



Inn-Sight



*Newsletter of the Mid-Florida Chapter *Since 1973* HFTP Chapter of the Year 2008*

*Gateway to HFTP * <http://www.hftp.org> * Mid-Florida Chapter Web Site * www.midfloridahftp.org April 2009

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HFTP-MID FLORIDA CHAPTER GENERAL MEETING

HFTP. Learn, Connect, Succeed.

Tuesday, April 28th, 2009

International Plaza Resort & Spa
10100 International Drive

Directions: The Resort is located near the corner of Westwood Boulevard and International Drive. Take I-4 to the 528 (Beachline) and get off at exit 1 for International Drive. Go through traffic light (stop first, if red) which is Westwood Boulevard. The hotel is on your left.

Speaker and Program

Officer Marcus Camacho, Orange County Sheriff's Department
Topic: "Crime Prevention".

This educational session falls under specialized knowledge and applications geared to basic knowledge on the topic and there are no prerequisites for attending.
One CPE credit hour may be earned for participation in each session.

Menu

Salad: Island Greek Salad

Entrée: Filet and Shrimp

Grilled Petite Filet Mignon and Shrimp Scampi with Twice Baked Potatoes

Sweet Treat: Baileys Chocolate Cheese Cake

Reception at 6:00 pm - Dinner at 6:45 pm

Please RSVP on our web-site: www.midfloridahftp.org

or

Patty Geer, CHAE 407-825-1308 or patty.geer@hyatt.com

Reservations and cancellations before 5:01 pm Thursday April 23rd.

Please, no walk ins.

Dinner : Members with RSVP \$35.00, Non-Members or no RSVP \$50.00,
Student Chapter Members \$20.00.

No-shows and late cancellations will be billed.

Please Route to:

GM
HR



The Annual Golf Event to benefit Camp Boggy Creek will be held in the Fall.

President's Corner**By: Susan Ferguson, CHTP**

Fellow HFTP Mid-Florida Chapter Members,

Wow – I can not believe all that **YOU**, the members of this chapter, have accomplished this past month! Your willingness to giveback to the community with your time and talent have resulted in:

The Juvenile Diabetes Research Foundation raising over \$400,000. It would take them forever to count this money, but because of you, this task was completed in hours.

The CFHLA Bacchus Bash raised \$100,455 toward Hospital-ity Scholarships. You worked a booth, you counted money, you spent money and together our children will get help with college.

When you found out there was a need to help your fellow HFTP members who are currently unaffiliated, you moved mountains by being a part of a committee to create a meeting in record time with an expert panel. You attended the meet-ings to express concern and support to help them in their job search. Your support means so much to your colleagues. Please also, check the www.midfloridahftp.com website frequently for posting positions or resumes. Networking is a big part of what we do here and without your participation we would not be “THE LARGEST CHAPTER IN THE UNI-VERSE.”

Also, this month Camp Boggy Creek – Had a thank-you lunch that some of our board members were able to attend. They came back with a renewed sense of purpose. They have seen who and what the money we raise at our annual golf tourna-ment actually goes to. We raised over \$70,000 dollars since we became involved. Camp Boggy Creek dedicated a golf hole on their putt-putt course near the waterfall in your honor. Our golf tournament will be in the fall and we will need your help again. To see vivid results go to www.campboggycreek.org.

If you see Greg Wilhelm, please congratulate him on passing his exam and becoming our newest CHTP! Kris Shoemaker will be giving FREE CHTP and CHAE reviews in April. These reviews are FREE and they are another way for you to get your CPE points to stay certified. We will be having the exams on May 19th on the morning of the Mini-Educational at the Rosen College of Hospitality Management. The Mini Ed has a great line up speakers and 5 CPE points are available

At our next meeting, on Tuesday April 28th, at The Interna-tional Plaza Resort and Spa we will announce the winner of the \$1000 HFTP Mid-Florida Scholarship and we will install the officers of the student chapter that we help sponsor at the UCF Rosen College of Hospitality Management.

You should have a really good feeling about what you have done, about what we have accomplished – and incase anyone hasn't told you, Thank-you for all your hard work and all that you have done!

Thank you for all your support!

Respectfully,

Susan Ferguson

Susan Ferguson, CHTP
HFTP Mid-Florida Chapter President

Membership News

Please welcome the following new members to the greatest HFTP Chapter in the Universe.

