



# Inn-Sight



Newsletter of the Mid-Florida Chapter \*Since 1973\* Seven time HFTP Chapter of the Year.

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

November 2012



2013

## Officers & Directors

### Officers

#### President

**Terri Nobles, CHAE**  
Streamsong Resort  
407-319-1031  
[nobles.terri@gmail.com](mailto:nobles.terri@gmail.com)

#### Vice-President

**Judy Holcomb, Ph.D., CHAE**  
Saint Leo University  
352-588-8005  
[judy.holcomb@saintleo.edu](mailto:judy.holcomb@saintleo.edu)

#### Treasurer

**Lori Schefstad, CHTP**  
Caribe Royale Orlando  
407-238-8445  
[lschefstad@cariberovale.com](mailto:lschefstad@cariberovale.com)

#### Secretary

**Kelly Montgomery**  
Loews Hotels at Universal Orlando  
407-503-9215  
[kmontgomery@loewshotels.com](mailto:kmontgomery@loewshotels.com)

#### Chairman of the Board

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

### Directors

**Gregory Wilhelm, CHTP**  
IT Consultant  
407-923-5962  
[gregorywilhelm@mindspring.com](mailto:gregorywilhelm@mindspring.com)

**Nasir Naseer**  
Nickelodeon Suites Resort  
407-387-0242  
[nasirnaseer@nickhotel.com](mailto:nasirnaseer@nickhotel.com)

**Kevin Drinan**  
Millennium Technology Group  
407-996-1270  
[kdrinan@mtg-fl.com](mailto:kdrinan@mtg-fl.com)

**Christina Finch**  
Smart Professional Resources  
407-478-1956  
[Cfinch@smartprosource.com](mailto:Cfinch@smartprosource.com)

**Desmond Lee Hue, CHAE**  
Caribe Royale Resort  
407-739-3148  
[dlhtehton@gmail.com](mailto:dlhtehton@gmail.com)

**Ken Wear**  
DoubleTree by Hilton at Sea World  
407-370-5403  
[Ken.wear@pyramidhotelgroup.com](mailto:Ken.wear@pyramidhotelgroup.com)

Please Route to:

GM   
HR

*HFTP Mid-Florida: Leadership, Scholarship, Participation, Service*

## HFTP-MID FLORIDA CHAPTER Mini-Educational Conference

Tuesday, November 27th, 2012

*The Holiday Inn - U. C. F.*

*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.

**Schedule of Events (The Afternoon Session is FREE to HFTP Members)**

4:00 pm - 4:30 pm, **Registration**

4:30 pm - 5:30 pm, **Mario Plasencia, CHA, Hospitality Consultant, Alliance Capital Management, LLC**

**Topic: "Guidelines to Getting Operations on Your Side"**

6:00 pm - 6:45 pm, **Reception**

6:45 pm - 8:00 pm, **Dinner**

8:00 pm **David Durda, Verizon**

**Topic: "Responsible Data Usage"**

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 2.0 CPE Credits*

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

**Or, you can RSVP and pay on the Chapter's e-invitation, check your in-box.**

**Reservations and cancellations before 12:01 pm November 22nd, please indicate if you will:**

**1) attend the afternoon session only, 2) the dinner only or 3) you will attend both!**

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

**Dinner and evening program: Members \$40.00, Non-Members & no RSVP \$50.00, Student Chapter Members \$25.00. No-shows and late cancellations will be billed.**

We will kick off the event at 4:30 pm, so plan to be there for a great afternoon and evening of informative speakers, good food and excellent company. The event offers you two (2) CPE credits and a dinner for \$40.00 and it is the best CPE deal in the UNIVERSE.

**To use the express registration line at the meeting, PayPal is available on the web-site.**

## Mid - Florida Happenings

**HFTP Mid-Florida** will hold the 10th Annual Golf Event to benefit Camp Boggy Creek.

The event will be held November 30th at the Rosen Shingle Creek

This is a great office team building experience.

