



# New Hampshire Granite State Ambassadors

2022 Commemorative Yearbook

CELEBRATING 26 YEARS!



Welcoming the World to New Hampshire since 1996



## Board of Directors 2022

### Officers

Gretchen Ziegler, Outgoing Chair  
Charyl Reardon, Incoming Chair  
Bill Petersen, Outgoing Vice-Chair/Founder  
Virginia Leiby, Incoming Vice-Chair  
Sue Geyer, Treasurer  
Jim Narkiewicz, Secretary

### Directors

Nicholas Wallner, 2022 GSA of the Year  
Maureen Walsh, 2021 GSA of the Year  
Patricia Mason, 2020 GSA of the Year  
Marty Wagner, 2019 GSA of the Year  
Peter Morgan, NHGSA Founder  
Mark Okrant, NH Author  
Judi Window, Diz's Cafe/Founder

### Staff & Contractors

Kelly Bryer, Executive Director  
Michelle Demirjian, Chief Financial Officer  
Emily McMaster, Operations &  
Communications Director  
Ashlee Rowley, On-site Events Manager

### Our Mission

The Granite State Ambassadors program is dedicated to meeting and exceeding the informational needs of guests and residents of the State of New Hampshire through in-depth training and active participation of our certified Ambassadors.

### Our Core Values

- We believe in volunteerism, participation, and cooperation.
- We believe in training and demonstrating the essence of New Hampshire hospitality.
- We believe that citizen responsibility and living landscape are the themes that define this essence.

### Citizen Responsibility

A belief that individual citizens can and will take responsibility for our future.

### Living Landscape

A strong attachment to the condition of the state, including both its natural resources and its built environments.

In short, we believe that New Hampshire will only be a good place to visit if it continues to be a good place to live. Visitors will come only if we work proactively to retain our scenic open spaces, rich historic and cultural attractions, livable communities, as well as the social structure that values the individuals and permits them regular opportunities to pitch in and make a difference.

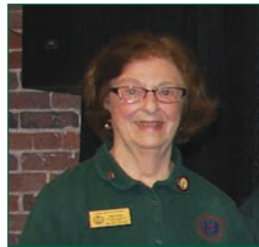
## In Memory of Those Who Passed Away This Past Year



Ron Lai  
Concentra Urgent  
Care Class of 2009



Dick Barth  
Concentra Urgent  
Care Class of 2009



Jean Acton  
Red Spotted Newt  
Class of 1997



Joanne Tethers  
Currier Museum of  
Art Class of 2010



Doren Wales  
NH Public Television  
Class of 2015



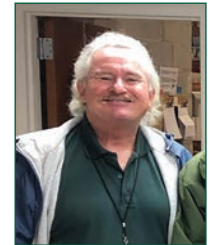
Sam McDonald  
Radisson Hotel Manchester  
Class of 2006



Joyce Heinrich  
League of NH Craftsmen  
Class of 2012



Howard Green  
Greater Manchester  
Chamber Class of 2012



Nicholas Green  
Morgan Franklin Fellowship  
Class of 2019

## A Message from Our Outgoing Chair

Gretchen Ziegler, Chair of the Board of Directors

Stonewall Farm Class of 2004

It has been a challenging year--but what GSA doesn't like a challenge? Especially Kelly and Emily, luckily for us!! Masks, or no masks; 6' or not; in-person training or hybrid; tours or none; one person in the booth or two... we have learned a lot as we ease back into near normal. Kelly and Emily have done a super job of keeping on top of all the information that has allowed us to get back to work volunteering, have fun, and stay safe. A huge thank you to both of them!! For three years we have had the wise counsel, organization, and ready smile of Marty Wagner on the Board of Directors. With this Ambies, she completes her term on the Board. We will miss her!! But she has promised to still be ready to jump in whenever we need her, which we appreciate very much!!

For the last a little more than a decade, it has been my privilege to serve as the Chair of this amazing organization. We have had some challenges and some wonderful times, the chance to work with some outstanding people, and a lot of fun. Working with Kelly as she grew into the finest Executive Director I have ever known has been a great joy of my life. Thank you for your support and friendship over the years!!



---

## Message From Our Incoming Chair

Charyl Reardon, White Mountains Attractions Association

Thank you, Gretchen, for your outstanding leadership of this organization for so many years. I realize I have big shoes to fill. I know I am a new face to many of you, but I am looking forward to getting to know each of you. A little background on me...I am a Lincoln/Woodstock native and have worked for the White Mountains Attractions Association for 23 years. I also had the opportunity to work and learn from the legendary White Mountain Mikey before stepping in as the President of the Association.

I have great respect for the work this organization, Kelly, Emily, and all of you do. I look forward to learning even more about the organization, working alongside many of you, and to discovering new opportunities to develop volunteer services in the White Mountains and grow our GSA family members in the area as well.



---

## Message From Our Chief Financial Officer

Michelle Demirjian, Innovision Realty Group

MtSunapeeLodging.com Class of 2011

Granite State Ambassadors has not been immune to changes and adaptation over the past few years. We have been thrown curve balls, sliders, and change-ups, but we always come out swinging and have hit some singles, doubles, triples, and even a few home runs.

To recap our finances, in 2021, we budgeted a \$20,000 net loss but finished the year with a \$5,000 net income because of donations that were made (mostly from our GSAs and Board of Directors), a COVID grant and because Staff and the Board of Directors made strategic decisions that enhanced the strength of our financial base.

For 2022, the board approved a budget that again has us losing \$20,000. Through October, we have closed the gap by \$15,000 through additional revenue sources, and we are hopeful that we will close the rest of the gap of \$5,000 by the end of the year.