YOUR Chapter currently has 206 members active in a wide range of activities such as; member education at the general meetings and mini-educational seminars, CHAE and CHTP certification test reviews and testing and community service through participation in the Bacchus Bash, JDRF Walks and The Annual Golf event to benefit Camp Boggy Creek.

Embrace the vision, join the fun!

Kenneth Bell

Director of Finance

Waldorf Astoria Orlando & Hilton Bonnet Creek

Sponsor: Darla Bole

Robert Reading

Account Manager

Kforce Professional Staffing

**HFTP Mid-Florida Chapter
Mini-Educational Program May 19th 2009
UCF Rosen College of Hospitality Management**

EARN 5 CPE CREDITS!

**What - HFTP Mid-Florida
Mini-Educational Conference**

When - Tuesday MAY 19th Beginning at 1:00 pm

Where - Rosen College of Hospitality Management, UCF

Who – Open to all!

- HFTP members with RSVP \$35
- Non-members or members with no RSVP \$50
- All educational sessions and the dinner are included!

A sample of the Speakers :

Abraham Pizam, Ph.D. Dean Rosen College of Hospitality Management.
“ Tourism Update”

Ashley Bacot, BRMI and Brad Levine, CIC, Provinsure
"Technology Based Insurance Coverage's"

Wendy Terry, Partner, McGladrey & Pullen, LLP.
"Benefit Plans - Reducing costs and avoiding penalties."

Perry Correll, Director Product Marketing, Xirrus Corporation, "Can Wi-Fi Replace Ethernet"

**Why - Why not! The afternoon educational program is FREE to
Mid-Florida Chapter Members.**

More Information contact:

Nora Cameron 407-996-9840 or ncameron@rosenhoteles.com

CHAE and CHTP Reviews before the Mini Ed.

Just a reminder that we will be holding the CHAE and CHTP Reviews in April at the Rosen College of Hospitality Management 9907 Universal Blvd (Near the intersection of Universal and the Bee Line Express Way)

CHAE Review April 14th and April 21st from 6pm – 9pm

Registered so far: Linda Brown, Greta Higinio, Francisco Zulueta, Sandi Mammen, Ben Payman, Terri Nobles and Olive Brubaker-Barth

CHTP Review April 23rd and April 30th from 6pm – 9pm

Registered so far: Gordon LeBlanc, Jean Wilson and Bill Parrish

There is still time to register, just send me an e-mail at:

Kristopher.Shoemaker@ocfl.net

The room number will be given to those that register.

We will hold a CHAE and CHTP Exam at the Mini-Ed on May 19th



The Mid-Florida Chapter Member Spotlight is...YOU! Believe, "I can make a difference"!!

Your Board of Directors thanks the membership for volunteering their time and talent on the three Juvenile Diabetes Research Foundation "Walks for a Cure". The count room volunteer service was started in 1998 by Joe Romano, CHAE and has become a tradition followed by the Chapter Members in expressing a desire to give something back to their community. Not to be outdone, Larry McCloskey, CHAE has led the Chapter in handling cash consolidation and selling Bacchus Bucks at the CFH&LA Bacchus Bash for the last 21 Years!!! All proceeds raised at Bacchus Bash benefit the CFHLA Educational Trust Fund, Inc., established to provide scholarships and grants to area hospitality students and schools.

For those about to count...We salute you!

Eleven Years of Caring! HFTP, Mid-Florida Chapter

JDRF 2009, Orlando Walk, Cocoa Beach Walk, Volusia Walk

Kris Shoemaker, Orange County Convention Center
Christina Miller, Reunion Resort & Club
Dan Perez, Reunion Resort and Club
Arthur and Hilaree Kasper
Michael Dryden and Mariluz Soto, The Caribe Royale
Bill Parrish, Arnold Palmer's Bay Hill Club & Lodge
Mark Kressin, Heathrow Country Club
Diana Youngblood, Grand Cypress Florida, Inc.
Nora Cameron, Rosen Hotels & Resorts
Bob and Shelly Del Mastro, Levy Restaurants
Steve D'Erasmus, BearingPoint
Patty Geer, Hyatt Regency Orlando Int'l Airport

Judy Holcomb, University of Central Florida
David Branson, Luxury Leisure Properties Intl
Christina Finch, Smart Professional Resources
Wendy Knippel, Ocean Partners Associates
Diana Vega, Hyatt Regency Grand Cypress
Yomara Gonzalez, Hyatt Regency Orlando Int'l Airport
Marie Berube, Hyatt Regency Orlando Int'l Airport
The UCF Student Contingent; Lillian Fleck, Kira Putterman, Danielle Shepherd and Michael Kramer



