



# 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](http://www.midfloridahftp.org)

August 2009

## Officers & Directors

### Officers and Executive Committee

#### President

Susan Ferguson, CHTP  
The Bay Hill Club & Lodge  
407-876-8031  
[sferguson@bayhill.com](mailto:sferguson@bayhill.com)

#### Vice-President

Wendy Knippel, CPA, CHAE  
Ocean Partners Associates, LLLP.  
321-799-2859x4028  
[wknippel@oceanpartnerscb.com](mailto:wknippel@oceanpartnerscb.com)

#### Treasurer

Diana Youngblood, CHAE  
Grand Cypress Florida, LP.  
407-239-1979  
[diana.youngblood@grandcypress.com](mailto:diana.youngblood@grandcypress.com)

#### Secretary

Patricia Geer, CHAE  
Hyatt Regency Orlando Int'l Airport  
407-825-1308  
[patty.geer@hyatt.com](mailto:patty.geer@hyatt.com)

#### Chairman of the Board

Mark Roland, CHAE  
407-284-9506  
[mark.roland90@yahoo.com](mailto:mark.roland90@yahoo.com)

### Directors

Gregory Wilhelm, CHTP  
Agilysys (Formerly Visual One)  
407-681-2914  
[gregorwilhelm@mindspring.com](mailto:gregorwilhelm@mindspring.com)

Judy Holcomb, CHAE  
UCF Rosen College of Hospitality  
Mgt.  
407-903-8181  
[jholcomb@mail.ucf.edu](mailto:jholcomb@mail.ucf.edu)

Nora Cameron  
Rosen Hotels & Resorts  
407-996-9840  
[ncameron@rosenhoteles.com](mailto:ncameron@rosenhoteles.com)

Christina Miller, CAM, CHAE  
Reunion Resort & Club  
407-396-3088  
[cmiller@reunionresort.com](mailto:cmiller@reunionresort.com)

Terri Nobles  
Orange County National Golf Center  
407-905-2251  
[tnobles@ocngolf.com](mailto:tnobles@ocngolf.com)

Lori Schefstad  
Caribe Royale Orlando  
407-238-8445  
[lschefstad@cariberoyale.com](mailto:lschefstad@cariberoyale.com)

Please Route to:

GM  
HR



## HFTP-MID FLORIDA CHAPTER

*HFTP, Learn, Connect, Succeed.*

Tuesday, August 25th, 2009

*The Holiday Inn-UCF*

*12125 High Tech Avenue, Orlando, FL*

Directions: Take I-4 East (North) to Exit 82A entering the 408 East Toll Road. At exit 18A you will follow the 417 North toward Sanford. At exit 37A take ramp right to East University Blvd. Turn left off University Blvd on Systems Way, about two miles, High Tech Ave, is the first right.

### Speaker and Program

Michael Terry, Ph.D, CHA, CHE

UCF, Rosen College of Hospitality Management

Topic: "How the Current Federal Administration's Policy Will Effect Global Tourism".

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.

Reception at 6:00 pm

You may come early if you wish to spend more time networking.

Dinner at 6:45 pm

Please RSVP on our web-site:

[www.midfloridahftp.org](http://www.midfloridahftp.org)

or

Patty Geer, CHAE 407-825-1308 or

[patty.geer@hyatt.com](mailto:patty.geer@hyatt.com)

Reservations and cancellations before 5:01 pm

Thursday August 20th.

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.**

### 2009 HFTP Mid-Florida CALENDAR

Note: fees for 2009 are \$35  
Regular member, \$20 Stu-  
dent, \$50 all guests, Non-  
Members and failed to  
RSVP.

#### August 6th, THURSDAY

Board Appreciation Meeting, 6  
pm, TBHC, Inc.

August 25th, Dinner Meeting,  
6 pm, Holiday Inn- UCF

#### September 3rd, THURS- DAY

Board Meeting, 6 pm, OPEN

September 16th-19th

HFTP Annual, Lost Wages Nev.

