

M&M Tour Sales

2024 RFP Tour Broker Operation 3-year term

Mark Jennings



Percentage of Gross Revenue paid to The Municipality

- 1.05% paid to The Municipality (Same as our Railroad Dock location)
- Fair Market Rent. The City Assessor will determine a fair market value for monthly rent

Experience with Tour Brokerage Systems

- M&M Tours has 23 years' experience running broker systems.
- Within those 23 years, we have generated over \$40,000,000 worth of tours sold in Skagway.
- We successfully manage multiple locations on busy days.
- Yearly, we collect all insurance paperwork for each vendor and keep it on file.
- We have an established yearly contract with each tour vendor.
- We have always enthusiastically welcomed any new tour product.
- We fully understand the relationship between the shore excursion representative and ship sold tour operators.
- Tour Operators have been paid weekly and on time for 23 years.
- We have always treated our vendors in a fair and equitable manner.
- No member of our staff has ever been associated with a tour company.

- We have always collected and submitted the appropriate sales tax.
- This idea of a brokerage system was experimental. We made it a success.
- We are the only company to operate this business in Skagway.
- We have never had a registered complaint with The Skagway Visitors Center.

Familiarity with the community of Skagway

- Mark Jennings Owner (24) year round resident of Skagway
- (12) Employees on staff are all year round residents with 310 combined years of living year round in Skagway.
- (6) are born and raised here
- (2) are Alaskan Native, raised in Skagway and alumni of Skagway City School.
- (5) are students of Skagway High School. We have always provided HS kids a “first job” situation giving them a foundation for future jobs.

Familiarity with Skagway tour products

- We offer a large variety of Independent Tours as well as ship sold tours
- M&M Sales Representatives are required to familiarize themselves with all of our products.

- We have long established relationships with almost all tour companies, see attached letters.
- M&M was vital in companies establishing themselves in Skagway.
- All of the tour companies we represent are displayed on our website allowing worldwide exposure for local companies.

February 27th, 2024

Skagway Street Car Company
PO Box 400
Skagway
AK 99840

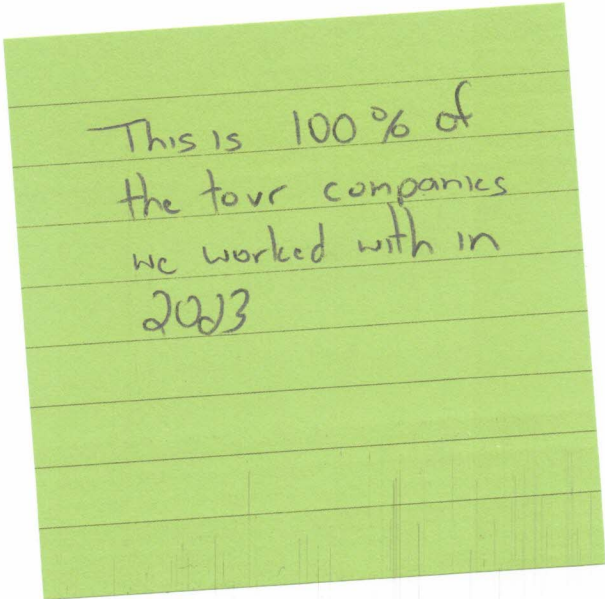
To Whom It May Concern,

Skagway Street Car Company has had a great working relationship with M&M Tours since they started Independent pier side sales in Skagway.

Mark and his team are knowledgeable and helpful to guests arriving in Skagway with no pre purchased tours. They are customer service driven and professional in their business relations ships. Payment is always received promptly and on a regular basis.

Thank you for considering their application to rebid. We hope to continue our relationship with them in the future.

Sincerely,
Allison Wilson
Operations Manager
Skagway Street Car Company.



This is 100% of
the tour companies
we worked with in
2023

From: Jaime Bricker J.Bricker@skagway.org
Subject: FW: M&M Tour Sales Inc
Date: Feb 20, 2024 at 3:30:46 PM
To: toursskagway@gmail.com

Good Afternoon, Mark,

Regarding your inquiry about M&M Tour Sales customer service records through the Skagway Visitor Department, we received one compliment in 2016. We have no records of an official complaint.

My experience as Tourism Director has always been positive when interacting with you and your staff.

