



# 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)

July 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, July 28th, 2009

*The Orlando Metropolitan Resort  
8444 International Drive*

Directions: *From downtown take the Sand Lake Road Exit (74A). At the bottom of the ramp, turn left and go to the second light which is International Drive. Turn right onto International Drive and go 1/2 mile down. The Orlando Metropolitan Resort will be on your right. Room: Isle|Chase*

### Speaker and Program

**Judy Holcomb, CHAE**

**Rosen College of Hospitality Management**

**Topic: "Learning Styles".**

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 July 23rd.

Please, no walk ins.

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

### 2009 HFTP Mid-Florida CALENDAR

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

#### July 7th

Board Meeting, 6 pm, OCCC Trailers

#### July 28th

Dinner Meeting, 6 pm, Orlando Metropolitan Resort

#### August 6th, THURSDAY

Board Appreciation Meeting, 6 pm, TBHC, Inc.

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

#### September 3rd, THURSDAY

Board Meeting, 6 pm, OPEN

#### September 16th-19th

HFTP Annual, Lost Wages Nev.

#### September 29th

Dinner Meeting, 6 pm, Installation 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, THURSDAY

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.

**The Chapter's Annual Golf Event to benefit Camp Boggy Creek**

**will be held on Friday October 16th at the Orange County National Golf Center & Lodge, Panther Lake Course.**



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

Fellow HFTP Mid-Florida Chapter Members,

First, I must thank Diana Youngblood for stepping in at the last minute and conducting the June dinner meeting. I am so grateful to work with this year's officers, directors and past presidents. Everyone is always so giving and willing to help.

I was told, the dinner was beyond fabulous, as it always is, from Patty Geer and her staff at the Hyatt Regency Orlando Airport. The chapter really appreciates these host hotels that go out of their way to accommodate us. Thank-you Patty and Team!

At our board meeting this month, we agreed to start using PAYPAL for you to pay for dinner in advance on the [www.midfloridahftp.org](http://www.midfloridahftp.org) website. We still have some testing to do, but keep your eyes open for that change. It is just one of the ideas we are working on, to give you some more networking time and make signing in easier.

Judy Holcomb is putting together our Chapter of the Year package, so keep your fingers crossed for us. They will announce the winners at the HFTP Annual Convention and Trade Show September 16-19, 2009 at the Green Valley Ranch, Nevada.

HITEC has come and gone, and if you were unable to attend that conference you might want to consider going to the Annual. They also have technology vendors and booths, in a smaller scale so that you would be able to spend more quality time with the folks you needed to talk to and they also have the same quality educational sessions you need for your CPE points. They will also be giving the CHTP & CHAE exams, so get your paperwork in to national now to sign up. When you see them, congratulate Gordon LeBlanc, CHTP and Jean Wilson, CHTP for becoming the Chapter's newest CHTP's.

After the July 30<sup>th</sup> dinner at the Orlando Metropolitan Resort, The Secretary will mail the ballots for Officers and Directors for the 2009-2010 term. Please vote and return as soon as possible, we will be counting the ballots and announcing the winners at the August 25th dinner meeting at the Holiday Inn UCF, yes we are going to mix things up a bit and we will be on the other side of town. Then in September the installation of your new Officers and Directors will be at the Regal Sun Resort in Lake Buena Vista.

We are looking for a place host our October 27<sup>th</sup> dinner meeting, if you are interested, please contact [patty.geer@hyatt.com](mailto:patty.geer@hyatt.com).

Thank you for all your support!

Respectfully,

*Susan Ferguson*Susan Ferguson, CHTP  
HFTP Mid-Florida Chapter President**COMMITTEE ASSIGNMENTS 2009**

We need you !!! If you are interested in contributing to any of the committees, please contact the Committee Chairperson \*

**Education – Mini Ed Conf.**

\*Nora Cameron 996-9840  
Patty Geer 825-1308  
Judy Holcomb 903-8181  
Erika Worthen 996-2360

**Job Bank/Legislative/By-Laws**

\*Susan Ferguson 876-8031  
Mark Roland 418-7792

**THE 300 COMMITTEE****Membership Relations/Recruitment**

\*Gregory Wilhelm 681-2914  
Mark Roland 418-7792  
Christina Finch 924-9980  
Robert Filebark 828-6652  
Marybel Defillo 581-3582

**Communications**

\*Steve D'Erasmus 905-0687  
Webmaster:[www.midfloridahftp.org](http://www.midfloridahftp.org)  
\*Bill Parrish 876-8038  
Newsletter Ed.