September 29th

Dinner Meeting, 6 pm, Installa-  
tion of Board & Officers, Regal  
Sun Resort LBV

#### October 6th

Board Meeting, 6 pm, Hyatt  
Regency Grand Cypress

#### October 16th Friday

HFTP Mid-Florida Annual Golf  
Event, Orange County National  
Golf Center & Lodge, Panther  
Lake Course

#### October 27

Dinner Meeting 6 pm Reunion  
Resort (Tentative).

#### November 5th, THURS- DAY

Board Meeting, 6 pm, OCCC

#### November 17th

Mini-Ed-TBD

#### December 3rd

Board Meeting, 6 pm, OPEN

TBA - The Winter Social

**YOUR IDEAS  
ON AN ACTIVITY  
ARE REQUESTED!**

For more Chapter news visit  
the Universally acclaimed  
Chapter Web Site at:

[www.midfloridahftp.org](http://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.



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

Fellow HFTP Mid-Florida Chapter Members,

I would like to thank the staff at the Orlando Metropolitan Resort for a great meal and I would like to thank the speaker, our very own Judy Holcomb. She gave us an excellent presentation on learning styles. I thought everyone learned like me, hands on, learn by doing but Judy taught us that some people prefer to see and some would rather listen and discuss. Being aware of these different learning styles, will make us all better teachers.

Judy has been very busy lately. She just finished our Chapter of the Year power point presentation and next month she will be speaking at the annual conference and tradeshow. The dates of the trade show are September 16-19 and will be held at The Green Valley Ranch, Nevada. You are also invited to attend the leadership academy September 15-16. The Leadership Academy gives HFTP members a window into the larger organization that you are a part of.

Judy hasn't been the only one who has been very busy; Kris Shoemaker has been gearing up and putting his committee together for our annual charity golf tournament to benefit "Camp Boggy Creek". It will be on October 16<sup>th</sup> at the Orange County National Golf Center & Lodge. We will be on the Panther Course. Kris has already lined up Two Sponsors, Embarq and Post Integrations. Thank – you Gordon LeBlanc and Steve Dougherty. Levy Restaurants are donating the lunch from Wolf Gang Puck, thank-you Robert Del Mastro. We need more sponsors, prizes and we need golfers, forms are in this news letter, sign up now and remember "It's all for the Kids!" Ask Mike Dryden or Christina Miller, what it was like to go to Camp Boggy Creek and see the difference you make in these kids lives by raising money for them through participating in this golf tournament.

The ballots have gone out. Please take a moment and vote. The deadline to return the ballot is August 14<sup>th</sup>, 2009. Always remember, this is your chapter. It is run by members and you have a say in selecting the leadership. Our next meeting will be at the Holiday Inn UCF on August 25<sup>th</sup>. We will count the ballots and give you the election results.

See you there!

Thank you for all your support!

Respectfully,

*Susan Ferguson*Susan Ferguson, CHTP  
HFTP Mid-Florida Chapter President**The 2009 Membership Contest Has Ended****You only needed to sponsor one new member to win.****Thanks to the following for donating prizes and congratulations to the winners.**

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

Donated by Richard Zarth, CIO  
Gaylord Palms Resort & Convention Center.[Winner: Darla Bole](#)

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[Winner: Linda Brown](#)

Dinner for 2 at the Hyatt Regency Orlando International Airport

Donated by: Patricia Geer, CHAE, Controller

Hyatt Regency Orlando International Airport

[Winner: David Paul](#)

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

Donated by: Praduman Chauhan (Singh)

Regional V P - Operations Finance  
Hilton Hotels Corporation[Winner: Susan Ferguson](#)

Bay Hill Club Golfers Grab Bag including Shirt, hat, Etc.

Donated by: William Parrish, CPA, CHAE

Controller

Arnold Palmer's Bay Hill Club &amp; Lodge

[Winner: Michael Dwuilt](#)

\$100 Visa Gift Card

Donated by Stephen M. Doherty, CHAE, CHTP

Senior Client Relations Manager  
POST Integrations, Inc.[Winner: Joshua Bergen](#)

A Plantronics Bluetooth enable phone headset with electronic receiver filter.