Gunalchéesh / Háw'aa / Quyanaa / Thank You

Jaime Bricker Tourism Director
Explore Skagway
Municipality of Skagway Visitor Department
PO Box 1029, Skagway, AK 99840
p: 907.983.9720 m: 907.612.0120
w: www.skagway.com e: j.bricker@skagway.org
pronouns: she/her



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M&M Tours5.26.16.pdf
514 KB

WHITE PASS & YUKON ROUTE

February 22, 2024

To Whom This May Concern,

White Pass Railroad is pleased to offer a recommendation for continued partnership with M&M Tours. We have worked with M&M Tours for over a decade, during which we have experienced excellent communication and customer service. Mark Jennings and his staff have attended to guest relations manners quickly and efficiently, and have maintained punctual records with our accounting team. We look forward to continuing to work with them in the future. Please feel free to contact me if you have any further questions.

Kind regards,

A. Nannini

Allyson Nannini
Manager of Reservations and Sales
White Pass & Yukon Route Railroad
anannini@wpyr.com

TEMSCO **HELICOPTERS, INC.**

PO Box 434, Skagway, Alaska, 99840

(907) 983-2900

Skg_Staff@TemscoAir.com

To Whom it May Concern,

This letter is being sent in support of M&M tours in their efforts to secure the bid to operate on the Broadway and Ore docks. TEMSCO and M&M tours have been partners for 24 years, and we hope to continue that partnership for many years to come.

Should you require any further information from TEMSCO to aid in your decision, please do not hesitate to contact us.

Kind Regards,



Jeremy Jansen
Skagway Director of Passenger Operations
TEMSCO Helicopters, Inc.



P.O. Box 440 Skagway,
AK 99840
(907) 983-4444
www.alaskax.com

Dear Assembly members, Mayor, and Borough Manager:

I am writing to recommend and support the renewal of M&M Tour Sales' contract. We have worked with M&M since their inception. They are a locally owned business that maintains professionalism in all aspects of their operation. Their business model is seamless and efficient and is welcoming to guests. They have established and maintained many good business relationships with local tour operators in Skagway and help capture sales for them in an organized manner. In addition, they hire local Skagway residents that are well informed with Skagway in terms of what Skagway has to offer and with answering guest's questions. We also appreciate that they have never been delinquent with payment.

Renewing their contract would prove beneficial in a multitude of ways but most importantly with efficiency and knowledge.

Sincerely,
Denise Sager
Executive Assistant
Alaska X



206-755-5786
sailnwadventures@gmail.com
PO Box 317
Skagway, AK 99840

Dear Municipality of Skagway,

My name is Brendan Fahey and I own and operate a small and relatively new tour company in Skagway called, Sail Northwest Adventures. I'm writing today to express my support and enthusiasm for M&M Tours. I sincerely hope M&M can keep operating as they do by continuing to provide our community with an ethical and efficiently run business which treats everyone fairly and equally.

Starting a new business in Skagway is intimidating. As a very small fish in a big sea I was concerned with getting all my ducks in a row (permits etc, forms, etc), and also not "stepping on anyone's toes" in the process. One thing I love about Skagway is how supportive the community is, but I also know that people work very hard for what they have, and don't want others threatening that. My very first meeting with Mark to tell him about our tours, all of my fears and trepidations went away. He was so enthusiastic and helpful, and clearly cared very much about us becoming a successful business in Skagway. Mark also was very clear (and having worked with them for the 2023 season I know it to be true), that they treat all tour operators equally. In other words, they are interested in the success of each business that they represent, which in turn makes them a key player in the success of our little community.

I also noticed something really interesting last season. Our tour only has six guests on each of our 2.5 hour sailing trips, so I have a chance to chat with all of our guests. I usually try to ask them how their experience in Skagway is going and how finding our tour went. In our whole season, I never heard a single negative thing about M&M. In fact, all I heard was positive comments and feedback. Probably the most common thing I heard was, "It was so easy" and "Those guys are great", and "No pressure at all". Those are small words, but in my opinion, they say a ton, and I couldn't agree more!

I hope the Municipality of Skagway continues to allow M&M Tours to operate as they have for many years. They are an invaluable asset to this community, and I cannot think of a better company to greet our visitors as they first set foot in this amazing valley.