**Link to Golf Event Registration,**

<http://events.constantcontact.com/register/event?llr=6cuye8hab&oeidk=a07e6b1b6ud7ea09bdc>



**See you there. It is all for the kids!**

**HFTP Mid-Florida** winter social is December 13th, 6pm at the Whirly Dome. See page 3 for info.

**President's Corner****By: Terri Nobles, CHAE**

Fellow HFTP Mid-Florida Chapter Members.

The HFTP 60<sup>th</sup> Annual Leadership Summit and Annual Convention and Tradeshow was held in October in our own backyard at the Rosen Shingle Creek Resort. Our chapter was well represented with no less than 61 Mid-Florida Chapter members in attendance. By all accounts, it was a successful conference with several informative and entertaining sessions. Next year's convention will be held in Dallas, TX at the Hilton Anatole, so plan now to attend the convention to take advantage of the educational and professional benefits offered. Another great educational opportunity is only days away. The Mid-Florida HFTP semi-annual micro-educational conference will be held on Tuesday, November 27th at the Holiday Inn UCF with the first session kicking off at 4:30 in the afternoon. This is your chance to earn free CPE's at the afternoon session, and another at the dinner meeting. Please RSVP now!

Speaking of RSVP's, please be sure to RSVP in advance for our monthly dinner meetings so we can give the host venue the correct count. This way, they can plan and prepare properly for all attendees. Please also take advantage of the PayPal option on the email invitation to register, or by following the link on the meeting invitation you receive via e-mail. You can use your credit card when paying in advance via PayPal; and this will put you in the express lane making the check in process at the meeting a breeze so you can maximize your networking and social opportunity.

You're Board of Directors and the Programs and Education Committees are currently planning the 2013 meeting calendar. We are looking for host properties and ideas for education topics. If you would like to host a meeting, and/or have topics you would like to see presented, please let any Board member know. Put your organization to work for you and get involved in choosing the educational subject matter offered.

The events continue when we tee it up on November 30th, for our annual charity golf tournament at the Rosen Shingle Creek Resort benefiting the kids at Camp Boggy Creek. We are in need of golfers, so show your support for your chapter and the kids, it's sure to be a fun and rewarding afternoon.

Finally, our annual December Social Event will be held on Thursday, December 13th at the Whirly Dome on International Drive. This occasion always proves to be a great time for our members and their guests, so be sure to attend and give it a whirl; we'd love to see all of you there!

Remember to pause and give thanks for your many blessings as we wish you all a bountiful and Happy Thanksgiving.

Thank you again for all your support,

Respectfully,



Terri Nobles, CHAE  
HFTP Mid-Florida Chapter President

**Membership News, Embrace the vision, join the fun!**Committee Chair, **Gregory Wilhelm, CHTP**

YOUR Chapter currently has 168 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.

Your chapter is looking for new and exciting properties to host our General Meetings. We are blessed to be in an area of so many excellent hotels, resorts and clubs. We want to thank the properties that have hosted meetings already this year. Without their support and generosity our meetings would not be the great success they have been.

If you are interested in hosting a General Membership Meeting please contact any Board member. We would like to offer the Membership a chance to visit a number of new sites this year. See you at the Meeting!

**The 2013 Membership Contest, IT'S HUGE!!!**

**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.**

**Turn on your smart phone!**By: **Susan Ferguson, CHTP**

Any class that starts with "Please, turn ON your smart phone" has got my attention and they kept it all conference long. From Tuesday's HFTP Leadership Summit to the final speaker of the Annual Convention on Saturday afternoon, I was rapt. HFTP really out did themselves. I, Susan Ferguson, claim this year's 60<sup>th</sup> birthday celebration of HFTP to be the BEST Annual Convention EV---ER!

I have been to most of the HITEC's over the past 25 years. Yes, I know, that makes me older than dirt, but for almost half of my life, I have been involved in HFTP. Yes, I am a techie. Yes, HFTP gets better every year. But this year... WOW! WE have proven that we are not the type of association to rest on our laurels. Each year WE get better and better. Your involvement is one of the reasons it works. This is our Association. We need to continue to contribute by teaching and learning from each other. We all have so much to offer and when we get together, look out! Every class was relevant and current. There was no stone left unturned. I came back every single day with something new.

