SAN MATEO COUNTY
SILICON VALLEY

CALIFORNIA WELCOME CENTER

visit California

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Visit California

Volunteer at the California Welcome Center in San Mateo!

We are looking for some great, warm, hospitable volunteers to assist visitors at our California Welcome Center located inside Hillsdale Shopping Center in San Mateo.

The Center is operated by our organization, the San Mateo County/Silicon Valley Convention & Visitors Bureau.

Please see the information provided on this flyer and contact us if you are interested or have any questions. We hope to welcome you to the California Welcome Center family!

Volunteer Position Details

Volunteers would work in a customer service/sales associate role. This volunteer position is ideal for anyone with experience or interest in the travel industry. Training on how to interact with, and direct visitors to, local and statewide accommodations, restaurants, museums, recreational venues, shopping, etc. will be provided. In addition to guest interaction and recommendations, there is a sales component to the position. The CWC sells tickets and merchandise for fantastic local attractions. Familiarity with the local attractions is a plus, but not necessary as training on all the tickets and sales will also be provided.

The ideal volunteer loves helping people and learning about everything going on in the area. Because the majority of visitors use a CWC as their main source of info on what to do during their time in our area or all of California, a positive, helpful attitude is a must. We can accommodate your schedule and as many or as few hours as you would like to volunteer. Hours of greatest need are Monday and Friday mornings, Monday through Saturday evenings, and Sundays.

California Welcome Center
Hours of Operation
Monday – Saturday: 10am-9pm
Sunday: 11am-7pm

Interested? Please contact California Welcome Center Manager, Jessica Campbell at 650-348-7600 or email us at: info.sanmateo@visitcwc.com

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What is a California Welcome Center?

Mission

The mission of the California Welcome Center (CWC) program is to provide a statewide network of readily accessible and recognizable visitor information centers that will encourage tourism in California and provide benefits to the state economy. The CWC's are located within the state on major thoroughfares or near destinations, such as attractions.

About

The California Welcome Center San Mateo (CWC), one of twenty within the state, was opened by the San Mateo County/Silicon Valley Convention & Visitors Bureau at Hillsdale Shopping Center in June 2010. It is located on the first level by the outside entrance between Banana Republic and Macy's.

The Center, staffed over 360 days a year, is promoted by Visit California, their website, and in all literature they produce. The San Mateo County/Silicon Valley CVB also promotes the CWC in their literature. Highly visible signage is posted on Highway 101, with thousands of visitors stopping by our CWC every year.

Official Visit California research shows an average of approximately 91,000 visitors stop by a California Welcome Center in a year's time, with 80% using the CWC as their main source of info on what to do during their trips, and 77% planning to visit a featured attraction as a result of info they obtained at the California Welcome Center. Research shows that 78% are traveling for pleasure and that those who visit a CWC stay an average of three additional days in the area.

Our location has the added benefit of receiving referrals from SFO, so fly-in visitors, as well as those traveling our highways and public transportation visiting the Center. In addition, we also receive locals looking for activities in our area. Trained team members enthusiastically direct visitors to local accommodations, restaurants, museums, recreational venues, shopping, etc. Tickets for area attractions, along with shirts and souvenirs, are available for purchase.