Please feel free to reach out to me with any questions you may have regarding my experience with M&M Tours, their employees, or owner.

Sincerely,
Brendan Fahey
Owner/Operator Sail Northwest Adventures

KLONDIKE
ELECTRIC BICYCLES

February 16, 2024

To Whom it May Concern:

I would like to express my support for M&M Tour Brokers to continue business at their current locations. We have done business with them for two years. They have always been good partners in helping us to book bike rentals and tours. They have always paid on time and have been a pleasure to work with! We would love for you to consider them for a renewal of their current locations/contract!

Sincerely,



Nicole Goodman
Owner – Klondike Electric Bicycles
907-983-2453



FRONTIER EXCURSIONS & ADVENTURES, LLC

PO BOX 437, SKAGWAY, AK 99840

1-877-983-2512

info@frontierexcursions.com

www.frontierexcursions.com

To Whom It May Concern:

We are hopeful that you will allow M & M Tour Sales to continue to be Skagway's Tour Broker as they have been an outstanding business for many years for countless reasons, some of which we have stated below.

- M&M Tours fairly represents every and all legitimate tour company and provides tour companies with an opportunity to either fill unsold seats or increase capacity when available. This representation increases profitability and allows tour companies to sustain operations and sell products efficiently.
- M&M Tours hires 11 members of the Skagway Community and many of the employees return every year which is proof that they are a well-respected business that is established with continuity.
- M&M Tours accounting and method of payment are always perfect. Payments always match our invoices and that is efficient. They also pay very frequently, weekly in fact, and that is essential for cash flow to meet operational obligations while some vendors need more time.
- M&M Tours has extensive knowledge of communications, logistics and details of every tour offered. This allows M&M to begin selling tours immediately upon the beginning of the season and thus creating more revenue in Sales Taxes and sales percentage payments. This will also help small business get extra sales needed during start up.
- M&M Tours has dealt with many unforeseen circumstances such as Rock Slides on Railroad Dock, schedule changes and Covid disaster and yet M&M continues to provide outstanding service as a broker. This is evidence that they are a business that is here to stay!

In closing, we strongly feel that it is in the best interest of the Municipality to allow M&M Tour Sales to continue to be the Tour Broker Provider in Skagway.



Skagway Float Tours LLC
PO Box 1321
Skagway, AK 99840
www.skagwayfloat.com
907-983-3688
skagwayfloat@gmail.com

To: Whom it May Concern
From: Skagway Float Tours LLC
Date: February 17, 2024
Re: Support for M&M Tour Sales

Since 2000 we have worked enjoyed the benefits of with M&M Tour sales and we have many reasons that will be stated below.

- 1) M&M Tour sales provides the ability for customers to plan excursions for the day and the location at the dock gives the consumer the ability to compare tours available and prices to what is offered on board the ship. Prior to M&M Tour sales the vendors would line up at the docks and this provided a chaotic sales venue for tours. Once M&M began selling tours the dock sales of tours became much more respectable and professional.
- 2) M&M Tour Sales pays vendors weekly and does so without invoicing so this makes a huge deal for cash flow for our small company. Most tour sales vendors do not have automatic payment in such a short period of time so this is a huge benefit of working with M&M Sales.
- 3) M&M Tour Sales presents all tours fairly and allows the customer to make decisions based on what they want to do and what is available.
- 4) M&M Tour Sales allows us a tour operators to fill capacity that is left unsold and this is a huge factor in our business income. Any ticket they sell that is not filled provides us with very important revenue and also allows the city to collect sales taxes on tours sold to fill last minute openings on our tour.

We think that M&M Tour sales is an integral part of the tour operations for many providers and we support the continued relationship they have with the Municipality. We would struggle to survive as a tour operator without the sales generated by M&M and are thankful that the Municipality has created the system of tours sales that is currently in place.

From: Heath Goebel heath@klondikegroup.net
Subject: Letter of Recommendation
Date: Feb 21, 2024 at 5:29:10 AM
To: toursskagway@gmail.com

Dear Municipality,

I am writing this letter to recommend that you extend the city contract with Mark Jennings and M&M Tours for the 2024 season and beyond.

Mark's company has done a great job over the years as a City Tour Brokerage, and my company Southeast Tours, has found their services to be professional, ethical, and fair minded. I have known and worked with Mark for many years. His deep love and commitment towards the City of Skagway is transparent in the way he conducts his business.