I'd like to thank Gretchen for her many years serving as the organization's board chair from the bottom of my heart. Gretchen is the epitome of altruism and what Granite State Ambassadors stands for. I look forward to working with our incoming Chair, Charyl, and seeing what she brings to our organization. I know she will continue to build on the foundation GSA stands on, thanks to the leadership and dedication of Gretchen.



# Message from our Executive Director, Kelly Bryer

Museum of New Hampshire History Class of 2003

As always, Emily and I are incredibly humbled by the efforts of our GSA volunteers. You are one impressive group. When COVID hit and threatened our existence, you stepped up to protect us with your insatiable desire to learn, your volunteer time, your donations and your friendship. As life resumes, we have been steadily increasing our volunteer numbers and hours and are now on target to be at three quarters our usual impact by year end.

While our 2021 and 2022 GSA Certifications took a hybrid format, they were well received and we gained some pretty stellar new volunteers who dove in and are incredibly active. For 2023 we will be resuming our normal 2-day, in-person certification format. Pre-registration is active on our website if you know folks who are interested. With your help, we will be back to 100% in 2023, resuming our planned growth trajectory.



This year we were hired by several new big events that significantly added to our much-needed revenue. At event time, we hadn't recouped our volunteer numbers enough to staff these events adequately, and honestly, we were in a little bit of a panic. So many of you heard our pleas and worked multiple shifts on multiple days to make them happen. Your ability to handle our assigned duties and situations impressed the heck out of the show managers who had no idea what to expect. Suffice it to say, they were utterly blown away.

You have also attracted many new daily volunteer opportunities, including the Moffatt Ladd House & Gardens, NH Lake Host Program, The Aviation Museum of NH, The New England Ski Museum, and the Cannon Tramway Visitor Info Booth. We are excited for these new occasions to shine!

Speaking of Shining – you know what else you did? Recently, Granite State Ambassadors received a Spirit of New Hampshire award in the Volunteer Champion category. I told you you were pretty awesome. Others think so too.

There is so much on tap for 2023 and we can't wait to share it all with you. From the bottom of our hearts and with the utmost admiration and gratefulness, we thank you. We made it through the pandemic and managed to evolve in ways we had never imagined.

We thank you for being such great stewards of the organization we all love and spent 26 years building -- we love you all like family.

## GSAs Honored with a Volunteer NH - Spirit Award

NH Granite State Ambassadors (NHGSA) was recognized at the Bank of NH Stage at the Volunteer NH - Spirit of NH Awards on November 16th. NHGSA was honored with a Volunteer Champion Award, alongside other volunteer organizations and individuals awarded for their hard work in the community. Emily McMaster, Operations and Communications Director, and Gretchen Ziegler, Outgoing Board Chair, were in attendance to receive the award on behalf of our incredibly dedicated volunteers.





## Greater Concord Chamber Class



## Manchester Historic Association Class



## Hampton Area Chamber/NH Parks Class



## Mother of Rivers Class - Virtual

## 2022 Training Partners

Arts Alive Monadnock  
 Bedrock Gardens  
 Chamber Collaborative of Gtr Portsmouth  
 Cog Railway  
 Economic and Labor Market Info Bureau  
 Greater Concord Chamber  
 Greater Manchester Area Chamber  
 Historical Society of Cheshire County  
 Hampton Area Chamber  
 Jack Daniels Motor Inn  
 Kimball Jenkins  
 Lakes Region Tourism Association  
 Lake Sunapee Region Chamber  
 Manchester Historic Association  
 Manchester Millyard Museum  
 Manchester-Boston Regional Airport  
 McAuliffe Shepard Discovery Center  
 Monadnock Travel Council  
 Monadnock Economic Development  
 NH Bed & Breakfast Association  
 NH Bureau of Visitor Services  
 NH Campground Owners Association  
 NH Dept of Agriculture, Markets & Food  
 NH Division of Travel and Tourism  
 NH Division of Economic Development  
 NH Fish & Game Department  
 NH Grand  
 NH Historical Society  
 NH Made  
 NH Office of Outdoor Recreation  
 NH Parks & Recreation  
 NH Rail Trails Coalition  
 NH State House Visitor Center  
 Portsmouth Peace Treaty  
 Seacoast Science Center  
 Strawberry Banke  
 Sunapee Cruises  
 Squam Lakes Natural Science Center  
 White Mountains Attractions Association  
 White Mountain National Forest





# Welcome Center Volunteer Opportunity Partners

Manchester-Boston Regional Airport  
NH Division of Travel & Tourism  
NH Lakes - Lake Host Program  
Greater Manchester Chamber of Commerce  
Manchester Historic Association  
Millyard Museum  
Aviation Museum of NH  
Capital Region Visitor Center - Greater Concord Chamber  
NH State House Visitor Center  
Monadnock Travel Council  
Greater Keene and Peterborough Chamber

Historical Society of Cheshire County  
Lake Sunapee Region Chamber of Commerce  
Bedrock Gardens  
Chamber Collaborative of Greater Portsmouth  
Moffatt-Ladd House & Garden  
Hampton Beach Visitor Center  
Lakes Region Tourism Association  
Cannon Mountain Tramway Information Booth  
New England Ski Museum, Franconia  
White Mountain National Forest



