service Providers
 - Attracting more students for mentorship
- Added amenities on the website – check your listing
 - Make sure all full-service member hotels have restaurants listed on website
 - Need contact info for restaurant GMs to add to the membership list

Monthly Reports

- Experience Grand Rapids
- Grand Rapids Diversity & Inclusion
- West Michigan Sports Commission
- West Michigan Tourist Association
- Women in Hospitality Leadership-Grand Rapids
- Grand Valley State University
- Ferris State University
- Grand Rapids Community College
- Pure Michigan (MEDC)
- Michigan Restaurant & Lodging Association
- Michigan Cares for Tourism

Board of Directors Vote (2025-2027)

Upcoming Meetings & Events

- January 10 to March 2 – World of Winter
- Thursday, February 20 – Monthly Membership Meeting @ Grand Rapids African American Museum & Archives
- Thursday, March 20 – Monthly Membership Meeting – Focus on Gen Z Travelers
- Tuesday, April 15 to Thursday, April 17 – Pure Michigan Tourism Conference, Novi (No Monthly Meeting)

Round Table Discussion

Adjournment

Kent County Hospitality Association
P.O. Box 1046 — Grand Rapids, MI 49501

www.KentCountyHospitality.org
www.facebook.com/groups/KentCountyHospitality