Donated by James E Bina, CHTP, CHAE

President, Millennium Technology Group

[Winner: Darla Bole](#)

Dinner for two at Everglades in the Rosen Centre Hotel

Donated by Frank Santos, CHAE, CHA

Chief Financial Officer

Rosen Hotels &amp; Resorts

[Winner: Francisco Zulueta](#)

\$100 cash prize

Donated by Don Hay, President  
Digital Alchemy, LLC[Winner: Michael Dwuilt](#)**Membership News**

YOUR Chapter currently has 190 members active in a wide range of activities such as; member education at the general meetings and mini-educational seminars. We provide HFTP CHAE and CHTP certification reviews and testing. We also give back to the community through participation in the Bacchus Bash, JDRF Walks and The Annual Golf event to benefit Camp Boggy Creek.

**Embrace the vision, join the fun!**Your Current Board of Directors  
and Committee Chairs.

From the Top: Larry McCloskey, Greg Wilhelm, Kris Shoemaker, Chad Curtis, Patty Geer, Wendy Knippel, Lori Schefstad, Bill Parrish, Michael Dryden, Christina Miller, Judy Holcomb, Susan Ferguson, Terri Nobles, Nora Cameron and Diana Youngblood. Missing: Mark Roland and Steve D'Erasmus.

**We all invite you to "get involved"!**

# 2009

Hospitality Financial and Technology Professionals' **Annual Convention & Tradeshow**

September 16 – 19  
Green Valley Ranch Resort • Las Vegas, NV

10 Reasons to Attend

1. Find Solutions to Your Challenges
2. Stay Informed
3. Improve Your Bottom Line
4. Expand Your Network
5. Make an Affordable Investment
6. Prepare for the Future
7. Increase Your Professional Value
8. Look Like an Industry Insider
9. Become a Leader
10. Get Empowered

[www.hftp.org](http://www.hftp.org)

A Sure Bet  
to Hospitality  
Success





Mid-Florida Chapter Member Spotlight  
Jean Wilson, CHTP  
Director of Telecommunications  
Starwood Vacation Ownership

Jean Wilson is an experienced telecommunications professional having worked in various roles since the start of her career in 1988. She is currently Director of Telecommunications for Starwood Vacation Ownership, a division of Starwood Hotels & Resorts Worldwide, Inc. In that role, she oversees the design, procurement and implementation of telecommunications infrastructure and technologies to support the construction of new resorts and sales centers.

Jean has been a member of HFTP for five years and has attended four HITEC conferences. She recently achieved her CHTP designation in 2009.

She is also a member of the Building Industry Consulting Services International Association, also known as BICSI (pronounced BIX-CEE), a professional association supporting the information transport systems industry.

Jean has been a member of the International Nortel Networks Users Association for 20 years. She served on the association's Board of Directors for six years and is also a past President of the Central Florida Chapter.

She holds an Associate in Science Degree as a Legal Assistant and a Bachelor of Science Degree in Information Technology.

Jean lives in Orlando but considers Apopka her home town where she grew up when her parents chased the dream and moved from Michigan when she was young. She enjoys relaxing at New Smyrna Beach or Ponce Inlet while spending time with friends and her large family of eight siblings, 12 nieces & nephews and son, Brian. She also enjoys spending her free time traveling on her employee discount with Starwood.

Director Terri Nobles and Member Spotlight Jean Wilson, CHTP



HFTP. Learn, Connect, Succeed.

CPE Reminder  
By: Kris Shoemaker

As a reminder to those that have received their CHAE and/or CHTP, there is a Continuing Professional Education ( CPE ) requirement of 60 hours for the 2 year maintenance cycle. At least 40 of the CPE's are to be educational related and up to 20 CPEs can be from being a member of HFTP.

