



## Officers & Directors

### Officers and Executive Committee

#### President

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

#### Vice-President

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

#### Treasurer

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

#### Secretary

Kristopher Shoemaker, CMA, CHAE, CHTP  
Orange County Convention Center  
407-685-9827 407-685-9858 Fax  
[kristopher.shoemaker@occc.net](mailto:kristopher.shoemaker@occc.net)

#### Chairman of the Board

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

### Directors

#### Gregory Wilhelm, CHTP

Agilysys (Formerly Visual One)  
407-681-2914  
[gregorywilhelm@mindspring.com](mailto:gregorywilhelm@mindspring.com)

#### Judy Holcomb, CHAE

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

#### Christina Miller, CAM, CHAE

Reunion Resort & Club  
407-396-3088  
[cmiller@reunionresort.com](mailto:cmiller@reunionresort.com)

#### Terri Nobles, CHAE

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)

#### Mark Kressin

Heathrow Country Club  
407-333-1450  
[mkressin@heathrowcc.com](mailto:mkressin@heathrowcc.com)

Please Route to:

GM  
HR

  

## HFTP-MID FLORIDA CHAPTER

*HFTP, Learn, Connect, Succeed.*

Mini-Educational Conference  
Tuesday, March 30th, 2010

*The Rosen College of Hospitality Management*  
*University of Central Florida*  
9907 Universal Boulevard, Orlando FL

Directions: I-4 to Beach-Line Express Way 528. Take the Beach-Line to Universal Blvd exit 2. Turn Left onto Universal Blvd, the Campus is on your right, registration in Hall of Fame

### Schedule of Events

1:00 pm – 2:00 pm W. Todd Russell, Director McGladrey & Pullen, LLP  
**Topic: "Strategic Planning for Tough Times"**

2:15 pm – 3:15 pm James Lyle, Cintas.  
**Topic: "Identity Theft – The Fair Credit Act and the Red Flag Rules"**

3:15 pm – 3:45 pm Light Snacks & Beverages

3:45 pm – 4:45 pm Steve Freeman, Senior Account Manager, JANUS Displays.  
**Topic: "It's Not Just for Your Meeting Space - How to Integrate Digital Signage Throughout Your Entire Property."**

5:00 pm – 6:00 pm Larry Robbins, Brown & Brown Insurance.  
**Topic: "Cyber Risk: Identification, Mitigation and Insurance"**

6:00 pm – 6:45 pm Reception

6:45 pm – 8:00 pm

#### Dinner

Florida Citrus Salad  
Petit Filet and Grouper  
Herb Roasted Fingerling Potatoes & Vegetable Medley  
White Chocolate Cranberry Bread Pudding

8:00 pm – 9:00 pm Richard Turner, General Counsel and VP of Governmental Relations for the Florida Restaurant & Lodging Association.

**Topic: "2010 Hospitality Legislative Update"**

9:00 pm – 9:30 pm Chapter Business

*These educational sessions fall 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 50 minute session for a maximum of 5.0 CPE Credits*

**Please RSVP on our web-site: [www.midfloridahftp.org](http://www.midfloridahftp.org)**

or Kristopher Shoemaker, CMA, CHAE, CHTP 407-685-9827 or  
[kristopher.shoemaker@occc.net](mailto:kristopher.shoemaker@occc.net)

**Reservations and cancellations before 12:01 pm March 25th, please indicate if you will: (1) attend the afternoon sessions only, (2) the dinner only or (3) you will attend both!**

**Afternoon Sessions: Chapter Member's \$FREE.00, Non Members \$50.00 (includes dinner)**

**Dinner and evening program: Members \$35.00, Non-Members & no RSVP \$50.00, Student Chapter Members \$20.00. No-shows and late cancellations will be billed.**

We will kick off the event at 1 pm, so plan to be there for a great afternoon and evening of informative speakers, good food and excellent company. The event offers you five (5) CPE credits and a dinner for \$35.00. At \$7.00 per CPE credit it is the best CPE deal in the UNIVERSE. Prepayment by PayPal is available on [www.midfloridahftp.org](http://www.midfloridahftp.org).

**President's Corner**

**By: Wendy B. Knippel, CPA, CHAE**

Fellow HFTP Mid-Florida Chapter Members,

Thanks to Judy Holcomb and the General Managers of the three hotels for presenting a very informative panel on their views of the Controller/IT professional in the hotel operations. It was great to see the members supporting the chapter as we started off this New Year at our January General Meeting.