Twenty Three Years of giving back to the community! Bacchus Bash 2009

AJ Stevenson, Hyatt Orlando Int'l Airport
Arlene Diel, Hyatt Orlando Int'l Airport
Bill Parrish, Bay Hill Club & Lodge
Charles Byrne, Hyatt Orlando Int'l Airport
Christina Finch, Smart Professional Resources
Christina Miller, Reunion Resort & Club
Corinne Guillery, Hyatt Orlando Int'l Airport
Danny Wells, Hyatt Orlando Int'l Airport
Desmond Lee Hue, Ramada Inn / Tecton Hospitality
Diana Vega, Hyatt Regency Grand Cypress
Don Hood, Hyatt Orlando Int'l Airport
Eric Gervy, Hyatt Orlando Int'l Airport
Erin Henry, Hyatt Regency Grand Cypress
George Raben, Hyatt Regency Grand Cypress
German Rodriguez, Hyatt Orlando Int'l Airport
Greg Wilhelm, Agilysys, Inc
Gwladys Kaboro, Hyatt Orlando Int'l Airport
Jane Marie Mackenzie, Hyatt Orlando Int'l Airport
Jason Warren, Levy Restaurants/Downtown Disney
Jeff Weinland, Night Auditors of America
Joan Mason, Hyatt Regency Grand Cypress
Josephine Baltar, Hyatt Regency Grand Cypress

Kathe Parrish, Bay Hill Club / Universal Creative
Kathy Utera, Hyatt Regency Grand Cypress
Ken Paquin, Hyatt Regency Grand Cypress
Kris Michalson, Hyatt Regency Grand Cypress
Kris Shoemaker, Orange Co. Convention Center
Larry McCloskey, Hyatt Regency Grand Cypress
Lori Schefstad, Caribe Royale Orlando
Michael Dryden, Caribe Royale Orlando
Patty Geer, Hyatt Orlando Int'l Airport
Paul Webber, Hyatt Orlando Int'l Airport
Randall Rickmann, Rosen Hotels & Resorts
Randy Weiss, Peabody Orlando
Rob Austin, Hyatt Regency Grand Cypress
Robert Del Mastro, Levy Restaurants/Downtown Disney
Scott Finch, Smart Professional Resources
Sean Henry, Hyatt Orlando Int'l Airport
Shun Matsumoto, Hyatt Regency Grand Cypress
Susan Ferguson, Bay Hill Club & Lodge
Terri Nobles, Orange Co. Nat'l Golf Ctr & Lodge
Terri Nobles' daughter Sarah Mayhugh, Orange Co. Nat'l Golf Ctr & Lodge
Yomara Gonzalez, Hyatt Orlando Int'l Airport

2009 HFTP Mid-Florida CALENDAR

Note: fees for 2009 are \$35 Regular member, \$20 Student and \$50 guest, \$50 Non-Member and \$50 failed to RSVP.

May 2009

5th, Board Meeting, 6 pm, Hyatt Regency Grand Cypress
19th, Mini-ed, Rosen College– UCF 1pm

June 2009

4th, THURSDAY Board Meeting, 6 pm, Hyatt Regency OIA
22nd-25th HITEC, Anaheim CA
30th, Dinner Meeting, 6 pm, Hyatt Regency OIA

July 2009

7th, Board Meeting, 6 pm, The Bay Hill Club
28th, Dinner Meeting, 6 pm, Orlando Metropolitan Resort

August 2009

6th, THURSDAY Board Appreciation Meeting, 6 pm, TBHC, Inc.
25th, Dinner Meeting, 6 pm, Holiday Inn– UCF

September 2009

3rd, Thursday Board Meeting, 6 pm, OPEN
16th-19th, HFTP Annual, Lost Wages Nev.
29th, Dinner Meeting, 6 pm, Installation of Board & Officers, TBD

October 2009

6th, Board Meeting, 6 pm, OPEN
HFTP Mid-Florida Annual Golf Event.

For more Chapter news visit the Universally acclaimed Chapter Web Site at: www.midfloridahftp.org

The opinions expressed in the Mid-Florida Chapter newsletter and web-site are solely those of the editor, web master or author of the article and have nothing to do with HFTP Global and /or in some cases reality, political correctness or good hygiene.