What I learned in the Leadership Summit:

1. Set chapter goals.
2. How to Tweet – Thank-you Steven! My life will never be the same #achftp :-)
3. Use Facebook to your advantage.
4. Treat new members like ROCK STARS!
5. Take what is given and turn it positive, always make it positive.
6. Never give up.

At the Annual Conference itself, there was not one class that I was less than impress with. I really enjoyed listening to leaders in my field discuss what is important to them and what they see as being important to our guest. They all agree. Our guests are smart. They expect more bandwidth and they expect it to be free. Technology is changing at a rapid rate and we are going to have to apply some of that unconventional wisdom we learned about, so we can keep wowing our guest the same way HFTP keeps wowing us!

**Happy Holidays from  
Mid-Florida Chapter of HFTP!  
Please join us for some Holiday fun!  
At  
Whirly Dome**



**Who: HFTP Members and Guests**

**What: Whirly Dome**  
[www.whirlydome.com](http://www.whirlydome.com)

**Where: 6464 International Drive  
Orlando Florida 32819**

**When: Thursday December 13<sup>th</sup> 2012  
at 6PM**

**Why: Food – Drinks – Fun**

**How much: \$40 Members  
\$50 Guests**

**Please RSVP on our web-site:**

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

**Or, you can RSVP and pay on the Chapter's e-invitation, check your in-box**

**WHIRLYBUG**

**SPEED** 3 to 4 miles an hour

**STEERING** The steering mechanism allows players to turn in any direction, any time.

**POWER** The vehicles are similar to bumper cars. Power is provided by conducting plates that make up the floor of the court.



**COMMITTEE ASSIGNMENTS 2013**

We need you !!! If you are interested in contributing to any of the committees, please contact any Board Member.

**Education – Mini Ed Conf.**

\*Susan Ferguson 407-506-2222  
*YOU are needed to help!*

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

\*Terri Nobles 407-319-1031

**Membership Relations/Recruitment**

\* Gregory Wilhelm 407-923-5962  
*YOU can help the chapter*

**Communications**

\* Lori Schefstad 407-238-8445

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

\* Kevin Drinan 407-996-1270

Ken Wear 407-370-5403

Susan Ferguson 321-299-5407

**Social Media**

\*Bill Parrish 407-876-8038

*Newsletter Ed.*

**Admin/Program/Speakers**

\*Christina Finch 407-478-1956

Kris Shoemaker 407-685-9827

**Scholarship Awards**

\* Michael Dryden 407-597-4068

Nasir Naseer 407-387-0242

Terri Nobles 407-319-1031

**Nominations**

\*Patty Geer 407-825-1308

Diana Youngblood 407-239-1979

Chad Curtis 407-996-6143

Michael Dryden 407-597-4068

Kris Shoemaker 407-685-9827

Bill Parrish 407-876-8038

Larry McCloskey 407-239-3962

**Chapter of the Year and Regional Conference**

\* *The Board*

**Hospitality Committee**

\* Christina Finch 407-478-1956

Nasir Naseer 407-387-0242

Kevin Drinan 407-996-1270

**Community Services**

[CFH&LA Ex-Officio Board Member](#)

Terri Nobles 407-319-1031

[Bacchus Bash](#)

\*Larry McCloskey 407-239-3962

Michael Dryden 407-597-4068

Judy Holcomb 352-588-8005

Desmond Lee Hue 407-739-3148

[JDRF Walks & Finance Committee](#)

\* Michael Dryden 407-597-4068

\* Kris Shoemaker 407-685-9827

[Charity Golf Event](#)

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

\* Kris Shoemaker 407-685-9827

Diana Youngblood 407-239-1979

[Cattle Baron's Ball](#)