The Moffatt-Ladd  
House & Garden

The  
Bridges  
House



THE  
BIG E

# Event Volunteer Opportunity Partners

Bedrock Gardens

Open Garden Days

Fairy House Festival

Believe in Books: Journey to the North Pole

Council of State Governments East

DoubleTree by Hilton Manchester

Granite Media Group

Made in New England Expo

Made in NH Expo

Great American Events

NH Bacon & Beer Festival

Great American Concerts

Great American Ribfest

Greater Manchester Chamber of Commerce

Taco Tour

Manchester Holiday Parade

Hampton Area Chamber of Commerce

Beach & Brew

Senior Day

Children's Festival

Seafood Festival

Hillsboro Summerfest

Historical Society of Cheshire County

Wyman Tavern Brewfest

Intown Concord

Market Days

Keene Ice and Snow Festival

Keep NH Brewing Festival

League of NH Craftsman's Fair

Monadnock Travel Council

New England Apparel Club

NH Division of Travel and Tourism

NH Farm, Forest & Garden Expo

NH Rocks: Harvestfest

NH Scot: Highland Games

NH State Council on the Arts: Poetry Out Loud

NH Travel Council

Strawbery Banke

Baby Animals Heritage Breeds

Ghosts on the Banke

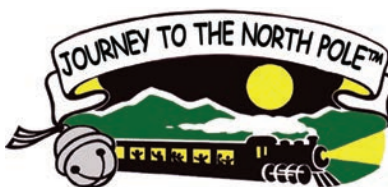
Candlelight Stroll

The Big E

The Bridges House

Pollinator Event

Tree Lighting



DOUBLETREE  
BY HILTON™

MANCHESTER DOWNTOWN





# Highlights: January -March 2022

In **January**, GSAs participated in an educational virtual program called Big Trees of NH, presented by Kevin Martin, boatbuilder and outdoorsman. Martin showed and discussed these big trees as described in his book Big Trees of New Hampshire.



GSA volunteers were also given the opportunity to ride the Cog in the winter on a cold January day. The Cog traveled up to Waumbek Station, where GSAs disembarked for winter wonderland pictures, hot beverages, cookies, and a warm fire. This experience was so enjoyed by the GSAs who attended that we are lucky to have four blogs written by GSAs.

In preparation for the NH Farm, Forest & Garden Expo in February, we conducted two interviews through our Conversations with Emily interview series. One focused on the KidZone portion of the expo. The second interview focused on a sponsor of the expo: Lef Farms.

In addition, GSA airport volunteers participated in a quarterly MHT Roundtable, as well as a virtual presentation on anti-human trafficking and awareness through the airport training program.

In **February**, many GSA volunteers assisted with the NH Farm, Forest & Garden Expo. This event took place on February 4th and 5th. NH Granite State Ambassadors as an organization were the managers for the expo, and we also utilized GSAs to help with the event.

We hosted another virtual program in February, called Heritage Tourism & NH Scenic Byways, presented by Michael Provost. Provost presented on heritage tourism and how this impacts the NH Scenic Byways. We often get questions from guests about the NH Scenic Byways, so it was an interesting presentation for GSAs.

Our Conversations with Emily interview series continued through an interview with NH LAKES.

In **March**, several volunteers assisted with the NH Poetry Out Loud Competition at the NH Statehouse. Once their volunteer duties were complete, GSAs took turns listening to the poetry from the competing students.

We continued our Conversations with Emily series with an interview about the newly formed Sugar River Region. Ashlee Rowley, Executive Director of Lake Sunapee Region Chamber of Commerce, and Elyse Crossman, Executive Director of Greater Claremont Chamber of Commerce, provided a comprehensive overview of the new region. We look forward to supporting them in their endeavors in promoting the region.

## Quarterly Summary:

157 Volunteers served 2,885 hours, assisting 7725\* guests at 9 welcome centers, 7 virtual opportunities, 2 events, and 1 in-person tour. According to Independent Sector, the current estimated national value of each volunteer hour is \$29.95 for a total value of \$86,405.75. *\*Number of guests assisted indicates welcome centers only.*





## Highlights: April - June 2022

In **April**, we were excited to assist with the Made in NH Expo at the DoubleTree Hotel in Manchester, which had not run as an event since 2019. GSAs volunteered at this event throughout the weekend of April 8-10. Several GSAs also helped out with Strawberry Banke's Baby Animals Heritage Breeds event.

Living Shores Aquarium at Storyland hosted GSA volunteers for a tour of the aquarium in April. GSAs enjoyed hands-on interactive activities, a variety of exhibits, and a delicious sampling of food at the bistro. GSAs walked through the aviary and were also given the opportunity to feed the lorikeets. In addition, the State House Visitor Center hosted a tour of the Historic State House grounds, presented by Virginia Drew, GSA Center Manager and Director of the State House Visitor Center.

We also hosted a virtual program called Lake Hosts – Our Lakes First Line of Defense, presented by NH LAKES. Kat Kelleher, NH Lakes Program Assistant, gave us an overview of the statewide Lake Host program, which is now a GSA Center.

Our Conversations with Emily interview series continued through an interview with Clark's Bears, where we learned more about the bears and other activities that Clark's offer.

GSA staff hosted a quarterly MHT Roundtable, where volunteers shared thoughts regarding the Manchester-Boston Regional Airport's (MHT) NH Information Booth. MHT staff provided an update on airport operations as well.

Lastly, the Social Committee met in early April to discuss social committee events for the spring and summer. On April 28th, a group of GSAs convened to go bowling together at the Merrimack Ten Pin Center.



In **May**, several volunteers assisted with the Manchester Chamber Taco Tour in Downtown Manchester. In the Lakes Region, several GSAs participated in the M/S Mount Washington Shakedown Cruise during their 150th anniversary this month. GSAs and other tourism industry members enjoyed presentations and a ride out on the ship. Mount Washington could be seen in the distance, still snow-capped!

Our virtual educational program continued with a program entitled Introduction to the City of Concord Trails, presented by the City of Concord. Beth Fenstermacher, Assistant City Planner for the City of Concord, gave us an overview of the extensive Concord trail system.