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Interview Tip, Tricks & Traps

By: Donna Smithberger, Director of Human Resources, Caribe Royale Orlando

Advertising

More than 75% of resumes that are received are unqualified candidates. When advertising, do your best to ensure that the job description is current, list specifics and be as detailed as possible for the requirements of the position. It will make your job a lot easier when determining the qualified candidates.

What is looked for in a potential candidate

- Did the candidate arrive early or on time
- Neat and clean appearance
- Tenure in previous positions
- Skill set and qualifications for the position they are interviewing for
- Education
- Experience on the job
- Previous accomplishments on the job
- Will the candidates personality mesh within the department and company
- Does the candidate have the ability to grow within the department and company
- Is the candidates hand writing on the application neat and eligible
- Resume well organized with no spelling errors

Types of Questions that an interviewer may ask candidates

- Open ended questions – keep in mind the selection criteria and your strengths
- Closed questions – asked when the interviewer wants specific information, often factual or technical in nature, these questions can frequently be answered with a “yes” or “no”. Ask for clarification and elaboration on past experiences. Require you to demonstrate your technical knowledge in some areas.
- Hypothetical questions – What would you do if... These will assess your ability to think on your feet.
- Leading questions –The answer seems logical... As an Accounting Manager you will be required to have excellence communication skills – do you have good skills in this area? Do not give a yes or no answer. Give examples to support your response.
- Multi-barreled – two or more questions linked to the same topic. Don't be afraid to ask to have the questions repeated if you can't recall the full question.
- Behavioral questions – uses your past experiences to predict future behaviors. Prepare examples of how your experiences have allowed you to develop specific skills and how these could benefit the employer. STAR – Situation, Tasks, Action, Results The “STAR” approach for answering a question
 - S – Situation – Describe the situation
 - T – Task or problem – What dilemma or problem did you face?
 - A – Action – What action did you take?
 - R – Results – What was the result of your action?

Interview Tip, Tricks & Traps, continued

By: Donna Smithberger, Director of Human Resources, Caribe Royale Orlando

Job Interviewing Do's and Don'ts

- Do take a practice run to the location where you are having the interview – or be sure you know exactly where it is and how long it takes to get there.
- Do your research and know the type of job interview you will be encountering. And do prepare and practice for the interview, but don't memorize or over-rehearse your answers.
- Do dress the part for the job, the company, the industry. And do err on the side of conservatism.
- Do plan to arrive about 10 minutes early. Late arrival for a job interview is never excusable. If you are running late, do phone the company.
- Do greet the receptionist or assistant with courtesy and respect. This is where you make your first impression.
- Don't chew gum during the interview.
- Do complete job applications neatly, completely, and accurately.
- Do bring extra resumes to the interview (If you have a job skills portfolio, do bring that with you to the interview.)
- Don't rely on your application or resume to do the selling for you. No matter how qualified you are for the position, you will need to sell yourself to the interviewer.
- Do greet the interviewer (s) by title (Ms., Mr., Dr.) and last name if you are sure of the pronunciation. (If you're not sure, do ask the receptionist about the pronunciation before going into the interview.)
- Do shake hands firmly. Don't have a limp or clammy handshake!
- Do wait until you are offered a chair before sitting. And do remember body language and posture: sit upright and look alert and interested at all times. Don't fidget or slouch.
- Don't tell jokes during the interview.
- Do make good eye contact with your interviewer (s).
- Do show enthusiasm in the position and the company.
- Don't smoke, even if the interviewer does and offers you a cigarette. And don't smoke beforehand so that you smell like smoke. And do brush your teeth, use mouthwash, or have a breath mint before the interview.
- Do avoid using poor language, slang, and pause words (such as "like", "uh", and "um").
- Don't be soft-spoken. A forceful voice projects confidence.
- Do have a high confidence and energy level, but don't be overly aggressive.
- Don't act as though you would take any job or are desperate for employment.
- Do avoid controversial topics.
- Don't say anything negative about former colleagues, supervisors, or employers.
- Do make sure that your good points come across to the interviewer in a factual, sincere manner.
- Don't ever lie. Answer questions truthfully, frankly and succinctly. And don't over-answer questions.
- Do stress your achievements. And don't offer any negative information about yourself.
- Don't answer questions with a simple "yes" or "no". Explain whenever possible. Describe those things about yourself that showcase your talents, skills and determination. Give examples.
- Do show off the research you have done on the company and industry when responding to questions.
- Don't bring up or discuss personal issues or family problems.
- Do remember that the interview is also an important time for you to evaluate the interviewer and the company he/she represents.
- Don't respond to an unexpected question with an extended pause or by saying something like, "boy, that's a good question". And do repeat the question out loud or ask for the question to be repeated to give you a little more time to think about an answer. Also, a short pause before responding is okay.
- Do always conduct yourself as if you are determined to get the job you are discussing. Never close the door on an opportunity until you are sure about it.
- Don't answer cell phone calls during the interview, and do turn off (or set to silent ring) your cell phone and/or pager.
- Do show what you can do for the company rather than what the company can do for you.
- Don't inquire about salary, vacations, bonuses, retirement, or other benefits until after you've received an offer. Be prepared for a question about your salary requirements, but do try and delay salary talk until you have an offer.
- Do ask intelligent questions about the job, company or industry. Don't ever *not* ask any questions – it shows a lack of interest.
- Do close the interview by telling the interviewer (s) that you want the job and asking about the next step in process.
- Do try and get business cards from each person you interview with – or at least the correct spelling of their first and last names. And don't make assumptions about simple names – was it Jon or John – get the spelling.
- Do immediately take down notes after the interview concludes so you don't forget crucial details.
- Do write thank you letters within 24 hours to each person who interviewed you.

