WE ONLY HAVE ONE CHANCE TO MAKE A FIRST IMPRESSION!

World Junior Hockey Championships

For three weeks in mid December to early January, more than 400,000 visitors will be in the Western New York region for the World Junior Hockey Championships. Between 5,000-6,000 of these attendees will come to the Jamestown/Chautauqua County area specifically for pre-tournament games. This period of time will be an excellent opportunity for local tourism businesses and attractions to bring in additional revenue.

The Jamestown Savings Bank Ice Arena will host four of the tournament teams for preliminary games and pre-tournament camp sessions. The teams—Russia, USA, Slovakia, and Norway—will be in the Chautauqua County area between December 15 and December 24 as they prepare for the World Junior Championships, which begin on December 26 and run through January 5. According to USA Hockey and the Buffalo Sabres, 60% of tournament visitors will be from Ontario and 35% from the U.S. Great Lakes states.

To get involved or to obtain more information:
- Send information on lodging packages, special offers, events, and excursions to Joanna Dahlbeck at CCVB, 716-357-4569, Email Joanna Dahlbeck
- For tickets for customers, visit jsbia.com and select the ExtremeTix option. Or, contact Suzanne Olson, Director of Sales & Marketing at the JSB Ice Arena, 716-484-2624, ext. 226, Email Suzanne Olson
- To find out more about events taking place at the arena, contact Matt Hanson, Event Coordinator at the JSB Ice Arena, 716-484-2624, ext 225, Email Matt Hanson
- Contact the Downtown Jamestown Development Corporation to find out more about the International Village, visitors packets, and other activities being planned in the
Jamestown area, Email Lee Harkness, 716-664-2477.

Here are several of the activities that are being offered or are under development in Jamestown:

- Exhibition game Slovakia v. Norway-12/21 at 7:35 p.m.
- Exhibition game Russia v. Slovakia-12/23 at 4:00 p.m.
- Exhibition game USA v. Norway-12/23 at 7:35 p.m.
- Team practice sessions, 12/16-12/20
- Team USA youth clinic (TBD)
- International Village exhibits and entertainment at the Renaissance Building in Jamestown

The Chautauqua County Chamber of Commerce is partnering with JCC to bring you a Seminar on November 9th from 8:30am to 12pm at the JCC Jamestown Campus Carnahan Theater called CLIMBING TO THE P.E.A.K. OF CUSTOMER SERVICE. We have modified the seminar in order to help all service oriented businesses prepare for the 2011 INTERNATIONAL ICE HOCKEY FEDERATION’S WORLD JUNIOR CHAMPIONSHIP PRE-CAMP this December.

We only have one chance to make this first impression count and this course will offer the additional skills and knowledge needed to make that happen. An interactive format is used to encourage discussion and reflection on the level of customer service delivered by participants. Those attending are asked to draw on their own experiences as providers of service, and as customers, while learning key actions they can take to enhance customer relations. Exercises and activities incorporated to also assist in branding and promoting other activities within the county.

The course will be taught by John Stevens who is an organizational development, human resources and training consultant. He is the former Vice President for Human Resources at The Rehabilitation Center in Olean, New York and currently serves as the director and lecturer of the M.B.A. at St. Bonaventure University. John is also a past president of the Greater Olean Area Chamber of Commerce. The course will cost $45 for Chamber of Commerce and DJDC members and $55 for non-members. The price also includes a continental breakfast and refreshments. Please use registration form included to sign up or contact JCC at 716-363-6500 or the Chautauqua County Chamber of Commerce at 716-366-6200 for more information. P.E.A.K.

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