February brought us to our annual joint meeting with the local chapter of the Institute of Management Accountants (IMA). This meeting topic was beneficial to both the IT and financial professional, as Tim Murphy, former CFO of Sonny's Restaurants presented on how he used technology to improve the flow of financial information and its positive impact on profitability. Thanks to Kris Shoemaker and David Branson on working together on this event. We had a great turn out at the Orange County Convention Center for this educational and networking opportunity.

Judy Holcomb and her committee have worked on an outstanding group of speakers for the Spring Mini-Educational conference on March 30<sup>th</sup> at the UCF Rosen College of Hospitality Management. Please see the article in this newsletter for more detailed information on the lineup of speakers planned for this educational venue.

Due to increased interest in corporate sponsorships beyond the newsletter and the golf tournament, the Board has approved the sponsorship of the Mini-educational afternoon breaks for those wishing to show their support of HFTP Mid-Florida besides the newsletter. Please contact either Judy Holcomb for available opportunities for the mini-educational events or Kris Shoemaker for the golf tournament.

Your chance to give back to your community is NOW. JDRF Walks March 20th and 27th Count Room, call Christina Miller 407-396-3088. Bacchus Bash April 9th, call Larry McCloskey 407-239-3962 and the Cattle Baron's Ball April 24th, call Chad Curtis 407-996-9840 x3501.

Lastly, if you need more CPE credits the First Coast Chapter is holding it's first Mini-ed March 23, 2010 at the San Jose CC in Jacksonville. If interested, contact Joe Romano at 904-360-8690 to confirm attendance.

Email: [joe.romano@hyatt.com](mailto:joe.romano@hyatt.com)

Thank you for all your support to the Chapter!

Respectfully,

*Wendy*

Wendy B. Knippel, CPA, CHAE  
HFTP Mid-Florida Chapter President



**Membership News**

YOUR Chapter currently has 166 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!**

**Supra Dey**  
Chief Information Officer  
American Hotel & Lodging Educational Inst.

*Welcome New Members*

**Jennifer Osgood**  
Vice President  
Kuykendall Gardner

**The 2010 Membership Contest is starting!**

**You only need to sponsor one new member to win. Back by popular demand, the Membership Drive Contest. For each new member sponsored you will have a chance to win a great prize at the July Chapter's general membership meeting. See list below.**

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 (excluding alcoholic), the Hilton Hotel located in the WDW Resort.  
Donated by: Praduman Chauhan (Singh), Regional Vice President - Operations Finance  
Hilton Hotels Corporation

Foursome of golf at Heathrow Country Club  
Donated by: Mark Kressin, Controller, Heathrow Country Club

Brunch for 2 at Heathrow Country Club  
Donated by Mark Kressin, Controller, Heathrow Country Club

Bay Hill Club Golfers Grab Bag including shirt, hat, 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 charging pad from Sharper Image, that allows for the charging of a variety of battery driven devices by just setting them on the pad. See the link below for a photo and details.  
<http://www.sharperimage.com/Electronics/Powermat+Home+and+Office+Mat.axd>  
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

Foursome of golf at Orange County National Golf Center and Lodge  
Donated by Terri Nobles, Controller, Orange County National Golf Center and Lodge

Dinner for 2 at the Caribe Royale Resorts Suites's Venetian Room restaurant  
Donated by Michael Dryden, CHAE, Assistant Controller, Caribe Royale Orlando

Dinner for 2 at either Zen, David's Club or Trevi's in the Omni Orlando Resort at Champions Gate  
Donated by Darla Bole, Manager, Omni Orlando Resort at Champions Gate

Dinner for two at Mama Della's at the Loews Portofino Bay Hotel.  
Donated by: Kelly Montgomery, Controller, Loews Hotels at Universal Orlando

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.