\* Chad Curtis 407-996-6143

**Publications /Publicity**

\* Lori Schefstad 407-238-8445

Kelly Montgomery 407-503-9215

**Chapter Calendar**

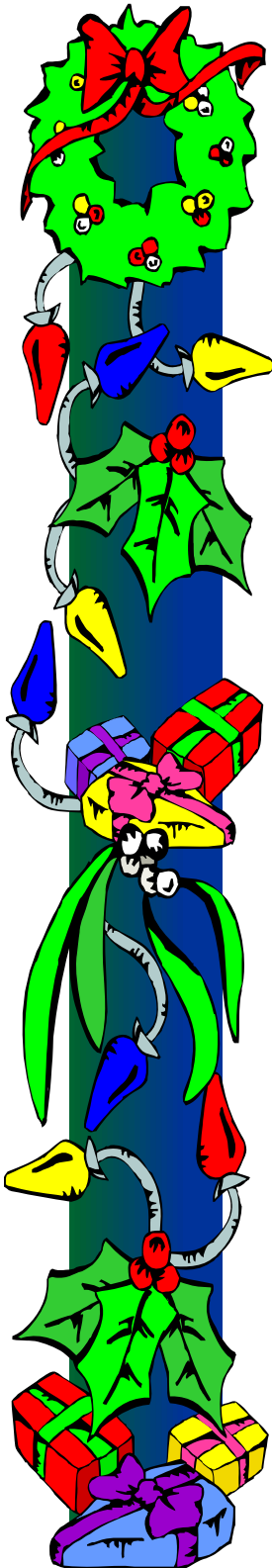
Dr. Judy Holcomb 352-588-8005

**Fun Committee**

Dr. Judy Holcomb 352-588-8005

**Chapter Historian**

Michael Dryden 407-597-4068





## 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 dinner meeting setting with one 50 minute session.

**Mini-Educational Conference:** March and November.

Format: The event has two to four 50 minute speaking sessions in the afternoon, ending at 6:00 pm then dinner and a final 50 minute session.

**Audience:** Attendees are technology and financial professionals from all disciplines of the hospitality industry. The average meeting attendance is 70+ members.

### Topics

All submitted information must be non-proprietary and educational in nature, not sales or product specific. Submitting information does not guarantee you an opportunity to present.

Suggested Topics:

Disaster Preparation and Recovery, Controller's Year-End Survival Guide, Tax Updates – all types, Audit Insights, Accounting/Audit Updates, 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, Health & Property Insurance.

Please submit any topics relevant to an audience of hospitality finance and technology professionals ( Controllers, CFOs, IT Directors ) to the Admin./ Programs/Speaker Committee Chairperson Christina Finch 407-739-3148 or any Board member, see page 3 for contacts.

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MID-FLORIDA CHAPTER

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

### 2012 – 2013 HFTP Mid-Florida CALENDAR

Note: Meeting fees for 2012 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**

**November 6th**, Board Meeting, 6 pm, OCCC

**November 27th**, Micro-Ed & General Meeting, 4 pm Registration Holiday Inn UCF. Two speakers, starting at 4:30 pm.

**November 30th**, 10th Annual Golf Event, to benefit Camp Boggy Creek Rosen Shingle Creek, 11:00 am check-in.

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

**December 13th**, Chapter Holiday Social, Whirly Dome, 6464 I-Drive

**December 21st**, End of the World, in a galaxy near you... - - - ...

Or just in case it was a bad Mayan joke.

**December 25th**, Merry Christmas!

**March 9th**, JDRF Walk, UCF Orlando

**March 23rd**, JDRF Walk, Embry Riddle Aeronautical University, Daytona

**April 5th**, Bacchus Bash, Orlando Premium Outlets

**April 6th**, JDRF Walk, Lori Wilson Park, Cocoa Beach

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.





## HFTP Mid-Florida Chapter Tenth Annual Charity Golf Tournament Friday, November 30, 2012 12:30 pm

To Benefit:

### Camp Boggy Creek

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

At:

### Rosen Shingle Creek Golf Club

For tournament reservation, please complete this form and return it with payment made payable to HFTP Mid-Florida no later than Thursday, November 15, 2012 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 Single Entry Fee or \$400 for a foursome (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 free beverages on the course (limited to donated product).

