



Inn-Sight



Newsletter of the Mid-Florida Chapter

Since 1973

HFTP Chapter of the Year 2010, etc.

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

July 2011



Officers & Directors

Officers

President

Diana Youngblood, CHAE
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407-239-1979
dyoungblood@benchmarkmanagement.com

Vice-President

Patricia Geer, CHAE
Hyatt Regency Orlando Int'l Airport
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Treasurer

Terri Nobles, CHAE
Orange County National Golf Center
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Secretary

Lori Schefstad
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lschefstad@cariberoyale.com

Chairman of the Board

Wendy Knippel, CPA, CHAE
Ocean Partners Associates, LLLP.
321-799-2859x4028
wknippel@oceanpartnerscb.com

Directors

Gregory Wilhelm, CHTP
Agilysys (Formerly Visual One)
407-681-2914
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Saint Leo University.
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Mark Kressin
Heathrow Country Club
407-333-1450
mkressin@heathrowcc.com

Robert Del Mastro
Levy Restaurants/WDW
407-828-8985
rdelmastro@levyrestaurants.com

Kelly Montgomery
Loews Hotels at Universal Orlando
407-503-9215
kmontgomery@loewshotels.com

Bill Parrish
Arnold Palmer's Bay Hill Club & Lodge
407-876-8038
bparrish@bayhill.com

Please Route to:

GM
HR

Hospitality Financial and Technology Professionals

FLORIDA REGIONAL CONFERENCE – AN INVITATION

Hosted by: MID-FLORIDA CHAPTER

The Mid-Florida Chapter of the Hospitality Financial and Technology Professionals (HFTP) is very pleased to be selected as the host chapter for the 2011 HFTP Florida Regional Conference to be held at The Rosen Shingle Creek Resort in Orlando, Florida, July 20 - July 23, 2011. This Regional gathering is Florida's 20th conference and is shaping up to be the best ever, with attendance estimated to exceed 100 Florida and Southeast HFTP members! Accommodations are available at the Rosen Shingle Creek Resort, call 1-866-996-6338. To request the group rate ask for the HFTP Mid-Florida Chapter 2011 Florida Regional Conference rate.

The HFTP is an internationally chartered association serving more than 4,000 financial and technology members in the hospitality industry. Of all the HFTP annual conferences, the Florida Regional's attendance records boast the greatest number of Florida's members and include the CFO's, Controllers and Assistant Controllers as well as Directors of Information Technology and Systems Managers of the most prestigious resorts, hotels, private clubs and member-owned private clubs in the Southeast.

The HFTP Florida Regional Conference will kick off with a CHAE and a CHTP review on Wednesday July 20th. Thursday we hold the CHAE & CHTP exams, offer a golf outing that will benefit Camp Boggy Creek at the Rosen Shingle Creek Golf Course and hold the welcome and vendor reception in the evening. Friday is filled with top-notch speakers and topics, finishing the day with a social dinner that evening. Saturday continues the CPE events ending in a wrap-up session you will not want to miss! The Chapter cordially invites you to join your fellow industry leaders at the Rosen Shingle Creek Resort.

Your support of this HFTP Florida Regional Conference is needed to guarantee the Florida HFTP Chapter's common goal of providing quality educational seminars and exciting networking opportunities to Florida's hospitality industry. On behalf of the members of the HFTP's Mid-Florida Chapter, we sincerely thank you for your consideration and hope you will attend, sponsor and continue to support the HFTP Florida Regional Conference.

Very truly yours,

Diana Youngblood

Diana Youngblood, CHAE
Chair, Regional Conference Committee and Chapter President
Mid-Florida Chapter, HFTP

Link: <http://midfloridahftp.org/regional>

Web Site: <http://www.midfloridahftp.org>

President's Corner**By: Diana Youngblood, CHAE**

Fellow HFTP Mid-Florida Chapter Members,

Well it is here! The Regional Conference is now upon us. We currently have close to 100 attendees registered, with 17 speakers scheduled, and almost 10 vendor booths to be on display. It is sure to be good time, networking and earning those CPEs. Your Board of Directors and their committees have certainly done a fantastic job in setting this conference up. We do still have availability for the vendor booths, so if you know of a company that would be interested, please have them contact Bob DelMastro.

At our June membership meeting, Wendy Knippel, chairperson of the Nomination Committee presented the Committee's slate of Officers and Directors to the membership. At that time she also asked for any nominations from the floor, which there were none. Therefore the ballots will be mailed out to you, as presented, the first part of August. Please participate in selecting your Chapter's leadership by mailing back in your ballot. Election results will be announced at the August membership meeting.

It was great to see so many of our chapter's members taking advantage of the HITEC conference out in Texas this past month. There were nearly 4,500 attendees and 662 vendor booths on exhibit. The Mid-Florida Chapter was definitely well represented with just over 20 members attending. I hope all of you benefited from the educational sessions presented as well as the exhibits.

I would like to thank Wyndham Lake Buena Vista Resort again for hosting the June meeting. Also thank you to Amy Gregory for speaking at the meeting and giving us some good information about revenue management.

