



# 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)

March 2013



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

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

#### Secretary

*Kelly Montgomery*  
Loews Hotels at Universal Orlando  
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#### Chairman of the Board

*Patricia Geer, CHAE*  
Hyatt Regency Orlando Int'l Airport  
407-825-1308  
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### 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*  
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407-996-1270  
[kdrinan@mtg-fl.com](mailto:kdrinan@mtg-fl.com)

*Christina Finch*  
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407-478-1956  
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*Jack Griffith*  
Centerplate  
407-234-2672  
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*Ken Wear*  
DoubleTree by Hilton at Sea World  
407-370-5403  
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Please Route to:

GM   
HR

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

**General Meeting - Tuesday, March 26th, 2013**

**The Mid-Florida Chapter**

**Hospitality Financial and Technology Professionals**

**Walt Disney World Swan and Dolphin Resort**

**1200 Epcot Resort Boulevard, Lake Buena Vista, Fla.**

**(Swan Hotel Ballroom 3-4, Cocktail Hour Swan 4 Foyer)**

*Directions: The Resort is located at the Walt Disney World Resort.*

*From Orlando (heading West on I-4, South to us northerners)*

*\* Proceed on Interstate 4 West to Exit 67 (old 26B)*

*\* Take the second exit marked "Disney's Hollywood Studios™, Epcot® Resort Area, Wide World of Sports".*

*\* Proceed along Buena Vista Drive and turn right at the fifth light (approximately 3 miles).*

*\* Take the second right which is the entrance to the resort. You are going to the Swan.*

### Speaker and Program

**Larry Beck, Senior Solutions Architect, Toshiba Business Solutions**

**Topic: "Content Management and Forms Automation"**

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 ~ Dinner at 7:00 pm**

*Swan 4 Foyer and Osprey 1 Terrace*

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

### Cocktail Hour

#### Passed Cold Teasers

*Chef's Selection of Shots, Cones, Lollipops*

#### Antipasti Display

*Assorted Sliced Meats, Gourmet Cheeses,  
Marinated Vegetables, Crusty Breads*

#### Falafel and Duck Croquette Station

*Falafel" Chick Pea Croquettes, Tzatziki, Tahini Dressing, Iceberg,  
Tomato, Onion, Pickled Vegetable Relish, Harissa  
AND*

*Duck Confit Croquettes with Braised Lentils*

### Swan 3-4 Dinner Menu:

#### Salad

*Roasted Beet Salad, Organic Greens, Goat Cheese Fondue, Walnuts*

#### Entrée

*Searced Cote de Boeuf, Garlic Prawns, Yukon Gold Silk, Seasonal Vegetables, Bordelaise Sauce*

#### Dessert

*Dessert Trio by World Champion Pastry Chef, Laurent Branlard.*

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

**Reservations and cancellations before 12:01 pm Thursday March 21st.**

**Please, no walk ins. No-shows and late cancellations will be billed.**

Dinner : Members with RSVP \$40.00, Non-Members and Guests or no RSVP \$50.00,  
Student Chapter Members \$25.00.

**Use the express registration line at the meeting, PAYPAL is available on the web-site.**

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

Fellow HFTP Mid-Florida Chapter Members,

Our annual joint meeting with the Mid-Florida Chapter of IMA was held last month at the DoubleTree by Hilton Orlando at SeaWorld. For those that attended, I think we can all agree that the topic of Healthcare Reform presented by Richard Stephens of Cigna was very informative, enlightening and left many of us with more questions than answers due to the complexities of this topic. With complicated and challenging issues such as this facing our industry, it is helpful to know that we have the resources of HFTP and our fellow members for guidance and professional support. Thank you again to the DoubleTree by Hilton Orlando at SeaWorld for providing a wonderful meal and great service as well.

Now that March is here, with it comes the busy season of giving back to our community with several philanthropic service opportunities. We extend our sincere gratitude to all who generously volunteered to assist at the JDRF walks on March 9th at UCF and 23<sup>rd</sup> in Daytona. The continued efficiency and success of the walks is thanks in big part to the expert planning and execution by some of your fellow HFTP members. If you missed volunteering for either of these events, there is still an opportunity to assist with the final local JDRF walk on April 6<sup>th</sup>. Please contact Michael Dryden for more details if you are interested. Looking ahead to April, the Bacchus Bash is coming up quickly and will be held on Friday, April 5th at the Orlando Premium Outlets. We need at least 60 volunteers to successfully operate the sale of Bacchus Bucks, cash collection and counting. For those of you who have volunteered in the past, you already know how much fun the Bacchus Bash event provides. Please contact Larry McCloskey if you are interested in volunteering; and consider having your staff volunteer as well. It can be a great office outing and team building event! Finally, the Cattle Baron's Ball will be held at the Rosen Shingle Creek on April 13<sup>th</sup>, to benefit the American Cancer Society. Please contact Chad Curtis if you can help out with the event auction, it's sure to be a wild time! Please refer to this newsletter and our Chapter website (<http://www.midfloridahftp.org/>) for more information about these upcoming events and more.