Number of Single Entrants		x \$125 =	\$
Number of Foursomes		x \$400 =	\$
Number of Mulligan Cards **		x \$25 =	\$
TOTAL PAYMENT			\$

\*\* 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)**

**Link to Golf Event Registration,**

<http://events.constantcontact.com/register/event?llr=6cuye8hab&oeidk=a07e6b1b6ud7ea09bdc>

Golf Registration Form

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 40,000 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!



**HFTP Mid-Florida Chapter  
Tenth Annual Charity Golf Tournament  
Friday, November 30, 2012 12:30 pm**

To Benefit:

**Camp Boggy Creek**

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

At:

**Rosen Shingle Creek Golf Club**

**11:00 AM Check-In**

Raffle Tickets On Sale  
Putting Contest  
Driving Range

**12:30 PM Golf Tournament Begins**

**6:00 PM Dinner**

Awards & Acknowledgments

Tournament Format: 18 - Hole Shotgun Four Person Scramble

**Awards will be given for:**

1st Place Team  
2nd Place Team  
3rd Place Team  
Accurate Drive ( Men/Women)  
Closest to the Pin (Men/Women)  
Highest Gross Score (Foursome)

**For more information, please call:**

**Kris Shoemaker at 407.685.9827 Or visit [www.midfloridahftp.org](http://www.midfloridahftp.org)**

Link to Golf Event Registration,

<http://events.constantcontact.com/register/event?llr=6cuye8hab&oeidk=a07e6b1b6ud7ea09bdc>

Schedule of Events

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 40,000 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.

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November 12, 2012

Re: Chapter 2013 Calendar Year Prepaid Meal Plan

Dear HFTP Mid-Florida Member;

Your Mid-Florida Chapter Officers and Board of Directors have put together a wonderful opportunity for you. For \$400.00, you will receive 10 monthly chapter meetings. In addition, you will receive free entry to the December 2013 Social.

**Please consider this your invoice for the prepaid HFTP Mid-Florida educational meeting fees. The prepaid fee is member specific and is not refundable for missed meetings. If the original named member leaves the company or transfers out of the area, the company may select another, employed, HFTP Mid-Florida member to use the balance of the year's prepayments. Contact the Chapter Treasurer for details.**

Please complete and return this form with payment by January 14, 2013 to HFTP Mid-Florida Chapter, P.O. Box 692004, Orlando, FL 32869-2004.

Member Name: \_\_\_\_\_

Payment Type:  Check (payable to HFTP Mid-Florida)  
 Master Card  Visa  American Express

Card Number \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

Expiration Date \_\_\_\_\_

Should you have any questions, please call me at 407-238-8445 or e-mail to:  
[treasurer@midfloridahftp.org](mailto:treasurer@midfloridahftp.org)

Sincerely,  
*Lori Schefstad, CHTP*

Lori Schefstad, CHTP  
Treasurer, HFTP Mid-Florida Chapter

## *HFTP Mid-Florida: Leadership, Scholarship, Participation, Service*



### **HFTP Mid-Florida Chapter Meetings Locations & Topics & C.P.E. Points**

\*\*\*\* CPE Forms must be filled out the night of the meeting. You cannot mail in copies and you must retain your own copies as the Chapter will not send you verification or a second copy. Also, your signature at the meeting registration desk verifies your attendance.

For your information this is a listing of all the educational opportunities at the Chapter level and a reminder for HITEC and the Annual Convention CPE credits you may have earned. You should receive a maintenance reporting form from HFTP when your two year maintenance cycle end approaches. If you have any questions contact Bryan Wood at HFTP 1-800-646-4387 or [bryan.wood@hftp.org](mailto:bryan.wood@hftp.org).

