

Chautauqua team members on serving during COVID-19

With
Andrew Smith -
Front Desk manager

What is your role at Chautauqua
and how long have you been
a part of the team?



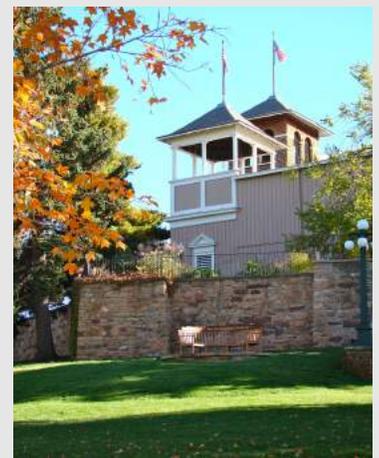
"As the Front Desk Manager, I oversee the Lodging Office and our Front Desk staff. Together, we greet guests and visitors, answer the phones and redirect calls, take Lodging reservations, check guests in-and-out, and coordinate guest services with our Housekeeping and Facilities departments, among other tasks. I am proud to have been working at Chautauqua for 4 ½ years now

What has been the
hardest part about
working through this
pandemic?

I think a lot of folks have been hit hard by the feelings of isolation that quarantine has placed on us all, and I know that's certainly true for my staff and me. Usually, the Academic Hall is abuzz with activity and guests and visitors coming and going, but lately it's been only staff or residents picking up their mail who are permitted inside. I know this is for the best and for everyone's health and safety, but it still feels strange having so little face-to-face interaction with people when your job is hospitality!

Where do you think the "best spot
at Chautauqua" is?

I suppose that depends on how one defines 'best', but near the south-eastern corner of the Auditorium by the Picnic Shelter is one of my favorite spots. From there, you can look east out over the Boulder Valley, or you can turn around and gaze up at the Flatirons still towering above you, with the trailhead beckoning. It's a great place to view sunrises, sunsets, or to catch the 4th of July Fireworks at Folsom Field.



What changes have been made in your department as a result of the restrictions in place?

We've taken many steps to ensure the safety and comfort of our guests and to abide by social distancing guidelines. This includes wearing masks and utilizing disposable gloves, switching to contact-less check-ins and check-outs, and limiting Academic Hall access to only staff or residents picking up their mail.



Have you witnessed any special acts of kindness from guests or staff during this time?

What activity did you “take for granted” before the restrictions were in place that you are excited to get back to?

Boulder has so many restaurants and eateries [and the Dining Hall is so close to my office] that I used to rarely eat any meals at home. The stay-at-home restrictions have led to my skills in the kitchen improving slightly, and take-out or delivery has provided a back-up for those times my experiments in cooking went awry, but I still can't wait to be able to go out to a restaurant again!

In light of the ongoing pandemic, CCA has waived all cancellation fees for reservations through June 1, and we have been working with guests on a case-by-case basis for all other reservations. A few guests who were entitled to full refunds for their cancelled reservations insisted we keep their deposits as a ‘donation’ to CCA. We are extremely grateful to those guests for their generosity during these difficult times, and it was really touching to have that kind of confirmation that our returning guests think of us as more than ‘just another hotel’.



Is there a meal from the Dining Hall you are craving?

I'll be ordering the All-American Bacon Cheeseburger and their Crispy Brussel Sprouts when they re-open for take-out on May 5!