

A PGAV PARTNER PROFILE

Describe the work of DNC.

Founded in 1915, DNC is one of the largest privately held companies in North America, providing catering and management services to ballparks, football stadiums, hockey arenas, airports, dog tracks, and operations on virtually every continent. Our newer award-winning division is Parks & Resorts, which includes Yosemite, Grand Canyon, Yellowstone, Sequoia, Niagara Falls and Kennedy Space Center.

What is your role at DNC?

I joined the company as Office Manager at the international airport in Johannesburg, South Africa. After 15 years of promotions and relocations in the international division, I became VP-Finance for Parks & Resorts at corporate headquarters in Buffalo, NY. It was a period of fast growth and unique challenges. For example, with the turn of the century, we had to ensure computer systems were Y2K compliant. At Yosemite, we replaced almost every system, including central reservations, property management, accounting, human resources, and payroll. Three years ago, I became VP-Business Development and am responsible for bid responses, property acquisitions and hotel management contracts.

What's your favorite DNC destination?

I could never pick one because each has special attributes. Yosemite is so dramatic; the Grand Canyon is an entirely different landscape. All are magnificent places. When I consider unique locations, I look for those with an impressive history or surrounding environment. Importantly, each property is exciting in its own right and has a special story. For example, the Balsams Grand Hotel & Resort in Dixville Notch, NH is one of the first places to declare Presidential election results. If I close my eyes, I would add Hershey, PA or Greenbriar Resort, WV or Biltmore House, NC to our group. But, that's just me and if I'm dreaming.

How did you cross paths with PGAV?

We have overlapped on several occasions. Most recently, we've explored prospects at the Hoover Dam and Gettysburg. At Harrison Hot Springs Resort in British Columbia, PGAV helped us to offer the experience as one cohesive package.



TISH LIVANOS

Vice President, New Business Development Delaware North Companies Parks & Resorts (DNC)

What is the secret to a great guest experience?

A few years back, people just wanted luxury and a nice robe. Now, they expect THE experience. It's very popular to rough it during the day, but at night, have the spa, fine dining and a heavenly bed. At Yosemite, guests spend over \$1,000 for four days of hiking and sleeping in tents in the High Sierra Loop. People want to learn something, enjoy an interpretive experience and bring home a story.

Are you an adventurer?

We don't often get the opportunity to experience the recreational activities we offer, but I have tried the High Sierra camping experience and loved it. The food was great! I hope to go rafting on the Colorado as my next adventure.

What is different about Parks & Resorts?

I'm excited about our ISO-certified GreenPath environmental program, which emphasizes the use of green products, recycling, and reduction of waste and energy usage. We have a long list of initiatives, including how to turn used cooking fat into fuel for vehicles. Guests appreciate knowing that our destinations are environmentally friendly. It will be interesting to see what the future brings.