

IFEA/Zambelli Fireworks Volunteer of the Year Nomination 2014

Individual Submitting Nomination:

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Nomination Information:

LuAnn Chapman Gatts
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Nomination Questions:

Depth of Involvement

LuAnn Chapman Gatts has been a resident of Grapevine, Texas over 25 years. She divides her time between family, running several businesses and volunteering in the community. She and her husband Jason own and operate a financial consulting business in Grapevine, Texas and in LeMars, Iowa. They also own and operate a large farming operation in LeMars.

LuAnn has made a huge contribution to the success of many of the festivals and events that we do in Grapevine. As a take charge kind of person, she has volunteered as well as chaired festivals and has always had the attitude of “do what has to be done to get it done” no matter the time and effort involved. She has been a full time volunteer putting in as many hours as our managers working from 7 a.m. until 1 a.m. most nights making sure we have enough help to complete the task at hand. She has done this at our Main Street Days and GrapeFest festivals for over twelve years. She always finds a way to work through a variety of opportunities by helping solve and create new and different experiences at our events. Her expertise in the business world and theater world has helped provide fun and exciting changes with creativity from the arts side for the events. She has worked in many areas of the festivals over the years holding chair positions for volunteers, gates, food vendors and the People’s Choice Wine Tasting Classic just to name a few. She is a past Chair of our GrapeFest festival.

LuAnn has served on the Advisory Board for the City of Grapevine Convention & Visitors Bureau. She has served as a board member for the Grapevine Heritage Foundation. This 501c3 foundation seeks to protect and preserve historic structures in Grapevine. Funds raised from Main Street Days and GrapeFest go to historic preservation in the city.

Specific examples

LuAnn has been a valued team member from the volunteer side for all of our events for over fourteen years. LuAnn started working gates at our Main Street Days and GrapeFest festivals working with a local civic club and it grew to other events and areas from there.

She supports the New Vintage Wine & Gallery Trail helping set up, tear down and working a customer sales/service position at a winery.

She volunteers at North Pole Express each year doing operations and whatever extra job is assigned to her.

In order to make the customer experience better she took over as Gate Chair providing training seminars and written documentation at Main Street Days and GrapeFest events. She then works the entire festival going from gate to gate checking on volunteers that work at the seven admission gates providing support and training as other civic and service groups work gates to raise funds for the missions. She does this job in addition to Food Vendor Chair. She felt like the food position did not take much time so she agreed to take on other jobs like gates to help out where needed. She has very strong organizational skills and is not afraid to speak up.

LuAnn's contributions to our festivals and our city have been many. She took on the role of producer and production manager spending six months interviewing, gathering materials and then creating the document and application needed for Grapevine to enter and then be awarded the prestigious IFEA World Festival and Event City Award. This is the greatest honor and highest award that our festivals in Grapevine have ever won and I know that it would not have happened had it not been for LuAnn providing the time and effort to take on this project.

Significant enthusiasm, organization assistance and specific expertise

LuAnn has been a committed volunteer to all of Grapevine's festival for more than 14 years. Her dedication, along with her desire to lead and direct has allowed our festivals team to rely on her on many occasions through the years. By serving as the Food Vendor Chair and the Gates Chair, LuAnn has allowed the festivals team staff to concentrate on other aspects of the festival. Her many years of service has proven her commitment, dedication and reliability for Grapevine's events.

She has shown a tremendous commitment to our vendors, as well as our staff and volunteers. Her responsiveness to the needs and requests of our vendors has proven to be an indispensable element of the success of each festival. Her cheerful and pleasant demeanor has also made her an asset and an extension of our staff.

Initiative and Leadership

LuAnn has held the Volunteer Food Chair position for several years working with each of our food vendors at each festival to provide a good experience through communication leading up to the festival throughout the final vendor check out on Sunday night at the conclusion of each event. All vendors receive their final check from the festival on Sunday night within 2 hours after the festival closes.

By assuming the role of the Gates Chair for Main Street Days and GrapeFest, LuAnn took on a major role and training responsibilities for the two major festivals. This is a key role because

working at gates you are the first person to come in contact and provide that first impression to our customers. The first impression is a lasting one and while having customer service skills is important, the training for safety and security are at the top as well.

LuAnn's goal has always been to treat everyone the same and provide enthusiasm and fun to all she comes in contact with. She believes in treating everyone equal as though they are her own customer in their family owned business. By providing training and leadership in this manner, she has been able to demonstrate how important the various volunteers, civic and service groups and food vendors are to our festivals and to create the most positive experience for all. She has involved her family as volunteers for our festivals in many areas over the years. She has two grown sons that were raised volunteering and giving back to the community.

Dependability

For more than 14 years, LuAnn has proven to be one of the most dependable Grapevine festival volunteers. Her tireless efforts to enhance the experience for volunteers, vendors and attendees to our festivals by providing countless hours and friendly training and service are an example to all who work with her and see her throughout each festival. By putting in countless hours and incredible levels of quality and service for Grapevine, LuAnn is a true star among our team of leadership volunteers.

Positive Attitude

LuAnn is one of the most positive and upbeat volunteers we have. She has been a resident of Grapevine for more than 25 years and her commitment to her family, her community and Grapevine's festivals is contagious. By contributing so many hours over more than 14 years, LuAnn has had a wonderful impact on the growth of our community and the positive reputation that Grapevine's festivals enjoy throughout the local area, the region and the nation.

How has LuAnn made a difference to Grapevine's festivals?

Grapevine has been fortunate to have a wonderful group of volunteers who serve our community at each of festival. LuAnn is an inspiration to all those around her. By exemplifying the qualities of dedication, perseverance, humor, friendship and commitment, LuAnn has helped create a culture of service to all those who serve the city of Grapevine. This culture of service extends beyond our festivals and extends to many aspects of our community. LuAnn has set a high standard for those who come after her and we applaud and thank LuAnn for her many years of service. For all of these reasons and many more, Grapevine believes LuAnn Chapman Gatts should be the IFEA/Zambelli Fireworks Volunteer of the Year.