Moffatt-Ladd House & Gardens hosted volunteers for a tour and information session in May. Our tour of this beautiful property served a dual purpose – not only were we learning more about the history of the family and exploring the house, but we were also learning about what it meant to volunteer there. The Moffatt-Ladd House & Garden has joined the organization as a GSA center, starting Summer 2022.

Our Conversations with Emily series continued with 2 presentations used for our certification training: Arts Alive and the NH Bed & Breakfast Association.



We were excited to certify almost 50 new GSAs through our hybrid certification training program that concluded in May around the state. We certified new GSAs in Concord, Hampton and Manchester. New GSAs received tours of the Statehouse, the Millyard Museum, and a virtual orientation for MHT.

In **June**, GSAs had the opportunity to attend an informational roundtable to learn more about volunteering at the Lake Sunapee Region Chamber of Commerce.

For events, GSA volunteers assisted with both the Bacon and Beer Festival and the Great American Concerts event at the Anheuser-Busch Brewery in Merrimack. Hampton Beach hosted 2 events where GSAs volunteered: Hampton Beach & Brew Event and Hampton Beach Senior Day Event.

GSAs had the opportunity to participate in a variety of tours in June. The Lakes Region Tourism Association put together a full-day tour of the Lakes Region, which focused on Weirs Beach, Meredith, and Holderness. Our GSAs learned more about what the region has to offer through stops at the Winnepesaukee Playhouse, Squam Lakes Science Center, Kellerhaus for ice cream, Winnepesaukee Pier and Marketplace, and Church Landing. Their stop at the M/S Mount Washington included a buffet while cruising on the lake, and Hermit Woods Winery offered both a tour and wine tasting.

The White Mountains Attractions 4-Day FAM Tour returned this year, and GSAs had the opportunity to attend. They explored the 17 White Mountains Attractions, stayed overnight in some wonderful White Mountains hotels, and learned more about the area!

The Manchester-Boston Regional Airport hosted several GSAs for an informative tour around the airport. We explored the Secure Side and learned about how many processes and procedures work on both sides.

On **June 1st**, NHGSA celebrated our second Founders Day to honor our 26 years as an organization. GSAs, friends, and GSA founders participated in a cruise with Sunapee Cruises on the Lake Queen. It was a rainy day of liquid sunshine because “It’s Always Sunny in NH!” The buffet was delicious, and the views around the lake were spectacular. Finally, a group of GSAs gathered for a visit to the Museum of the White Mountains in Plymouth, followed by a visit to the Common Man in Ashland.

### Quarterly Summary:

201 Volunteers served 5,167 hours, assisting 12,411\* guests at 13 welcome centers, 8 events, 6 tours, 2 virtual opportunities, 3 meetings, and 1 Certification program. According to Independent Sector, the current estimated national value of each volunteer hour is \$29.95 for a total value of \$154,751.65. *\*Number of guests assisted indicates welcome centers only.*



## Highlights: July - September 2022

In **July**, many volunteers assisted with the Great American Ribfest Event at the Anheuser-Busch Brewery in Merrimack. Several volunteers also helped out at the Keep NH Brewing event in Concord, representing the Department of Travel and Tourism with a booth.

The Strawberry Banke Museum hosted a group of volunteers for a tour of the grounds and some of the houses. GSAs listened to an informational tour





about the history of the property, with some time to explore on our own too. Additionally, the Millyard Museum hosted a Roundtable to share what volunteering at the museum looks like.

We also hosted a virtual program this month, called NH Food Alliance's Live Free + Eat Local Challenge, presented by the NH Food Alliance. Colleen Stewart, NH Food Alliance Communications Coordinator, gave us an overview of the program.

Lastly, the Social Committee convened at the Tuscan Market at Tuscan Village in Salem for a fun lunch.

In **August**, many volunteers assisted with the Council of State Governments East Event at the DoubleTree Hotel Expo Center in Manchester. We were honored to help with this special event, which was in NH just for this year. GSA volunteers also helped out with the League of NH Craftsmen Fair at Mt Sunapee in Sunapee, through the Lake Sunapee Chamber of Commerce booth. GSAs also assisted with another event at Hampton Beach, the Hampton Children's Festival, as well as Aviation Day at the Manchester-Boston Regional Airport.

Our Conversations with Emily interview series continued through an interview with OLLI, where we learned more about the different educational programs that OLLI offers. In addition, volunteers attended a Volunteer Roundtable meeting and Quarterly Management Update meeting with the Manchester-Boston Regional Airport.

In **September**, many volunteers represented the state of NH at The Big E in West Springfield, MA. GSAs and industry partners assisted guests, answered questions about NH, and handed out literature at the NH booth. The event took place from September 16-October 2nd, and 1.7 million people attended in 2022.

GSA volunteers assisted with several partner events during September, including the Pollinator Garden Open House at the Bridges House, the 25th anniversary celebration at the NH Veterans Cemetery, and the Highland Games at Loon Mountain Resort. Volunteers also helped out with the Hampton Beach Seafood Festival.

Finally, the Social Committee hosted a lunch at Vibes Gourmet Burgers in Concord in early September. The food was delicious, and GSAs spent time catching up and meeting some new volunteers too.

### Quarterly Summary:

173 Volunteers served 5,047 hours, assisting 16,998\* guests hours at 15 welcome centers, 11 events, 1 tour, 2 virtual opportunities, 1 training, and 2 meetings. According to Independent Sector, the current estimated national value of each volunteer hour is \$29.95 for a total value of \$151,157.65.

*\*Number of guests assisted indicates welcome centers only.*





# Highlights: October - December 2022

In **October**, several volunteers contributed to the Department of Travel and Tourism's Leaf Peeper reports. The Aviation Museum also joined the organization as a member in October, so GSAs will be able to start volunteering there for credit. We are excited to formalize this partnership and provide another location for our GSAs to volunteer.