This month our meeting is at the Swan at WDW Swan & Dolphin Resort on Tuesday, March 26th. You can rsvp on our website for the meeting and pay in advance to earn your "fast pass" at the check in table. I hope to see you all at the WDW Swan & Dolphin Resort on March 26<sup>th</sup> for another evening of education, networking, great food and fun!

Thank you again for your continued support of our chapter,

Respectfully,

*Terri*

Terri Nobles, CHAE  
HFTP Mid-Florida Chapter President

**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. Contest ends on June 30, 2013.**

**Drawing will be held at our July, 2013 General Membership meeting. You need not be present to win.**

Dinner for 2 in Hemingway's at the Hyatt Regency Grand Cypress  
Donated by: E. Lawrence McCloskey, Jr., CHAE - Hotel Manager

Dinner for two in Andiamos (excluding alcoholic beverages), in the Hilton At Walt Disney World  
Donated by: Stephan Ludwig, Director of Finance

Dinner for 2 at A Land Remembered or Calla Bella in Rosen Shingle Creek valued at \$100  
Donated by Frank Santos, CHAE, CHA, Chief Financial Officer, Rosen Hotels & Resorts

\$100.00 Big Fin Restaurant (located in Doctor Philips) gift certificate.  
Donated by Colin Findley, VP Business Development, ProfitSword

Dinner for two in the new Peabody Orlando Napa restaurant  
Donated by Todd Rhoads, CHAE, CHTP, Controller

A Kindle Fire HD  
Donated by James E Bina, CHTP, CHAE, President - Millennium Technology Group

Dinner for 2 at the Hyatt Regency Orlando International Airport  
Donated by: Patricia Geer, CHAE, Controller

Dinner for 2 (\$150 value) at Trevi's or David's Club or Zen Restaurant in the Omni Orlando Resort at Champions Gate  
Donated by: Darla J. Bole, Area Director of Finance

Dinner for 2 at the Caribe Royale Resorts Suite's Venetian Room restaurant  
Donated by Lori Schefstad, CHTP, MCSE, Director of Information Systems

Dinner for 2 at the Loews Portofino Bay Hotel Mama Della's Ristorante  
Donated by: Kelly Montgomery, Controller - Loews Hotels at Universal Orlando

Brunch for 2 at the Kessler Grand Bohemian Hotel Orlando  
Donated by: Tom Hull, Controller

Dinner for two excluding alcohol in Spencer' steakhouse at the Hilton Orlando on Destination Parkway  
Donated by: Francis Kahle  
Director of Finance

Dinner for two at the new Streamsong Resort  
Donated by Terri Nobles, CHAE, Controller

Dinner for 2 (\$175 value) at Blue Zoo in the Swan Hotel WDW  
Donated by Amnon Reshef, Controller - Walt Disney World Swan and Dolphin Resort



Sharpen your pencils, pack your note books and get ready for some FREE STUFF!

*Learn, Connect, Succeed*

### HFTP Mid-Florida Chapter 2013 Spring Micro-Ed

Date: May 21st, 2013

Where: The Nickelodeon Suites Hotel

Afternoon Presentation:

Registration 3:00 pm-3:30 pm

Two great afternoon Seminars and the Cost is ....

.....\$ FREE for 2 CPE credits

Reception and Chapter Social:

6:00 pm – 6:45 pm

Dinner:

6:45 pm – 9:30 pm, standard price

8:00 pm – 9:00 pm Chapter Social

There will be excellent speakers on a wide variety of subjects. We will kick off the event at 3:30 pm, so plan to be there for a great afternoon and evening of informative speakers, good food and excellent company.

### 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:** Spring and Fall.

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 407-478-1956 or any Board member, see page 3 for contacts.



### HFTP Mid-Florida Chapter Member Spotlight Jose Aybar, CHAE

#### Revenue Auditor, Rosen Hotels & Resorts

Originally born in the Dominican Republic arrived to the United States and the city of New York in 1980. He is a diehard New York Yankees and Giants fan. In 1983, he graduated in Travel and Tourism from the Pan-American School of Travel and caught the “Hospitality Bug”.

In 1985, He enrolled at the NY Hotels and Restaurants School obtaining a Diploma in Hospitality Management. He moved to Miami Florida in 1987, and started working for The Regency and Ramada Airport hotels. In 1988, He joined the Miami Airport Hilton staying 12 years with Hilton Hotels in different properties and working in several positions from Reservations Manager to Director of Front Office. From 1990 to 1992, He also worked as Rooms Division Manager for Sol Melia Hotels.