I hope everyone had a safe and enjoyable 4th of July. I look forward to seeing all of you at the Regional Conference on the 20th.

Thank you, for all your support of the Greatest HFTP Chapter in the universe!

Respectfully,

Diana

Diana Youngblood, CHAE
HFTP Mid-Florida Chapter President

**An Election is Underway - Officers & Board of Directors
Mid-Florida Chapter, HFTP
2011-2012 Nominating Committee**

The Mid-Florida Chapter of HFTP announces the formation of the 2011-2012 Nominating Committee. The Nominating Committee is charged with presenting to the Board of Directors and the general membership a slate of officers and directors for the 2011-2012 year. The committee is chaired by the most recent Past President. Our current Board Chairman is Wendy Knippel. Chapter members appointed by the Chairman to serve on the Nominating Committee are Kristopher Shoemaker, Chad Curtis, E. Lawrence McCloskey, William Parrish, Susan Ferguson and Michael Dryden.

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

They are as follows:

OFFICERS:

President, Patricia Geer, CHAE
Hyatt Regency Orlando International Airport
Vice President, Terri Nobles, CHAE
Orange County National Golf Center & Lodge
Treasurer, Judy Holcomb, Ph.D., CHAE
Assistant Professor, St. Leo University
Secretary, Lori Schefstad
The Caribe Royale Resort

DIRECTORS:

Director, Gregory Wilhelm, CHTP
Hospitality Systems Sales, Agilysys
Director, Mark Kressin
Controller, Heathrow Country Club
Director, John Cook
Asst. Controller, The Peabody Orlando
Director, Kevin Drinan
Director Sales & Development, Millennium Technology Group
Director, Jack Griffith
Controller, Centerplate
Director, Nasir Naseer
Director of Finance, Nickelodeon Suites Resort
Director, Jodi Ownbey
Asst. Controller, DoubleTree Orlando Seaworld
Director, Miquel Solivan
Revenue Manager, Noble Resort Group
Director, Francisco Zulueta
Manager Financial Planning, Wyndham Vacation Ownership

There are three two year director positions open and one one year position. That is, we vote for four (4) directors.

Nominations from the floor for any office or director position were taken at the **June** membership meeting and there were none. The Secretary will send out ballots to the membership before 25 days of the August membership meeting. They must be returned no later than 10 days of the August membership meeting where the Election Committee will announce the results.

Please vote as soon as you receive your ballot and mail it back.

As they say in Chicago,
"Vote now and vote often!"

HFTP MID-FLORIDA CHAPTER THE FLORIDA REGIONAL CONFERENCE

Tentative, Schedule and Speakers are subject to change.

Wednesday, July 20

7:30 AM 8:00 AM CHAE CHTP Registration
8:00 AM Noon CHAE CHTP Review
Noon 1:00 PM Lunch
1:00 PM 5:00 PM CHAE CHTP Exam

Thursday, July 21

7:30 AM 8:30 AM Golf Registration
8:00 AM 5:00 PM Exhibitor Set-Up
8:30 AM 2:00 PM Golf Tournament & Awards Luncheon - at approx. 1:30 pm
2:00 PM 8:00 PM Registration Open (sell raffle tickets until 7:30 PM)
6:00 PM 8:30 PM Dinner with Exhibitors
8:00 PM 8:30 PM Live Auction & Prize Drawing

Friday, July 22

8:00 AM 8:45 AM Registration Open
8:00 AM 8:45 AM Continental Breakfast
8:45 AM 9:00 AM Welcoming Remarks
9:00 AM 10:30 AM Opening General Session
Story Musgrave, former NASA astronaut, "The Experiences of Story Musgrave"
10:30 AM 10:45 AM Coffee/Soda Break
10:50 AM 11:50 AM Breakout Sessions
Tracey Sellers, True Partner Consulting, "Florida Sales Tax: Opportunities & Pitfalls for the Hotel & Club Industry". Todd Seiders, Petra Risk Solutions, "Hotel & Club Security Liability Issues".
Abe Pizam, UCF Rosen College of Hospitality Management, "Crime, Terrorism and the Tourist".
12:00 PM 1:30 PM Lunch in Exhibit Hall
1:30 PM 5:00 PM Vendor Move Out
1:45 PM 2:45 PM Breakout Sessions
Mary Kay Wilson, MK Marketing, "Trends and Strategies for Retaining and Gaining Members in Private Clubs". Bill Euler, Professional Accounting Solutions, "Hands Free Accounting Integration".
Greg Hopkins, Libra on Demand, "Hospitality in the Cloud".
2:45 PM 3:00 PM Soda Break
3:00 PM 4:30 PM General Session
Carol Hull, U Inc. "Mission Impossible".
4:45 PM 5:45 PM Hotel General Manager's Panel Discussion
Jennifer Rice Palmer, GM, Clarion Inn Lake Buena Vista
Dan Giordano, GM, Rosen Shingle Creek
Louis Robbins, GM, Nickelodeon Suites
Pat Engfer, GM, Hyatt Orlando International Airport
6:30 PM 10:00 PM Evening Social

Saturday, July 23

8:30 AM 9:00 AM Breakfast
9:00 AM 10:00 AM Breakout Session
Julie Barter, Post Integrations, What's New in PCI Compliance ?
John Daly, Transportation Security Association, Balancing Airport Security with Customer Service
TBD
10:00 AM 10:15 AM Break
10:15 AM 11:15 AM General Session
Tom Smith, HFTP Global President
Frank Wolfe, HFTP Global CEO
11:15 AM 11:30 PM Closing Remarks

COMMITTEE ASSIGNMENTS 2011
We need you !!! If you are interested in contributing to any of the committees, please contact the Committee Chairperson *

Education – Mini Ed Conf.