The Chamber Collaborative of Greater Portsmouth hosted a group of volunteers for a tour of the area, including the Seacoast Science Center, the Warner House, and Jimmy's Jazz & Blues. GSAs enjoyed a tour of each location, learning more about the variety of activities that Portsmouth has to offer.

Lastly, volunteers attended the Airport Volunteer Roundtable and Quarterly Management Update in late October.

In **November**, GSA volunteers assisted with the New England Apparel Club Show at the DoubleTree Hotel in Manchester. This was our first time partnering with this organization, and we hope to continue more collaboration in the future.

We thanked our volunteers for their hard work with our AMBIEs Awards Luncheon on November 10th. GSAs were honored with top hour awards, peer awards, merit awards, and more, celebrating their achievements in 2022.

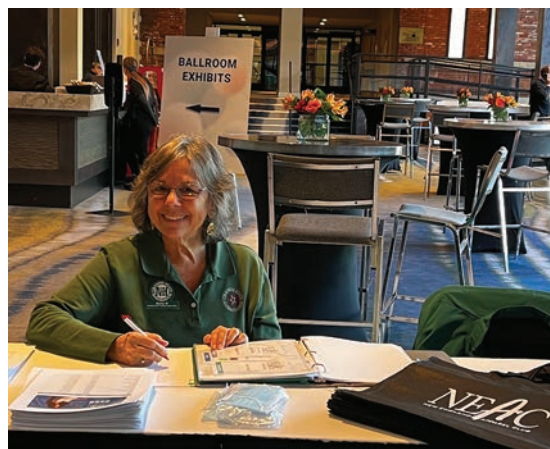
November also brought our annual online fundraising auction which touted record support by both donors and bidders. We were so very grateful.

In **December**, GSA volunteers assisted with the Made in New England Expo at the DoubleTree Hotel in Manchester. Volunteers also represented DTTD and GSA with a table at the expo. Several volunteers have also participated in the Candlelight Stroll at Strawberry Banke over the course of the month.

Finally, several volunteers traveled to the Journey to the North Pole event, a fundraiser for the Believe in Books Literacy Foundation. GSAs headed to Lincoln in early December, suiting up in elf costumes and greeting families.

## Quarterly Summary:

102 Volunteers served 1,076.25 hours, assisting 3888\* guests at 11 welcome centers, and 3 events. According to Independent Sector, the current estimated national value of each volunteer hour is \$29.95 for a total value of \$32,233.72. *\*Number of guests assisted indicates welcome centers only.*





# History of the AMBIE Awards

Throughout the year, fellow Granite State Ambassadors, Center Managers, tourism and state officials, and the



traveling public, take time to give recognition to our Granite State Ambassadors.

Congratulations to all our wonderful Granite State Ambassadors for your dedication and service to New Hampshire.

A special Thank You to Murphy's Taproom & Grille for their support of our event!



## GSAs of the Year

2022 - Nick Wallner  
 2021 - Maureen Walsh  
 2020 - Patty Mason  
 2019 - Marty Wagner  
 2018 - Kathryn Segreti  
 2017 - Maurice Demers  
 2016 - Sue Greenbaum  
 2015 - Anita Memos  
 2014 - Sue Geyer  
 2013 - Jean McGiffin  
 2012 - Lorraine Charron  
 2011 - Richard Russell  
 2010 - Jean Acton  
 2009 - Vivian Villemure  
 2008 - Linda Gross  
 2006 - Jim Narkiewicz  
 2005 - Trudy Hainey  
 2004 - Paul Lacourse  
 2003 - Mary Osborne  
 2002 - Ron Brown  
 2001 - Rita Glasheen  
 2000 - Gerry Steinberger  
 1999 - Georgie/Charlie Reagan

## Service Award

2022 - Tim Adams  
 2021 - Nick Wallner  
 2020 - Karen Green  
 2019 - Duncan McIntyre  
 2018 - Brenda Urban  
 2017 - Maureen Walsh  
 2016 - Marty Wagner  
 2015 - Maurice Demers  
 2014 - Kathleen Kozak  
 2013 - Sue Greenbaum  
 2012 - Kate/Gary Bashline  
 2011 - Anita Memos  
 2010 - Lorraine Charron  
 2009 - Joe Reisert  
 2008 - Jean McGiffin  
 2006 - Lloyd Farnham  
 2005 - Linda Gross  
 2005 - Virginia Stone  
 2004 - Jim Narkiewicz  
 2003 - Therese Colford  
 2002 - Jim Theodosopoulos  
 2001 - Mel Schunnehan  
 2000 - Vera Hujar  
 1999 - Jean Acton

## Hospitality from the Heart Award

2022 - Diane Miner  
 2021 - Patricia Storm  
 2020 - Connie Loken  
 2019 - Maryellen McGrath  
 2018 - Ron Lai  
 2017 - Diane LaBelle  
 2016 - Patty Mason  
 2015 - Joyce Heinrich  
 2014 - Judy Lai  
 2013 - Steve/Karen Jordan  
 2012 - Sue Geyer  
 2011 - Al Peters  
 2010 - Judy Greer  
 2009 - Don/Bev McWay  
 2008 - Pearl Martin  
 2006 - Ann Carroll  
 2005 - Jill Guild  
 2004 - Trudy Hainey  
 2003 - Roger Bernier  
 2002 - Art Garey  
 2001 - Paul Carroll  
 2000 - Pat Michell  
 1999 - Mary Osborne

## Judi Window - It's Always Sunny in NH Award

2022 - Mark/Kathie Rice Orshak  
 2021 - Bruce Flegal  
 2020 - Martha Clark  
 2019 - Christine Stacey  
 2018 - Deborah Hickey  
 2017 - Dan Memos  
 2016 - Kathryn Segreti  
 2015 - Howie Wheeler  
 2014 - Judi Window  
 2012 - Joanne Tethers  
 2011 - Lorry Young