In 1998, he moved to the City Beautiful of Orlando Florida. After September 11, 2001, he worked as a Director of Front Office for Interstate Hotels, The Florida Mall and Conference Center, and Assistant General Manager for Alliance Hospitality at the Homewood Suites in Lake Mary. In 2009, he obtained a Bachelor of Science in Accounting and finally my MBA from the University of Phoenix. From 2007, he has worked for Rosen Hotels and Resorts, currently as Revenue Auditor. He enjoys traveling with my family, sports, music, dancing and volunteering for JDRF and American Cancer Society Events. He is a proud HFTP member becoming a CHAE. He is also a member of the Association of Certified Fraud Examiners (ACFE), and the Association of Latin Professional in Finance and Accounting (ALPFA).



Chapter Director Christina Finch presents Jose the coveted HFTP Mid-Florida shirt at the last General meeting.

**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**

\* Kelly Montgomery 407-503-9215

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

[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

**Membership News, Embrace the vision, join the fun!**

Committee Chair, **Gregory Wilhelm, CHTP**

YOUR Chapter currently has 180 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. 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!

**Welcome New Members**

Dale Lima, reporting Analyst Wyndham Vacation Ownership	David Pitkethly Convention Technology Manager Millennium Technology Group
Larry Robbins, VP Retail Division Brown & Brown of Florida, Inc.	Kevin Christ, CPA Carter Hospitality

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MID-FLORIDA CHAPTER

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

**2013 HFTP Mid-Florida CALENDAR**

Note: Meeting fees for 2013 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**

- March 9th, JDRF Walk, UCF Orlando
- March 23rd, JDRF Walk, Embry Riddle Aeronautical University, Daytona
- March 26th, General Meeting, 6 pm, WDW Swan Hotel
- April 4th, THURS, Board Meeting, 6 pm, Rosen Centre
- April 5th, Bacchus Bash, Orlando Premium Outlets
- April 6th, JDRF Walk, Lori Wilson Park, Cocoa Beach
- April 13th, American Cancer Society Cattle Baron's Ball, Rosen Shingle Creek
- April 30th, General Meeting, 6 pm, Omni Championsgate
- May 7th, Board Meeting, 6 pm, DoubleTree @ Seaworld
- May 21st, Micro-ed and Social, 3 pm, Nickelodeon Suites Hotel
- June 4th, Board Meeting, 6 pm, DoubleTree @ Seaworld
- June 7th, 11th Annual Golf Event for Camp Boggy Creek, Rosen Shingle Creek
- June 18th, General Meeting, 6 pm, Florida Hotel & Conference Center

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.



**A CALL FOR CERTIFICATION**

**Be the best you can be!**



General Meeting at the Swan, March 26th, 2013  
As far as driving instructions, we are on Disney property in the Epcot Resorts Area. Make sure guests go to the Swan Resort and park in the Self-Parking Lot.

Upon entering the self-parking lot, push button on ticket machine to receive parking ticket and entrance into the lot. Save this ticket to be able to exit the parking lot. When exiting, you must insert your original parking ticket into the "Pay Machine" with the magnetic strip up and to the right. When the machine prompts you for payment, you will then insert your Validated Parking Ticket with the magnetic strip up and to the right – at this time the gate will open for you to exit the lot. There is a call button on the pay machine should a guest have any difficulties with the tickets.

The Swan Ballroom is right inside the convention area of the Swan. Guest should see the entrance to the convention space as they are walking up to the hotel from the self-parking lot. It is the entrance closer to the lot than the lobby entrance.

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

**Juvenile Diabetes Research Foundation International**

**Count Room Volunteers**

**March 9th at UCF in Orlando**

**March 23rd at Embry Riddle Campus, Daytona Beach**

**April 6th at Cocoa 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@jdrf.org](http://www.centralflorida@jdrf.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 9th of March in Orlando and also helping Saturday April 6th in Cocoa Beach and Saturday March 23rd in Daytona 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 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.

**To volunteer call Michael Dryden at 407-877-0304, or [michael.dryden@hilton.com](mailto:michael.dryden@hilton.com)**

\*\*\*\*\*

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

**Saturday, April 13th 2013, 6:00 pm to 12:00 am**

**Rosen Shingle Creek Resort**

**9939 Universal Blvd**

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

**To volunteer call Chad Curtis at 407-996-9840 or [ccurtis@rosenhoteles.com](mailto:ccurtis@rosenhoteles.com)**

\*\*\*\*\*

**The CFHLA's Bacchus Bash**

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

**Bacchus Bash Friday, April 5, 2013**

**Orlando Premium Outlets**

**5 pm - 10 pm**

**HFTP Volunteer Information**

**Shifts run: 3:30 pm – 7:00 pm or 7:00 pm – 10:00 pm, First Shift Check-in time: 3:00 pm**

**To volunteer call Larry McCloskey at 407-239-3962 or [larry.mccloskey@hyatt.com](mailto:larry.mccloskey@hyatt.com)**

\*\*\*\*\*

**And finally, the 11th Annual Chapter Golf Event to benefit  
 Camp Boggy Creek**

**will be held this June 7th at the Rosen Shingle Creek Golf Club.**

**To be a sponsor call Kris Shoemaker at 407-685-9827 or [kristopher.shoemaker@ocfl.net](mailto:kristopher.shoemaker@ocfl.net)**