#### **23 Points for 2011 from Monthly Chapter Meetings**

01/25/11	Doubletree Resort Orlando – Sonya Dixon, An Accounting & Audit Update	CPE Pts. 1
02/22/11	Hilton Orlando Bonnet Creek – Rick Mancinelli, Cloud Computing	CPE Pts. 1
03/29/11	Orange County Convention Center – Leslie Mizerak, Generational Differences in the Workplace	CPE Pts. 1
04/26/11	The Peabody Orlando – Ron Dulay, Wireless Connectivity	CPE Pts. 1
05/24/11	Hilton Orlando LBV, Richard Turner, Florida 2011 Legislative Session & Hospitality	CPE Pts. 1
06/20 -06/23	2011HITEC Austin, HFTP Trade Show	CPE Var per HFTP
06/28/11	Wyndham LBV Resort – Amy Gregory, Revenue Management	CPE Pts 1
07/22 -7/24	The Florida Regional Orlando, Various Speakers & Topics	CPE Var Max 12
08/30/11	Wesitn Imagine Orlando, Caryn Reiker, MLS Technologies, Business Control Evaluations	CPE Pts. 1
09/27/11	Hyatt OIA, Installation of Officers & Directors, Annual Meeting	CPE Pts. 0
10/19-10/22	2011 HFTP Annual Convention & Trade Show & Leadership Summit	CPE Var per HFTP
10/25/11	Renaissance Orlando Airport, Christina Finch, Keeping Your Best Talent & Attracting New	CPE Pts. 1
11/29/11	Villas of Grand Cypress Mini Educational Program:	CPE Pts. 3
	Richard Cunningham, CEO, General Financial & Tax Consulting, Hospitality Tax Issues	
	Daryl Cronk, Director of Research, Visit Orlando, Tourism Update	
	Michael Distler, IT Supervisor, OCCC, Mobile Websites	
December 2011	Winter Social – Bohemian Hotel Celebration	CPE Pts. 1/5

#### **12 Points for 2012 from Monthly Chapter Meetings**

01/24/12	Hilton Orlando Resort LBV, – Shailendra Poddar, Improve Operations by Leveraging Analysis	CPE Pts. 1
02/28/12	Kessler Castle Orlando – John Finnigan, Unpaid Overtime Lawsuits	CPE Pts. 1
03/27/12	Hyatt Grand Cypress Mini Educational Program:	CPE Pts. 3
	Bill Blend, Moore Stephen Lovelace, Financial Statement Fraud	
	IT Panel, Update on IT Issues and Trends	
	Lex Veech, OCCC Community Relations Mgr., Convention District Update	
04/24/12	Double Tree by Hilton @ Seaworld – Christina Finch, I'm Unaffiliated, now what?	CPE Pts. 1
05/22/12	Bohemian Hotel Celebration, Larry Robbins, Insurance tune up before hurricane season	CPE Pts. 1
06/25 -28	2012 HITEC Baltimore HFTP Trade Show	CPE Var per HFTP
06/26/12	Wyndham LBV Resort – Martha Haynie, Tourist Development Tax	CPE Pts. 1
07/24/12	Rosen Shingle Creek, Stephen Robinson, Food & Beverage Operations	CPE Pts. 1
08/28/12	Hyatt Regency OIA, Kris Shoemaker, The 2.4 Ghz Connectivity Issue	CPE Pts. 1
09/25/12	The Villas Of Grand Cypress, Installation of Officers & Directors, Annual Meeting	CPE Pts. 0
10/17-20	2012 HFTP Annual Convention & Trade Show & Leadership Summit	CPE Var per HFTP
11/27/12	Holiday Inn UCF Mini Educational Program:	CPE Pts. 2
	Mario Plasencia, Alliance Capital Management, Getting Operations on Your Side	
	David Durda, Verizon, Responsible Data Usage	
December 13, 2012	Winter Social, Whirly Dome, I Drive – Merry Christmas and a great New Year	CPE pts. 2/5

Your Board of Directors wishes to thank the Mid-Florida hotels, resorts, clubs and other hospitality venues for their on going support of chapter events. We also thank the speakers that have devoted their time and talent to these educational sessions. We can't forget our event sponsors and chapter members of our Administrative, Program and Speaker Committee; the Hospitality Committee and Mini-Educational Committee, the entire Board of Directors and Past Presidents for their ongoing contributions.

**Without the support of all the above, the educational program of your chapter would not be such a resounding success.**