For those that may not be aware, effective with the January 1, 2008 maintenance cycle ( which is for the period January 1, 2008 thru December 31, 2009 ) there is an added requirement that 15 of the 40 educational hours be in Hospitality Finance for the CHAE's and Hospitality Technology for the CHTP's. The CHAE and CHTP reviews we do count as 4 hours of Hospitality Finance and Hospitality Technology. With the 2 Mini-Ed's and the 10 Chapter meetings per year, the Mid-Florida Chapter offers about 20 CPE hours per year. However, not all of the topics qualify as either Hospitality Finance or Hospitality Technology and not all members attend all of our sessions.

Thus, you need to review the sessions you have attended and verify you will meet these new requirements, which may mean that you will need to attend a Regional Conference, an Annual Conference or a HITEC event to get the 15 hours of specialized CPE's.

Effective for HFTP member designees whose educational maintenance reporting periods begin January 1, 2011 the active HFTP membership points drop from ten per year to five per year.

Speaking of points, our own Judy Holcomb, CHAE, instructor at the Rosen College of Hospitality Management and a Chapter Director, was the speaker at the July General Meeting.



RECRUIT NOW  
MEMBERSHIP  
RENEW NOW





Where can we find Internet access that helps satisfy our guests and empower our staff?

**THE ANSWER IS Wi-Fi FROM EMBARQ.**

You can reliably offer safe, secure and affordable Internet access throughout your property for your guests and staff. Learn more today, download our complimentary Wi-Fi whitepaper at [embarq.com/wifipaper](http://embarq.com/wifipaper).

For more information contact Gordon LeBlanc, CHTP, your hospitality specialist at **407-814-6236** or [gordon.leblanc@embarq.com](mailto:gordon.leblanc@embarq.com).

Voice | Data | Internet | Wireless | Entertainment

Services not available everywhere. Business customers only. EMBARQ may change or cancel services or substitute similar services at its sole discretion without notice. © 2009 CenturyTel, Inc. All rights reserved. The name EMBARQ and the jet logo are trademarks of CenturyTel, Inc.

POST Integrations is the *only* credit card processor *exclusively* serving the hospitality industry



Contact Us Today!  
866.377.2649  
[www.postint.com](http://www.postint.com)

*fast, focused, and flexible*



MID-FLORIDA CHAPTER

P.O. Box 692004  
Orlando, FL 32869-2004

Pd dm 05/10x12



Hospitality Financial and  
Technology Professionals  
*Mid-Florida Chapter*



## HFTP Mid-Florida Chapter Seventh Annual Charity Golf Tournament Friday, October 16, 2009, 1:30 pm

To Benefit:

### Camp Boggy Creek

"Where children coping with chronic and life threatening illnesses can just be kids!"

At:

### Orange County National Golf Center and Lodge Panther Lake Course

For tournament reservation, please complete this form and return it with payment made payable to HFTP Mid-Florida no later than Thursday, October 1, 2009 to HFTP Mid-Florida Chapter, PO Box 692004, Orlando, FL 32869-2004.

Full Name		Daytime Phone	
Address		Cell Phone	
Address		State / Zip	
City		E-Mail Address	

Please provide the names of the other players in your party. Use a separate form for five or more players.

Player #2	Player #4
Player #3	

**Each \$125 Entry Fee (inclusive of applicable taxes and fees) for the HFTP Charity Golf Tournament includes 18 holes of golf, a box lunch before, an awards ceremony BBQ dinner afterwards and 2 bottles of water and a personalized bag tag on the cart.**

Number of Tournament Entrants		x \$125 =	\$
Number of Mulligan Cards **		x \$25 =	\$
<b>TOTAL PAYMENT</b>			<b>\$</b>

\*\* Includes two Mulligans and entry in the Hole-in-One, Putting, Closest-To-The-Pin, and Accurate Drive competitions, **Per Person**. Limit one Mulligan Card per player.

Proper golf attire is required at all times and only recognized golf apparel will be permitted on the golf course. Only soft spikes are permitted on the golf course, practice green, and range.