**Admin/Program/Speakers**

\*Patty Geer 825-1308  
Chad Curtis 996-9840  
Susan Ferguson 876-8031

**Scholarship Awards**

\*Terri Nobles 905-2251  
Wendy Knippel 321-799-2859x4028  
Lori Schefstad 238-8445

**Nominations**

\*Mark Roland 418-7729  
Chad Curtis 996-9840  
Michael Dryden 238-8049  
Kris Shoemaker 685-9827  
Bill Parrish 876-8038  
Larry McCloskey 239-3962

**Chapter of the Year and Regional Conference**

\*Judy Holcomb 903-8181  
Michael Dryden 238-8049

**Hospitality Committee**

\*Terri Nobles 905-2251  
Michael Dryden 238-8049  
Lori Schefstad 238-8445  
Gordon LeBlanc 814-6236

**Community Services**

\*CFH&LA Ex-Officio Board Member  
Susan Ferguson 876-8031  
\*Bacchus Bash  
Larry McCloskey 239-3962  
\*JDRF Walks  
Christina Miller 396-3088

**\* Charity Golf Event****It's all for the kids!**

\*Kris Shoemaker 685-9827

**Publications /Publicity**

\*Patty Geer 825-1308

**Chapter Calendar**

\*Wendy Knippel 799-4099x4028

**Fun Committee**

\*Judy Holcomb 903-8181

**Membership News**

YOUR Chapter currently has 189 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!**

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

**Jamie Carl**Accounting Manager  
SPM Resorts  
Sponsor: Francisco Zulueta**Robert Johns**  
Director Business Development  
Visium Resources, Inc.**Fran Kahle**Director of Finance  
Hilton Orlando**Jennifer Keshwar**CPA  
McGladrey & Pullen  
Sponsor: Marybel Defillo**John Turlington**  
Asst. Director of Finance  
Hilton Orlando**Amy Virto**President  
Hi tech Travel Portal, Inc. (HTTP)**Frank Lilly**Lutron Property Solutions- Hospitality  
Lutron Electronics Company, Inc.**Membership Drive Contest winners!**

Be there or be



**Distribution of the booty to the 2009 HFTP Mid-Florida Membership Drive winners will take place at the July General Meeting so if you sponsored at least one new member in the last year get to the Orlando Metropolitan Resort and see which of the wonderful prizes you won.**

# 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  
 Marybel Defillo, CPA, CHAE  
 Audit Manager  
 McGladrey & Pullen, CPA's



Marybel joined McGladrey with over 11 years of public accounting experience. She provides services to clients in the manufacturing, construction, hospitality, fast food restaurant chains, wholesale and retail industries, and employee benefit plans.

McGladrey has been serving Florida for more than 30 years from the Fort Lauderdale, Jacksonville, Melbourne, Miami, Naples, Orlando and West Palm Beach offices and employs over 330 professionals with the dedication, skills and know-how to serve the marketplace.

Marybel is a member of the Florida Institute of Certified Public Accountants, American Institute of Certified Public Accountants, Association of Latino Professionals in Finance and Accounting and the Hospitality Financial and Technology Professionals in which she belongs to the membership committee. She holds a Magna Cum Laude Master's Degree in Business Administration with a Major in Finance from the Interamerican University of Puerto Rico and a Magna Cum Laude Bachelor's Degree in Business Administration with Major in Accounting from the University of Puerto Rico. She is a licensed CPA in both the United States and Puerto Rico and holds the Certified Hospitality Accountant Executive (CHAE) designation. She was the first person in Puerto Rico to take and pass the CHAE designation.