## Gretchen Ziegler - Granite State Champion Award

2022 - Bob & Irene Mullen

## SPECIAL MERIT AWARDS (Past 10 years)

2022 - Brian Smith, Joan Gonser, Roz Weizer, Mark & Jeanne Lamarre  
 2021 - Linda Duquette, Dawn Brockett, Virginia Drew, Margaret Waterhouse, Nicole Doolan, Mark Orshak, Kathie Rice Orshak, Nigel Manley  
 2020 - Roberta Wells, Meaghan Littlefield, Sarah Brown, Ashlee Rowley, Norma Whitcomb, Kathleen Beliveau  
 2019 - Bruce Flegal, Nick Wallner, Marnie Cinquantini, Barbara Cabral  
 2018 - Karen Maitland, Tom Malafronte, Bob & Irene Mullen  
 2017 - Tim Adams, James Byrd, Mary Lenz, NH State House Visitor Center, White Mountains Attractions Association  
 2016 - Carolyn O'Brien, Doreen Braley, Connie Loken, Maurice Demers  
 2015 - Jennifer Codispoli, Jennifer Townsend, Kirsten Powelson, Indian Head Resort, Kathleen Beliveau, Sue Greenbaum, Jeanne Walcek, Paul Lacourse, Kathleen Kozak, Brenda Urban, Yvonne Cote, Deborah Hickey, Kathryn Segreti, Raymond Croteau, Ann Verow  
 2014 - Virginia Drew, Pip Adams, Diane LaBelle, Jennifer Tockman, Brenda Urban  
 2013 - Dianne Fortin, Phyllis Goodhue, Trudy Hainey, Anita Memos, Marty Wagner, Howie Wheeler

### 50 Hour Badge

Blood, Charles  
Blood, Judith  
Bravar-Demopoulos,  
Margaret  
Collins, Janice  
Conover, Barbara  
Crippen, Pat  
Cunningham, Wilma  
DeFrancisco, Barbara  
Ducharme, Wendy  
Gonser, Joan  
Hall, Marie  
Jasie, Peter  
Judd, William  
Judge, Kristin  
Katz, Joan  
LaValley, Carin  
Maynard, JoAnn  
McDonald, Joan  
McLane, Randall  
Nazaka, Julie  
Olson, Madeline  
Parodi, Suzanne  
Pelletier, Richard  
Provost, Michael  
Robbins-Murphy, Jeannine  
Rowley, Kim  
Smith, Brian  
Strong, Julie  
Vogt, Harry  
Wyman, Debbie  
Wells, Brian

### 100 Hours

Arpin, Pam  
Collins, Janice  
Crippen, Pat  
Daigle, Kathi  
Doolan, Nicole  
Gonser, Joan  
Goodnight,  
Norma  
Goodrich, Bobbie  
Holman, CJ  
Kelly, Pat  
Lamarre, D. Mark  
Lamarre, Jeanne  
Leiby, Ginks  
Mason, Leslie  
Maynard, JoAnn  
Parodi, Suzanne  
Pelletier, Richard  
Rowley, Ashlee  
Smith, Brian  
Vincent, Char-  
lotte  
Wales, Ben  
Wales, Doren  
Walsh, Joanne  
Washburn, Jane  
Wilson, Bob

### 250 Hours

McGrath, Bob  
Botta, Lou  
Brockett, Dawn  
Connors, Mary  
Crippen, Pat  
Daigle, Kathi  
Kelly, Pat  
Kotowski, Liz  
Lamarre, D. Mark  
Lamarre, Jeanne  
McMillan, Bob  
Parodi, Suzanne  
Polish, Leigh  
Walker, Shulie  
Wheeler, Sharen

### 500 Hours

Booth, Betsy  
Buonopane, Chris  
Polish, Leigh  
Sullivan, Marilyn

### 1000 Hours

Miner, Diane  
Mullen, Bob  
Nadeau, Carmen  
Polish, Leigh  
Storm, Pat  
Spoerl, Bob

### 2000 Hours

Lai, Ron  
Chandonnet, Sandra

### 3000 Hours

Greenbaum, Sue

### GSA Emeritus

Loken, Connie  
Ziegler, Liz



## Top Annual Hours

October 2021 - September 2022

### 5 Year Pins (2017)

Stark Brewing Company • Waterville Valley  
Resort • NHTI, Concord's Community College

### 10 Year Pins (2012)

Greater Manchester Chamber • League of NH  
Craftsmen • White Mountain National Forest •  
Historical Society of Cheshire County

### 15 Year (2007)

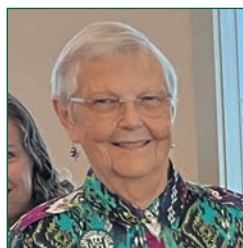
Franco American Center • Lake Opechee Inn  
& Spa • Strawberry Banke Museum

### 20 Year (2002)

Canterbury Shaker Village • Seabrook  
Greyhound Park • Sprint

### 25 Year (1997)

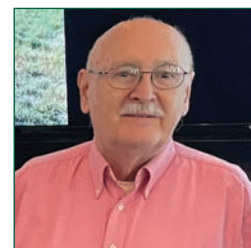
NH Made • Lucknow • Red Spotted Newt



Leigh Polish  
551 Hours



Sandra Chandonnet  
494 Hours



Tim Adams  
480 Hours



Karen Green  
433 Hours



Nick Wallner  
351 Hours



# Granite State Ambassador of the Year - Nick Wallner

## The Bridges House, Concord Class of 2018

This award is given to a GSA extraordinaire who provides outstanding service to New Hampshire's Tourism Industry. The GSA of the Year often goes above and beyond to assist NHGSA with its mission and programs. This GSA is making a difference by volunteering at centers, providing guests with a unique experience, helping to train and mentor other GSAs, and doing so with endless spirit and enthusiasm.