**For more information, please call: Kris Shoemaker at 407.685.9827 or visit [www.midfloridahftp.org](http://www.midfloridahftp.org)**

The mission of Camp Boggy Creek is to enrich the lives of children who have chronic or life-threatening illnesses by creating camping experiences that are memorable, exciting, fun, empowering, physically safe and medically sound. Since opening their doors on June 23, 1996, more than 38,000 children with chronic illnesses and their moms, dads, brothers and sisters have experienced the magic of Camp Boggy Creek, all at no cost to their families. Camp Boggy Creek is a magical place where creativity is inspired, spirits are uplifted and lives are changed forever. The HFTP Mid-Florida chapter is a 501 (c) 6 organization. Contributions are tax deductible if they qualify as a business expense. Please contact your tax advisor if you need more information.

All net proceeds will directly benefit Camp Boggy Creek, a not-for-profit organization, where children coping with chronic illness can just be kids!

**Golf Registration Form**



Hospitality Financial and  
Technology Professionals  
*Mid-Florida Chapter*



**HFTP Mid-Florida Chapter  
Seventh Annual Charity Golf Tournament  
Friday, October 16<sup>th</sup>, 2009 1:30 pm**

To Benefit:

**Camp Boggy Creek**

**"Where children coping with chronic and life threatening illnesses can just be kids!"**

At:

**Orange County National Golf Center and Lodge - Panther Lake Course**

**YOU CAN BE A CORPORATE SPONSOR:**

**Platinum Sponsor \$2,000**

- Includes one complimentary foursome golf entry.
- Company logo prominently displayed at registration, on the golf course's GPS system and throughout the tournament literature.
- Custom sign – with company name – displayed on the course.
- 1/2 page ad in the HFTP Mid-Florida Newsletter and listing on the HFTP Mid-Florida website.

**Gold Sponsor \$1,500**

- Includes one complimentary foursome golf entry.
- 1/4 page ad in the HFTP Mid-Florida Newsletter and on the HFTP Mid-Florida website.

**Silver Sponsor \$1,000**

- Includes two complimentary golf entries.
- Company name listing in the HFTP Mid-Florida Newsletter and on the HFTP Mid-Florida website.

**Beverage Cart Sponsor \$750 – LIMITED AVAILABILITY**

- Company name on beverage cart
- Company name listing in the HFTP Mid-Florida Newsletter and on the HFTP Mid-Florida website.

**Golf Hole Sponsor \$300**

- Custom sign – with company name – displayed on the course and company logo on the golf course's GPS system.
- Company name listing in the HFTP Mid-Florida Newsletter and on the HFTP Mid-Florida website.

To secure your corporate sponsorship in the tournament, please complete this form and return it with payment made payable to HFTP Mid-Florida no later than Friday, September 11, 2009, to HFTP Mid-Florida Chapter, PO Box 692004, Orlando, FL 32869-2004.

Company Name	Company Contact
Daytime Phone	E-Mail Address
Level of Sponsorship	<input type="checkbox"/> Platinum <input type="checkbox"/> Gold <input type="checkbox"/> Silver <input type="checkbox"/> Golf Hole <input type="checkbox"/> Beverage Cart
	\$

**Sponsor Registration Form**

**For more information, please call: Kris Shoemaker at 407.685.9827 or visit [www.midfloridahftp.org](http://www.midfloridahftp.org)**

The mission of Camp Boggy Creek is to enrich the lives of children who have chronic or life-threatening illnesses by creating camping experiences that are memorable, exciting, fun, empowering, physically safe and medically sound. Since opening their doors on June 23, 1996, more than 38,000 children with chronic illnesses and their moms, dads, brothers and sisters have experienced the magic of Camp Boggy Creek, all at no cost to their families. Camp Boggy Creek is a magical place where creativity is inspired, spirits are uplifted and lives are changed forever. The HFTP Mid-Florida chapter is a 501 (c) 6 organization. Contributions are tax deductible if they qualify as a business expense. Please contact your tax advisor if you need more information.

All net proceeds will directly benefit Camp Boggy Creek, a not-for-profit organization, where children coping with chronic illness can just be kids!