

TMTTC

Celebrating 30 Years!

Lobster Lady of the Year!



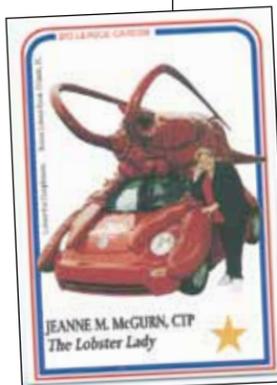
Jeanne McGurn
CTP, President

*Remember when...
It's been three
decades of
memories – for us
and for our guests.*

Thank you to all of our valued clients, suppliers, industry friends and family for making 30 years possible.

The _____
**MAINE TOUR
CONNECTION**

1984



2014

Remember the time...

Some of the events we've experienced, events that make being a receptive tour operator what it is – never boring, always a challenge, and lots of fun.



Bear-ly believable ...

We once got a call from a tour group from Pennsylvania at 5:05 p.m. "Help," they said, "it's after five, and we're locked inside the Maine Wildlife Park. We wanted to see a moose, we didn't want to stay with one."

Do you think it was easy getting someone on the phone after hours? No. But we eventually freed them. Some zoos charge for sleepovers – we would have comped it.

And some thoughts from our colleagues and customers ...

The Ultimate Challenge

MONDAY AFTERNOON, April 15, two days before my high school band group was heading to Boston, is when the news broke: "Bombings at the Boston Marathon."

After many conversations and news reports, the anxiously awaited trip was approved to depart as planned, with one BIG stipulation – the students could not enter downtown Boston or even drive near the city.

Two years of planning by The Maine Tour Connection had gone into this downtown Boston trip, including hotel accommodations, restaurants, attractions, evening entertainment, performance sites, and permits. To my amazement, within a few hours a fabulous new plan was in place, North of Boston!

When I start thinking of all the action that took place "behind the scenes" to make such a quick change of direction possible, I know it could not have happened without a reputable receptive tour operator. The changes in the overall plan and details that TMTTC's Lobsterettes were able to put in place on such short notice is still mind boggling. Obviously, it's only through the good working relationships they have with suppliers in their region that such a miracle could be accomplished. It is certain that if I had made the arrangements on my own, there would not have been a trip at all, since I don't have these connections or this kind of manpower.

And the students LOVED THEIR TRIP!

There once was a gal north of Nantucket,
Who helped unload a huge bucket . . .
. . . full of red tape and logistics
for a group leader who was going ballistic!
She kept her cool and worked through the strife,
gave of herself all day and night.
Her magic paid off, and we all were pleased,
A Receptive Operator who can meet your wildest needs!

Connie Haywood, River Bend Travel





“My luggage is not in my room,”

reports a guest upon arrival at the hotel. What? The count was correct when we loaded the coach this morning.

No matter, TMTC staff were on it. Back to Bethel.

Turns out two pieces of luggage were swapped with another group. Problem solved: the guest on the other bus didn't even know there was anything amiss! Case solved.



Cake?

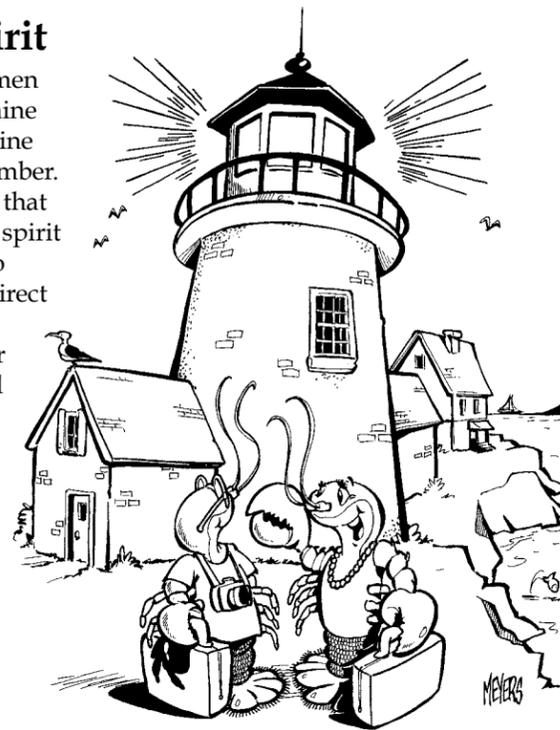
You want cake for 50 people? Today? Yes, the escort tells us, “It’s today, their wedding anniversary is today.” OK—a quick run to the bakery and triumphant return with cake for 50 people.

That “Can Do” Spirit

Jeanne was one of the first women tourism business leaders in Maine that I met when I became a Maine Tourism Association board member. I remember distinctly thinking that Jeanne embodied the “can do” spirit that I now know is so critical to business success. Jeanne was direct in her recommendations, her insight was invaluable, and her ability to mix that with wit and fun has made a distinctive impact in Maine and beyond. I know she made such a positive impact on me—I am so pleased to have met Jeanne early on in my tourism career in Maine!

Congratulations on your 30th Anniversary!

*Carolann Ouellette, Director
Maine Office of Tourism*



I'M SO GLAD WE CALLED THE MAINE TOUR CONNECTION... IT'S JUST LIKE THE PICTURES IN THE MAGAZINES.

What can I say about Jeanne?

Fearless, warm, loud, gentle, sweet . . . always ready to laugh. Heart of gold.

Congratulations, Jeanne. What a fantastic accomplishment! You always make me smile from ear to ear, and you give some pretty awesome hugs. If only I were straight!

Your Nicky

*Nicholas Calderazzo, CTP
President, Twin Travel Concepts*

SAVED BY THE BUS:

We were doing a step-on guide service in Portland when the wife of a tour passenger said “we need to go to the hospital—my husband isn’t well.”