M&M Tours is an asset to the community and I highly recommend that this company continues in its current capacity as the Tour Brokerage for the Municipality.

Feel free to contact me at your convenience with any questions about this matter.

Best regards,

Heath Goebel
President
Southeast Tours
A member of The Klondike Group, Inc.
Direct Line [812-781-1248](tel:812-781-1248)
heath@klondikegroup.net

Dear Honorable Mayor,

I am writing you this letter to show our support for M&M Tours being awarded the bid for Tour Broker Operation located on the Broadway and Ore dock.

M&M Tours has been a pivotal role in Ocean Raft Alaska's vitality over the course of 12 years. They operate in an honest and respectful manner with experienced and knowledgeable locals. We know and trust that our product is accurately and impartially represented, and payment is always prompt.

M&M Tours has an extensive history of successfully operating in our community and we would love to see M&M Tours resume operation in the Broadway, and Ore dock.

Sincerely,

A handwritten signature in black ink that reads "Heather Call". The signature is written in a cursive style with a small checkmark at the beginning.

Heather Call
Owner
Ocean Raft Alaska

Feb 18th 2024

To whom it may concern,

The intention of this letter is to voice my support for both Mark Jennings, and the continuation of M&M tours under their same ownership and current operational structure.

It goes without saying that same day brokered tour sales as they currently exist here in Skagway under M&M tours are an essential ingredient for our seasonal tour industry. I have had a working relationship with Mark and M&M Tours for over a decade now, and have nothing but positive feedback both from a professional and personal standpoint. It is also worth taking note of the long history and track record M&M tours has of providing jobs for our local citizens.

Lastly please consider the fact that a new business coming in would have to start from scratch, rebuilding many years of accumulated knowledge, advertising, and vender connections. There would probably be a lengthy adjustment period and sales would presumably suffer. Many tour businesses are still recovering from both the pandemic and the more recent rockslide effects. If there was ever a time in Skagway's cruise industry history to keep a good system going and not add further strain to our business community, I belief now is definitely that time.

I am sure I am not alone in supporting Mark and M&M tours and seeing their continuation as a win-win for all involved. They do a great job at providing and operating what is with out question, an essential service for our community.

Thanks-
Max Jewell

A handwritten signature in cursive script that reads "Max Jewell". The signature is written in dark ink and is positioned to the right of the typed name "Max Jewell".

To whom it may concern,

We would like to express our support for M&M Tours to remain in all their current sales locations. We have always had a strong business relationship. They have always been easy to work with. Thank you for your consideration.

Mike Vondette

Mike Vondette

President

Skagway Tours



Mark Jennings <toursskagway@gmail.com>

M & M

1 message

Paul Swanstrom <paul@mtnfly.com>
To: "toursskagway@gmail.com" <toursskagway@gmail.com>

Tue, Feb 13, 2024 at 3:53 PM

To whom it may concern

Hi there. We have worked with Mark Jennings for over 2 decades, their entire time in business. We are pleased with their service and would appreciate to continue with them.

Thanks

Paul & Amy Swanstrom
Mountain Flying Service
Haines & Skagway Alaska
907.766.3007 land line
907.314.0071 Amy's cell. In season text



Mark Jennings <toursskagway@gmail.com>

Support for Broadway dock

1 message

Marissa Balough <alaskasnowbirdtours@gmail.com>
To: Mark <toursskagway@gmail.com>

Tue, Feb 13, 2024 at 3:20 PM

I, Alaska Snowbird Tours, would like to make an endorsement for M+M Tours to remain on the Broadway dock providing their services.

Marissa Balough



Klondike Tours Inc.

Box 1061 Skagway AK 99840

To whom it may concern,

We would like to express our support for M&M Tours. We have done business with M&M for 24 years. They have always been fair and equitable. They have always paid on time. It is very important that they remain in the current locations they sell tours out of. With the system they have spent many years perfecting, tour companies like mine are represented at the docks which allows for a much nicer way to get our products to the tourists and allows people like the National Park Service and S.M.A.R.T. bus a nonbiased place to send tourists in need of a tour.

Thank you for your consideration.

A handwritten signature in black ink, appearing to read 'G. Clem', written in a cursive style.

Greg Clem

Owner Klondike tours Inc.