And lastly, remember that you are one of 200 ,or so, applying for this position. Plan, organize and execute your interview. And keep in mind that even if this opportunity passes you by, you were among the chosen few that got the interview.



The 2009 HFTP Mid-Florida NEW MEMBER CONTEST is IN PROGRESS!

You only need to sponsor one new member to win. Back by popular demand, the New Member Drive Contest is underway. For each new member sponsored you will have a chance to win one of the following great prizes at the July Chapter's general membership meeting. So far, we have in PLAY:

Dinner for 2 in Hemingway's at the Hyatt Regency Grand Cypress

Donated by: E. Lawrence McCloskey, Jr., CHAE, Senior Controller, Hyatt Regency Grand Cypress

Dinner for 2 at the Hyatt Regency Orland International Airport

Donated by: Patricia Geer, CHAE, Controller, Hyatt Regency Orlando International Airport

Dinner for two in Andiamos, at the Hilton Hotel located in the WDW Resort.

Donated by: Praduman Chauhan (Singh), Regional Vice President - Operations Finance, Hilton Hotels Corporation

Dinner for two in Villa de Flora at the Gaylord Palms Resort & Convention Center.

Donated by Richard Zarth, Chief Information Officer, Gaylord Palms Resort & Convention Center.

Bay Hill Club Golfers Grab Bag including Shirt, Etc.

Donated by: William Parrish, CPA, CHAE, Controller, Arnold Palmer's Bay Hill Club & Lodge

\$100 Visa Gift Card

Donated by Stephen M. Doherty, CHAE, CHTP, Senior Client Relations Manager, POST Integrations, Inc.

A Plantronics Bluetooth enable phone headset with electronic receiver filter.

Donated by James E Bina, CHTP, CHAE, President, Millennium Technology Group

Dinner for 2 at Everglades in the Rosen Centre

Donated by Frank Santos, CHAE, CHA. Chief Financial Officer, Rosen Hotels & Resorts

\$100 cash prize

Donated by Don Hay, President, Digital Alchemy, LLC

Dinner for 2 at the Zen's in the Omni Orlando Resort at ChampionsGate

Donated by Darla Bole, Manager, Omni Orlando Resort at ChampionsGate

Four (4) rounds of golf at Orange County National on the Tooth, 9 hole Executive Course

Four (4) rounds of golf at Orange County National on the Tooth, 9 hole Executive Course

Four (4) rounds of golf at Orange County National on the Tooth, 9 hole Executive Course

Four (4) rounds of golf at Orange County National on the Tooth, 9 hole Executive Course

Donated by Terri Nobles, Controller, Orange County National Golf Center and Lodge

One Round of Golf for four on any of the Reunion Resort's signature golf courses.

Donated by Christina Miller, CHAE, Assistant Controller, Reunion Resort & Club

Dinner for 2 at the Caribe Royale Resorts Suite's Venetian Room Restaurant

Donated by Michael Dryden, CHAE Assistant Controller, Caribe Royale Orlando

**I WANT YOU**

Be a New Member Sponsor and win **BIG!**

Introducing your 2009 membership committee below . Please let us know if we can be of any assistance.

Chairman**Gregory Wilhelm**

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