Nick has fully embraced all that is great about New Hampshire Granite State Ambassadors and is always willing to share a wealth of knowledge about NH, promote the GSA program and be a great mentor to other GSAs. He has given his whole self to the program and volunteers at many special events, at the Manchester-Boston Regional Airport and spends countless hours and days at the State House entertaining tourists from all over the world. He takes his time showing visitors maps of NH, the best fall foliage roads to travel, and places to stop and eat. Guests always give him Kudos and you can tell that he makes their visit to New Hampshire special. Nick goes above and beyond in everything he does. He is always willing to help whenever called and work on whatever needs to be done. On some days he has spent 3 solid hours doing a rotation of tours for State House visitors. In past years, he has won Top Annual Hours awards, the Rookie of the Year Award, the Service award and many, many Kudos awards.



For his endless contributions to NH Granite State Ambassadors and for providing a consistently positive image of the Granite State and its government – sometimes in two languages – we are proud to give this year's Ambassador of the Year award to Nick Wallner.

---

# Hospitality from the Heart Award - Diane Miner

## NH Historical Society/Centennial Hotel Class of 2016

This award is given to the GSA who spends endless hours trying to go unnoticed and gives generous contributions to other GSAs from their warm heart. Candidate should have a down-to-earth personality, and make everyone feel comfortable by demonstrating altruism and helpfulness to others.

The Council of State Governments was an important multi-day event for Granite State Ambassadors this past year. Diane gave it her all to help several conference attendees who were completely stymied about how to find conference information on their cell phones. Strange phones and apps didn't stop our GSA, and she was successful multiple times getting the attendees on track and leaving them very thankful for her help. She was kind, patient and professional each time. The event organizers had only rave reviews about Diane's work, expertise and ability to deal with any situation. They shared that she was indispensable at the Registration Desk. She carries all those same qualities wherever she has volunteered, whether at many other special events or the State House where she has volunteered for several years. Everyone is happy to have her work with them, as they know that she is a pleasure to work with and doesn't mind holding down the fort or chatting with some of the more difficult visitors. She is calm, patient, and extremely knowledgeable. Diane has completed the White Mountain National Forest and AMC certifications, and received Kudos awards in the past.



For providing such outstanding service and hospitality to whomever she meets, and always doing it with kindness and caring, Diane Miner is most deserving of the Hospitality from the Heart Award.

## Service Award - Tim Adams

### The Bridges House Class of 2018

This award is given to the GSA who serves the GSA program by volunteering their time with enthusiasm. They are someone who shares their training expertise with others, while still continuing to learn about the state of New Hampshire through GSA special events, tours, and specialized trainings.

Tim's endless enthusiasm was evident not only in his service during 2022, but in his year-after-year devotion to volunteerism at Manchester-Boston Regional Airport. Always attentive to travelers and airport staff alike, nothing goes unnoticed by him. He frequently suggests ways to improve operations in and out of the information booth, and the airport staff respects and appreciates his ideas. He maintains the brochure inventory and supply needs, and personally picks up area magazines from the supplier when needed. Visitors are always impressed by Tim's extraordinary knowledge of all things MHT and New Hampshire. He is also regularly seen at the escalator, greeting throngs of arriving passengers, helping them find what they need, and leaving them with a positive MHT experience. Patient and thorough, he is a perfect trainer and mentor, often doing it with a joke or two, and making the learning fun. If he doesn't know something, he will find the answer, and share it with everyone. Other GSAs can always count on him. He has received the Top Annual Hours award for several years, as well as a merit award, White Mountain Certification and many Kudos. He works at the airport and special events, and writes great blogs.

For his genuine desire to make everyone's day the best it can be, and the unique experience he provides travelers, fellow GSAs and staff, we award the 2022 Service Award to Tim Adams.



---

## Judi Window - It's Always Sunny in New Hampshire Award

### Mark & Kathie Rice Orshak

#### Mountain View Grand Class of 2018

The recipient of this award not only has a sunny personality, but puts the motto "It's Always Sunny in NH" into practice while volunteering. This GSA handles tough situations and rainy days with poise and a positive outlook, and leaves guests and fellow GSAs feeling welcomed and supported.

If having one sunny GSA is good, two are even better. Mark and Kathie come as a pair and are a breath of fresh air. They are generous with their knowledge which is always delivered in a very warm, inviting manner, whether at the Manchester-Boston Regional Airport or special event. It is a joy to be around them and their positive outlooks. They have dedicated their time and energy to the Granite State Ambassadors from Day 1 with the organization. They are quick to sign up for events and extra event shifts, and they are the first to stay late. You know that you can count on them in any situation, in any event role, and at any time. Their positive attitudes, constant genuine smiles, and down-to-earth friendly personalities are truly "always sunny!" They volunteer at the airport and at special events, have completed the White Mountain National Forest Certification, and received Kudos, and a special Dynamic Duo Award.

For their consistently positive, sunny attitudes towards visitors and other GSAs while volunteering, Mark and Kathie Orshak are awarded the Judi Window – It's Always Sunny in New Hampshire Award.