**Introducing your 2010 membership committee**

Chairman  
**Gregory Wilhelm**  
Solution Sales Manager, Hospitality Solutions  
Agilysys  
407 681 2914 or greg.wilhelm@agilysys.com

**Christina J. Finch**, Principal  
Smart Professional Resources, LLC  
(407) 924-9980 or cfinch@smartprosource.com

**Joshua Bergen, CHAE, CHTP**  
Director of Accounting  
Wyndham Vacation Ownership  
(321) 948-7727 or joshua.bergen@wyndhamvo.com

**Kelly Montgomery**, Controller  
Loews Hotels at Universal Orlando

**Sean Meder**  
Director of Major Accounts  
Copy Tronics Information Systems

**Curtis Burnside**  
Network Consultant  
The Telecom Broker

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





Mid-Florida Chapter  
Member Spotlight  
Sean Meder

Sean Meder, Director of Major Accounts  
CopyTronics Information Systems

Sean was born in Champaign, Illinois and grew up outside of Chicago. He attended Aurora University where he received his Bachelors Degree in Business Administration in 1995. Sean spent 7 years in the plastics industry to put himself through school. At Americhem Sean did custodial, manufacturing, shipping and quality testing jobs. Sean moved to Florida in 1998 and then spent the next 7 years in Distribution Sales throughout the South East.

In 2004, Sean began his next chapter at Copytronics Information Systems. Sean has worked his way up from a Zip Code representative to the Director of Major Accounts in Central Florida and along the way has been Sales Rep of the Year three times, while finishing second twice. It is now Sean's position to work with and redevelop the partnerships with the larger clients in the Central Florida marketplace. Sean enjoys working for Copytronics and is proud of the fact that all of his industry experience is with Copytronics.

Sean is currently married to Saliesha (10 years in July) and has two wonderful kids (Trevor 7 and Jenna 4). They live in the tiny hammock of Montverde (near Clermont). Sean loves the Hurricanes and enjoys reading, playing legos (he lets the kids play some times) and traveling. Sean has volunteered to help the Chapter by serving on the Membership Committee.

Little know facts about Sean are: that he has been to Fiji and jumped out of a perfectly good airplane to skydive (actually the plane was pretty sketchy).



Benefiting the CFHLA Educational Trust Fund -for hospitality student scholarships and hospitality school grants.

Friday, April 9, 2010  
Orlando Premium Outlets  
5pm - 10pm

## HFTP Volunteer Information

Shifts run: 4:00pm – 7:00pm or  
7:00pm – 10:00pm

First Shift Check-in time: 3:00pm

**Attire: Remember to wear comfortable shoes and arrive early as parking is always a challenge!!**

**Parking: Using the International Drive entrance, please park at the former Dixie Stampede or at Mary Queen of the Universe Shrine.**

**Check In: H.F.T.P. volunteers must check in at the Orlando Premium Outlets Mgmt. Office. From the parking lot, use the entrance between "Mikasa" and "Bass". Turn left in front of the Food Court. The Mgmt. Office is located on the left, next to "Samsonite".**

**At check in, you will be given your assignment.**

**Please contact Larry McCloskey by Tuesday, March 31st with your volunteers and with shift selection information [larry.mccloskey@hyatt.com](mailto:larry.mccloskey@hyatt.com) or (407) 239-3962**

**Your HFTP Mid-Florida Board of Directors thanks you for Volunteering your time and talent to this event!!**

### COMMITTEE ASSIGNMENTS 2010

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

#### Education – Mini Ed Conf.

\*Judy Holcomb 903-8181  
Patty Geer 825-1308  
Nora Cameron 996-9840  
Susan Ferguson 876-8031

#### Job Bank/Legislative/By-Laws

\*Wendy Knippel 321-799-2859x4028  
Susan Ferguson 876-8031  
Bill Parrish 876-8038

#### THE 195.5 COMMITTEE

##### Membership Relations/Recruitment

\* Gregory Wilhelm 681-2914  
Christina Finch 924-9980  
Kelly Montgomery 503-9215  
Joshua Bergen 321-948-7727  
Marybel Defillo 581-3582  
Sean Meder 321-527-2013

Curtis Burnside 770-6999

#### Communications

\* Steve D'Erasmus 905-0687  
Webmaster: [www.midfloridahftp.org](http://www.midfloridahftp.org)  
Lori Schefstad 238-8445  
\*Bill Parrish 876-8038  
Newsletter Ed.