*Dr. Judy Holcomb 619-0963
Patty Geer 825-1308
Susan Ferguson 876-8031
Nora Cameron 996-9840

Job Bank/Legislative/By-Laws

*Diana Youngblood 239-1979

THE 2011 COMMITTEE

Membership Relations/Recruitment

* Gregory Wilhelm 681-2914
Christina Finch 924-9980
Kelly Montgomery 503-9215
Marybel Defillo 581-3582
Sean Meder 321-527-2013
Robert Reading 243-6006

Communications

* Lori Schefstad 238-8445

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*Bill Parrish 876-8038

Newsletter Ed.

Admin/Program/Speakers

* Wendy Knippel 321-799-2859x4028
Patty Geer 825-1308
Susan Ferguson 876-8031

Scholarship Awards

* Mark Kressin 333-1450
Terri Nobles 905-2251
Michael Dryden 238-8049

Nominations

*Wendy Knippel 321-799-2859x4028
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

* Dr. Judy Holcomb 619-0963, COY
* Diana Youngblood 239-1979, FLR
Michael Dryden 238-8049
Bill Parrish 876-8038
Kris Shoemaker 685-9827
Chad Curtis 996-9840x3501

Hospitality Committee

* Kelly Montgomery 503-9215
Terri Nobles 905-2251
Bob Del Mastro 828-8985

Community Services

[CFH&LA Ex-Officio Board Member](#)
Diana Youngblood 239-1979
[Bacchus Bash](#)
* Larry McCloskey 239-3962
Judy Holcomb 619-0963
[JDRF Walks](#)
* Michael Dryden 238-8049

Charity Golf Event

It's all for the kids!

* Kris Shoemaker 685-9827
Diana Youngblood 239-1979

Cattle Baron's Ball

* Chad Curtis (407) 996-9840 x3501

Publications /Publicity

* Mark Kressin 333-1450
Patty Geer 825-1308

Chapter Calendar

Patty Geer 825-1308

Fun Committee

Dr. Judy Holcomb 619-0963
Chapter Historian
Michael Dryden 238-8049



Mid-Florida Chapter Member Spotlight
Ricardo Lafont

Ricardo has over 15 years experience in the payroll field and has been in the hotel industry since 2002. He has been the Payroll Manager for Loews Hotels since 2005 and provides support to the three on site hotels (Loews Royal Pacific Resort at Universal Orlando, Loews Portofino Bay Hotel at Universal Orlando, and Hard Rock Hotel at Universal Orlando) and the Lakewood Support Center.

He has been an integral part in two payroll systems conversions (ADP PCPW to Enterprise version 3, Enterprise version 3 to the current platform Enterprise version 4 hosted) as well as the time and attendance system (Timesaver NG to Timesaver On Demand).

He has been selected Team Member of the month (August 2004) and Manager of the Quarter twice (2005 and 2008). He was selected the Loews Legacy for the Lakewood Support Center for the year 2008.

Customer satisfaction has always been his number one priority, and even though he does not deal directly with guests, he considers the team members to be his "customers".

Ricardo has many ties to the community; volunteering at the YMCA coaching youth sports, volunteering at Timbercreek High School to support the band, and he is a active member of the Hispanic Chamber of Commerce.



HFTP Mid-Florida Chapter Director Kelly Montgomery presents Ricardo the coveted HFTP Mid-Florida shirt.

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MID-FLORIDA CHAPTER

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

2011 HFTP Mid-Florida CALENDAR

Note: Meeting fees for 2011 are \$40 Regular member, \$25 Student, \$50 all guests, Non-Members and failed to RSVP.

Prepay your meeting fee on the web-site with PayPal

July 7th, Board Meeting, 6 pm, The Bay Hill Club and Lodge

July 20th-23rd, **THE FLORIDA REGIONAL**, Rosen Shingle Creek Resort

July 21st, The Ninth Annual **Charity Golf Event** to benefit Camp Boggy Creek, Rosen Shingle Creek Resort: 8:30 am.

July 20-23, 2011

THE HFTP FLORIDA REGIONAL ORLANDO

August 4th, Board Meeting, 6 pm, TBA

August 30th, General Meeting, 6 pm, Westin Orlando

September 8th, Board Meeting, 6 pm, Loews Training Room

September 27th, General Meeting, 6 pm, Hyatt Regency OIA

October 4th, Board Meeting, 6 pm, OPEN

October 25th, General Meeting, 6 pm, Renaissance Orlando-Airport

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.

