



Regional Visitor Information Center (RVIC) Training Verification

Regional VIC: _____

Representative from RVIC: _____

Trained with a State VIC or **Trained with a Regional VIC (1 credit hour)**

State VIC or RVIC you trained at: _____

Rep who trained you: _____ Date: _____

- Instruction on the Brochure Approval Program **can only cover when training with a State VIC*
 - How to navigate
 - How to track brochure usage/ordering/receiving
- Instruction on ordering/filing/storage room brochures
 - How it can be done manually
 - Tracking brochures
 - Setting up brochures in storage room
- Instruction on rotating brochures in lobby racks
- Basic Customer Service
 - Acknowledgement of and talking to traveler when they are in the lobby/building
 - Method for answering the phone
 - Methods to assist with lodging reservations (if applicable)
- How to count traffic
 - Explain the formula used to derive the estimated number of visitors
- Explain different approaches with guest register sheets

Attended one of the following meetings:

- State RVIC Workshop (3 credit hours)**
- Governor's Conference on Tourism (3 credit hours)**
- Tourism Day at the Capital (2 credit hours)**
- Regional Travel Association Meeting (1 credit hour)**

Meeting attended: _____ Dates: _____

Meeting sponsored by: _____

Attended a FAM Tour (2 credit hours)

FAM Tour attended: _____ Dates: _____

FAM Tour sponsored by: _____

I verify the information provided on this form is accurate to the best of my knowledge.

RVIC Authorized Signature

Title

GDEcD Authorized Signature

Title

Please return to: Tiffany Marlin, VIC Program Coordinator, GDEcD, 75 5th Street NW Atlanta, GA 30342