# Gretchen Ziegler - Granite State Champion Award

## Bob & Irene Mullen

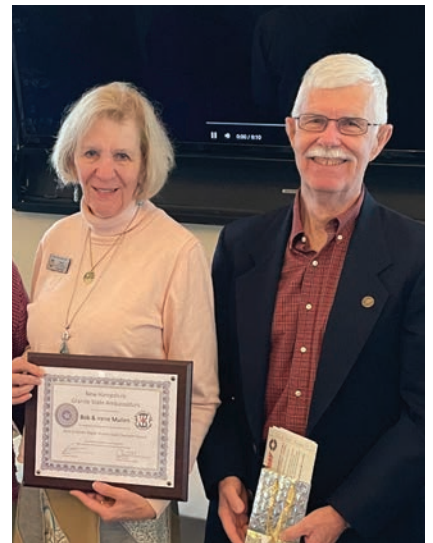
Manchester-Boston Regional Airport Class of 2015

McAuliffe Shepard Discovery Center Class of 2014

This new award is given to the GSA who champions and promotes the GSA organization to other people and outside organizations, helping to make it an integral part of tourism and volunteerism in New Hampshire. The GSA's dedication to this goal is accomplished by outreach efforts to other organizations, recruiting and encouraging new GSAs, while always considering tourism advocacy.

Bob and Irene Mullen, the first recipients of this new award, are frequent volunteers at the Manchester-Boston Regional Airport, special events, Bedrock Gardens and the State House. They always arrive prepared to assist, no matter what needs to be done. They are always increasing their knowledge of the state in order to help to the best of their ability. Bob and Irene frequently suggest new volunteer activities to other volunteers, encouraging them to try things they have enjoyed in their volunteer experience. They have also promoted the GSA organization by recruiting many new volunteers. They both enjoy meeting people and helping them, and no one is a stranger for long. Both have completed their White Mountain National Forest Certification, and they have received a special merit award and Kudos awards.

For their outstanding work at championing the GSA organization at every opportunity, Bob and Irene Mullen are given the Gretchen Ziegler Granite State Champion Award.



## Merit Awards



### 2021 Rookie of the Year

Mark & Jeanne Lamarre  
Silver Anniversary  
Class of 2021



### 2022 Rookie of the Year

Joan Gonsser  
Hampton Area Chamber/  
NH Parks Class of 2022



### Industry Friend

Brian Smith  
Manchester Historic  
Association Class of 2022



### Granite Award

Roz Weizer  
Greater Manchester  
Chamber Class of 2012





# Founder's Day Celebration

June 1, 2022 Lake Sunapee Cruises's new ship, The Lake Queen  
1.5 hour cruise with buffet lunch



Please join Peter, Bill & Judi by making a gift to honor their legacy and the impact it has had on the tourism industry and individuals - both volunteers and travelers alike.



## Why leave part of your estate to Granite State Ambassadors?

### Does being a Granite State Ambassador:

- Enrich your life
- Give your days meaning after the death of a spouse
- Keep you active and exploring New Hampshire
- Foster social engagement and meaningful friendships
- Give you a mechanism to continue to learn and for personal growth
- Provide you with engaging experiences through our volunteer opportunities, tours, lunches, perks...



Please consider being part of our legacy. For more information visit:  
<https://nhgranitestateambassadors.org/donate/remembering-nhgsa-in-my-will>

Meet a few more of our friends...





# THANK YOU, GSAs!



**Dear Granite State Ambassador Volunteers,**

**THANK YOU** for all the incredible work you do promoting tourism in the state of New Hampshire. Your passion, knowledge, and dedicated service is part of the reason our beautiful White Mountains (and iconic Attractions!) remain must-visit destinations, year after year. Thank you for sharing your experiences and encouraging the visiting public to make enduring memories in the mountains!

*Love,*



## *18 White Mountains Attractions*

**Alpine Adventures**  
**Attitash Mountain Resort**  
**Cannon Mountain**  
**Clark's Bears**  
**Cranmore Mountain Resort**  
**Conway Scenic Railroad**  
**The Flume Gorge**  
**Hobo Railroad**  
**Living Shores Aquarium **NEW!****  
**Loon Mountain Resort**  
**Lost River Gorge & Boulder Caves**  
**Mt. Washington Auto Road**  
**Mount Washington Cog Railway**  
**Polar Caves Park**  
**Santa's Village**  
**Story Land**  
**Whale's Tale Water Park**  
**Wildcat Mountain**

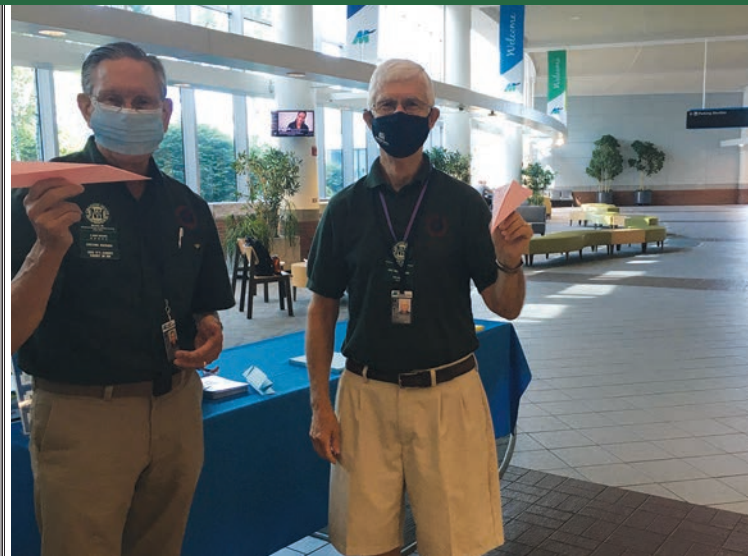


**VISITWHITEMOUNTAINS.COM**





# Special Thanks to our Key Partners



**Granite State Ambassadors, Inc**

[www.NHGraniteStateAmbassadors.org](http://www.NHGraniteStateAmbassadors.org) • [info@nhgsa.com](mailto:info@nhgsa.com) • 603-851-8624

501(c)3 nonprofit