We incorporated a stop at the emergency room as if it was part of the tour (Maine Medical Center is an



award-winning hospital), but the man insisted he was fine, and would not go in.

We continued the tour to Boothbay Harbor and by the time we

returned via Freeport, the guest now wanted to go to the hospital. So back to Maine Med we went, as if it was another leg on the tour.

Unfortunately, he was admitted; fortunately, he made a good recovery from a heart attack. **Bonus:** his wife stayed with Jeanne for ten days and became a life long friend.



New York May Have Lady Liberty

For a 30 year old lobster she’s looking pretty good! The “Lobster Lady” I mean!

I have been amazed over the years in my career moves, the many people I have met who ask, “Do you know The Lobster Lady?” when they find out I live in Maine. Jeanne and her company have created a very unique niche that all of us in Maine tourism have, and do, benefit from. She continually gives back and supports her love of Maine and all it has to offer visitors by promoting and delivering tour services beyond compare!

New York has the Lady Liberty, Philadelphia the Liberty Bell, and San Francisco the Golden Gate. All pale in comparison to The Maine Tour Connection and our very own Lobster Lady, Jeanne McGurn!

*Vaughn Stinson, CTC
CEO, Maine Tourism Association*

Celebrity Status at ABA

When I started to work with the motor coach market back in 2007, my first ABA Marketplace truly was an eye-opening experience. I quickly learned that the “Lobster Lady” was quite the celebrity at ABA. Not only was the lady a celebrity, but she was also incredibly respected amongst all the tour operators—and that stands true to this day. Congratulations, Jeanne, on 30 successful years, and cheers to many more to come!

*Lynn Tillotson
Greater Portland Convention & Visitors Bureau
President & CEO: Executive Administration*

Business and Friendship

Jeanne, congrats on your 30-year accomplishment! I am so happy and proud to say we have been friends (and sharing business) all these years! You have been, and always will be, a special friend!

*Rene P. Poyant
Director, Cape Cod Custom Tours*



It's in the bag.

A tour guest leaves a purse on a bench in Perkins Cove, and the police contact TMTC to come retrieve it.

How did they know to track TMTC down to come and fetch it? It's a small world here in Maine, so it doesn't take long to connect the dots!



“What it boils down to . . .”

What can we say about a member with 30 years of success in our industry? Let me take a “crack” at it. Jeanne McGurn and The Maine Tour Connection is a great example of mixing business and fun. Always with a creative approach, Jeanne and her Lobsterettes have been important partners in the group travel industry for New England and beyond. What it “boils down to” is that Jeanne did not have to “claw” her way to the top. Jeanne’s dedication to her customers and the group travel businesses has earned her the respect of the industry. We congratulate her on this 30-year anniversary and are proud that she is a member of our association.

*Peter Pantuso, CTIS
President & CEO
American Bus Association*



Put It In Print

I've worked with Jeanne through the Pennsylvania Bus Association going back many years and I also know she has been very helpful when working with our staff at Trans-Bridge Tours.

She recently made a memorable and lasting impression on me and my family when she was so graceful at the PBA Annual Meeting in June 2013. During one event, we stopped by her table display and she was so sweet to my young daughters. We all slipped lobster claws onto our heads and posed for a picture. True to her word, she published the picture in the next issue of *Maine Tour Magazine*. What a thrill for my children! My 11 year old is so excited to take a road trip to visit Maine and wants to stop by to say hi to the Lobster Lady.

Warm wishes to Jeanne in celebrating all those years of dedication and hard work. Congratulations!

*Jim JeBran
Trans-Bridge Lines Inc.*

Full of Wonder

Congratulations Jeanne for thirty wonderful years as “Miss Maine Tour Connection.” Over the last few years you and your Lobsterettes have put together some wonderful tours for our company. Keep up the great work!

Donna Vose, Swarthout Tours



Border Crossing

We arrived at the border station in Calais and one of our tour guests was not permitted to enter Canada. Why? That's not something we were privy to.

But, meanwhile, the tour would have to continue on across the border, and the tour guest and his wife would have to leave the group and head back to Pennsylvania – from faraway Calais, Maine!

We never knew what the options were from Calais, Maine to Pennsylvania! Although we are the Maine experts, we can always learn something new, and usually do. It wasn't easy, but we did it!



The
**MAINE TOUR
CONNECTION**

From the Mountains to The Sea

From our first proposal for a trip to the mountains of Maine in 1994 (which is yellowed with age), to our African-American history themed tour, to our current Maine coast tours, Jeanne has given our senior citizens groups more than they could ever ask for – and made our job very easy!

I have had many early encounters with the “Lobster Lady” at the conventions. Lots of fun! Congratulations on your 30th Anniversary and many good wishes for the future!

*Millie O'Brien
Sunset Tours*

A Tip of The Hat

No one in the travel industry has accomplished the feat of connecting their presence with a destination as well as Jeanne McGurn. Jeanne developed “The Lobster Lady” concept knowing that the entire travel industry would come to recognize her as Maine, and it worked!

I tip my hat to Jeanne for a brilliant concept and the the ability to make it happen.

Congratulations on your thirty years of “Lobster Success.”

*Charlie Presley, Founder
The Group Travel Family*

Memories and Milestones

Jeanne, want to wish you congratulations on this milestone in your life! You have touched so many people without even knowing it. We have been working with you for years on tours to New England and Maine and our passengers have come home with so many great memories, from the beautiful scenery of your lovely state to the one-of-a-kind experiences you include on our tours. We love you and wish you only the best . . . to our “Lobster Lady!”

*Marita Williams
AAA East Central PA*