#### Admin/Program/Speakers

\* Wendy Knippel 321-799-2859x4028  
Susan Ferguson 876-8031  
Kelly Montgomery 503-9215  
Gregory Wilhelm 681-2914  
Patty Geer 825-1308

#### Scholarship Awards

\* Terri Nobles 905-2251  
Diana Youngblood 239-1979  
Michael Dryden 238-8049

#### Nominations

\*Susan Ferguson 876-8031  
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  
Lori Schefstad 238-8445  
Diana Youngblood 239-1979

#### Community Services

[CFH&LA Ex-Officio Board Member](#)  
Wendy Knippel 321-799-2859x4028  
[Bacchus Bash](#)

Larry McCloskey 239-3962  
Judy Holcomb 903-8181

#### JDRF Walks

Christina Miller 396-3088  
Michael Dryden 238-8049

#### Charity Golf Event

#### It's all for the kids!

\* Kris Shoemaker 685-9827  
Diana Youngblood 239-1979

#### Publications /Publicity

\* Mark Kressin 333-1450  
Patty Geer 825-1308

#### Chapter Calendar

Diana Youngblood 239-1979

#### Fun Committee

\* Judy Holcomb 903-8181



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MID-FLORIDA CHAPTER

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

**2010 HFTP Mid-Florida CALENDAR**

Note: fees for 2010 are \$35 Regular member, \$20 Student, \$50 all guests, Non-Members and failed to RSVP. A prepaid meeting plan is available.

**March 4th**, Board Meeting, 6 pm, Heathrow CC

**March 6th** JDRF Walk at UCF

**March 20th**, JDRF Walk, Embry Riddle Aeronautical University, Daytona Beach Campus

**March 27th** JDRF Walk, Cocoa Beach

**March 30th, Mini-Educational**, 1 pm, UCF

Rosen College of Hospitality Management

**April 6th**, Board Meeting, 6 pm, Hyatt Regency

Grand Cypress

**April 9th**, Bacchus Bash, Orlando Premium Outlets

**April 24th**, Cattle Baron's Ball, Rosen Shingle Creek

**April 27th**, General Meeting, 6 pm, Double Tree Resort

**May 4th**, Board Meeting, 6 pm, OCCC

**May 9th**, Call Mom

**May 25th**, General Meeting, 6 pm, Hilton Orlando Bonnet Creek

**June 8th**, Board Meeting, 6 pm, Hyatt Regency OIA

**June 29th**, General Meeting, 6 pm, Hyatt Regency OIA



*Where Hospitality Meets Technology*

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 Year was 2002

The main event for the chapter this year was The Florida Regional (aka The Florida Gathering), sponsored by the Mid Florida Chapter and held from July 17-20, 2002. The location was at the Hyatt Grand Cypress. The sessions started with CHAE & CHTP reviews and exams on Wednesday, golf on Thursday afternoon, and a Welcome Reception Thursday evening. Then it was a day and half of sessions covering IT, Accounting, Taxes and a whole lot more. There were 104 attendees as well as 45 guests at the conference. At the trade show, there were 18 sponsors and booths. The golf tournament on Thursday prior to the start of the conference attracted 56 participants.

HITEC was held June 25-27, 2002 in Chicago, ILL., and the HFTP Annual Conference was held in Austin Texas from October 23-24, 2002. At the Annual Conference, our very own Greg "Bulldog" Wilhelm was presented the HFTP President's League Award for sponsoring new members in 2002.

Volunteer opportunities this year included: Bacchus Bash on April 26<sup>th</sup> at the Orlando Premium Outlets. Two JDRF walks on October 19<sup>th</sup> (Space Coast) and the 26<sup>th</sup> (Orlando). Coalition of the Homeless on August 21<sup>st</sup> and September 18<sup>th</sup>.

Moving up in the world: In April, the chapter purchased it's first digital camera. (2.3 mega pixels, 2X digital zoom and 8MB internal storage).

The Grand Spring Social Event was held at the Hyatt Regency Grand Cypress Resort on March 26, 2002. There was a "Pitch & Putt" course set up and door prizes were awarded to all attendees.

Our current chapter president, Wendy Knippel, was selected "Member of the Month" for March 2002. Also that year, Kris Shoemaker was selected "Member of the Year" for *Outstanding service to the chapter*.

Who can forget the harmonious presentation at the June 25<sup>th</sup> General Business Meeting held at the Bay Hill Club & Lodge by Professor Leonard Birdsong from the Barry University School of Law.

One of our own was sent to jail on August 28<sup>th</sup>..... for a good cause. Susan Ferguson was arrested on behalf of the Muscular Dystrophy Association "Lock-Up". Her goal was to raise \$2,000 for bail money to escape the confines of prison.