Marybel, who moved from Puerto Rico over two years ago, lives in east Orlando with her husband Jayson and two children Isabelle, 9 and Gustavo, 6. When not working, Marybel enjoys outdoor activities with her family, participating in her kids' school and sports programs and being with friends. She is also a Magic fan.



*HFTP. Learn, Connect, Succeed.*

**HFTP MID-FLORIDA SPEAKING OPPORTUNITIES**

**Monthly General meetings:** Normally the last Tuesday of the month.

**Location:** Various hotel, club, resort and other hospitality venues.

**Format:** A monthly dinner meeting setting with one 50 minute session.

**Mini-Educational Conference:** Spring and Fall, the last Tuesday of the month.

**Mini-Ed Format:** A half day event with four 50 minute speaking sessions starting at 1:30 pm and ending at 6:00 pm then dinner and a final 50 minute session.

**The Florida Regional Conference**

**Regional Conference Format:** A two day event with multiple 50 minute speaking sessions.

**Audience:** Attendees are technology and financial professionals from all disciplines of the hospitality industry. Professionals employed by hotels, hotel management companies, clubs, resorts, convention centers, restaurants, and other related businesses attend these events. The average meeting attendance is 70+ members.

**Topics**

All submitted information must be non-proprietary and educational in nature, not sales or product specific.

Please submit any topics relevant to an audience of hospitality finance and technology professionals, including, but not limited to these suggestions:

- Disaster Preparation and Recovery
- Controller's Year-End Survival Guide
- Tax , Audit and accounting Updates – all types,
- Network Security, Operational Reviews, Revenue Management, Internal Controls & Audits
- Guestroom Technology, Property Management Tools
- Business Intelligence
- Leadership Skills, Ethics
- Emerging Technology and Trends
- Club Related Topics and Trends

**Speakers/Topic Selection**

Submissions are kept on file for consideration for at least one year and an HFTP Mid-Florida committee member will contact you if your submission is selected. For more information on the status of your submission, please contact the Education/Programs Committee Chairperson Nora Cameron at (407) 996-9840.

Presenters for educational meetings/conferences are from the hospitality industry and are known to be well versed in the selected topic. Topics are selected based on current industry focus and submitting information does not guarantee you an opportunity to present.

## A Call For Nominations

### \* Officers & Board of Directors\* Mid-Florida Chapter, HFTP 2009-2010 Nominating Committee

The Mid-Florida Chapter of HFTP announces the call for nominations in the election of officers and directors for the 2009-2010 year. The committee Chairperson is Past President, Board Chairman Mark Roland.

At the June Board of Directors meeting the following slate of officers and nominees for the vacant director positions were presented to the board.

**President**, Wendy Knippel, CPA, CHAE

**Vice President**, Diana Youngblood, CHAE

**Treasurer**, Patricia Geer, CHAE

**Secretary**, Kristopher Shoemaker, CHAE, CHTP

**Director**, Gregory Wilhelm, CHTP

Agilysys

**Director**, Judy Holcomb, CHAE

UCF Rosen College of Hospitality Management

**Director**, Robert Del Mastro

Levy Restaurants / Downtown Disney

**Director**, Mark Kressin

Heathrow Country Club

**Director**, Robert Filebark

SmartCity

**There are three** two year director positions open, with directors Christina Miller, CAM, CHAE, Terri Nobles and Lori Schefstad completing their second year of a two year term.

Qualified nominations from the floor for any office or director position were taken at the June membership meeting and there were none. The official ballot shall be distributed by the Secretary, using a membership list prepared by HFTP of those members in good standing, no less than twenty-five (25) days before August General meeting. Results will be announced at the August General meeting. The ballots must be returned no later than ten (10) days before the August General meeting.

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**Hospitality Financial and Technology Professionals**

**Mid-Florida Chapter**

**HFTP Chapter of the Year 2000, 2003, 2005 and 2008**

**P.O. Box 692004**

**Orlando, FL 32869-2004**



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.

Golf 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!



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)**

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