At the September General Business meeting it was announced that Heidi Berger and Maurice Clarke had won this year's scholarship contest, winning \$1,000 and \$500 respectively.

Annual dues started out the year at \$250.00 and were raised to \$275.00 beginning in October 2002. Monthly dinner dues for members stayed at \$25.00 while the guest fees were raised from \$30.00 to \$35.00 beginning in January 2003.

Installation of the Chapter Officers and Board of Directors was held at the Rosen Centre on September 24, 2002 with special guest Past International HFTP President Frank Santos, CHAE,CHA presiding over the ceremonies.

### Officers for the upcoming 2002-2003 term are:

Chairman of the Board: Bill Parrish, CPA, CHAE The Bay Hill Club & Lodge

President: Randell Rickmann, CHAE Rosen Hotels & Resorts

Vice President: Diana Hull, CHAE, CHS Hotel Royal Plaza

Treasury: David McKim, CHAE, CHTP The Westin Grand Bohemian

Secretary: Nancy Lapara Loews @ Universal Orlando

### Board of Directors elected for 2002-2003 are:

Kris Shoemaker, CMA, CHAE, CGTP OCCC two year term

Steve D'Erasmus, CHTP Walt Disney World two year term

Jason Sauer Zurich US two year term

David Branson, CHAE Starwood V.O., Inc one year term

### And to round out the board by completing there second year of a two year term:

Greg Wilhelm Visual One Systems

John Anderson Suntrust Merchant Services

December 27<sup>th</sup> was the date for this years "December Social" on board the Sterling Casino Cruise ship. Beer, wine, and sodas were provided on the chartered bus to get everyone in the mood for a chance to win the big one!

*Michael Dryden, CHAE*



The Florida Gathering Crew 2001-2002



**COMMUNITY SERVICE OPPORTUNITIES “Your Chance to Give Back”**

The Mid- Florida Chapter: *Leadership, Scholarship, Participation, Service*

**Juvenile Diabetes Research Foundation International**

**Count Room Volunteers - Call Christina Miller 407-396-3088 Today.**

**March 20th at Embry Riddle Campus, Daytona Beach**

**March 27th at the beach.**

The **JDRF Walk to Cure Diabetes** approaches. You can obtain your pledge form and register a walk team on the web at [www.centralflorida@jdf.org](http://www.centralflorida@jdf.org). Please contact as many people as possible to obtain pledges and note HFTP Mid-Florida as the sponsor.

The Chapter supports JDRF, and will be handling the cash consolidation on Saturday the 6th of March in Orlando and also helping Saturday March 20th in Daytona Beach and Saturday March 27th in Cocoa Beach. Your assistance is requested. Your association is calling you to duty! We need 15 people to work in the count rooms, doing whatever is needed, at each location on the day of each walk. Call Christina Miller at 407-396-3088 or Wendy (Beach Walk) Knippel at 321-799-4099 x4028 or any board member for count room details, Walk details or for a pledge card. You can also sign up for duty at the Chapter's general meetings.

This is a wonderful family oriented event! It is a 5k walk, which equates to 3.2 miles. The Orlando walk is at the University of Central Florida main campus at 8:00 am. The Cocoa Beach walk is at the Lori Wilson Park (Beach Walk) at 8:00 am. And the Daytona Beach Walk is at the Embry Riddle Aeronautical University. You can walk, run, bring the kids and have some fun. As a team, we think we can raise \$6,000. At 200 members, that's only \$30.00 in pledges from each member. Donations are tax deductible. Checks should be made out to Juvenile Diabetes Research Foundation.



# You've Been Lassoed!



**10 Check-Out Volunteers Needed For The  
American Cancer Society's  
Cattle Baron's Ball!**

**Saturday, April 24, 2010, 6:00pm to 12:00am  
Rosen Shingle Creek Resort  
9939 Universal Blvd**

**Various Shifts Also Needed For Friday & Saturday**

**If interested, please contact**

**Kris Shoemaker at [Kristopher.Shoemaker@ocfl.net](mailto:Kristopher.Shoemaker@ocfl.net) or 407-685-9827, or  
Chad Curtis at [Ccurtis@rosenhoteles.com](mailto:Ccurtis@rosenhoteles.com) or 407.996.9840 ext 3501.**

The Mid- Florida Chapter: *Leadership, Scholarship, Participation, Service*