



# Inn-Sight



MID-FLORIDA CHAPTER

*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 2013



2014

## Officers & Directors Officers

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

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

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

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

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

## Directors

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

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

*Yvonne Enslin, CHAE*  
Liberty Investment Properties  
321-441-1846  
[Yenslen@libertyprop.com](mailto:Yenslen@libertyprop.com)

*Christine Cipar*  
Florida Hotel & Conference Center  
407-816-5188  
[Ccipar@thefloridahotelorlando.com](mailto:Ccipar@thefloridahotelorlando.com)

*Gordon LeBlanc*  
BrightHouse  
386-235-3875  
[Gordon.leblanc@mybrighthouse.com](mailto:Gordon.leblanc@mybrighthouse.com)

*Arthur Kasper*  
Wyndham Vacation Ownership  
407-626-6760  
[arthur.kasper@wyn.com](mailto:arthur.kasper@wyn.com)

*HFTP Mid-Florida, 40 Years of: Leadership, Scholarship, Participation, Service*

## Mini-Educational Conference ... Tuesday, November 19th, 2013 The Mid-Florida Chapter Hospitality Financial and Technology Professionals

### Nickelodeon Suites Resort

14500 Continental Gateway, Orlando, Florida 32821

Directions: From Orlando, take I-4 westbound towards Tampa and get off at Exit 67 toward Epcot/ Downtown Disney. Bear left at the fork, follow signs for Florida 536 Toll E/Florida 417 Toll N. Bear right and follow signs for FL 536 E and merge onto FL 536 E/ World Center Drive Turn right onto Continental Gateway Drive. The resort is on your right.

### Schedule of Events (All Afternoon Sessions are FREE to HFTP Members)

12:30 pm – 1:00 pm **Registration**

1:00 pm – 2:00 pm “Unified Communications and the need for Architectural Design Sessions”, **Bill Myers, Strategic Account Manager, Ronco Communications**

2:15 pm – 3:15 pm “How to Turn Your Marketing into a Profit Center”, **Keith Caven, CEO of Snapt.com**

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

3:45 pm – 4:45 pm “Fraud”, **Heriot Prentice**

5:00 pm – 6:00 pm “From Introvert to Influencer: How To Connect, Communicate and Captivate!”, **Mary Gardner, Speaker, Trainer, Author and Coach at MG INSPIRED!**

6:00 pm – 6:45 pm **Cash Bar Reception**

6:45 pm – 8:00 pm **Dinner, Florida Buffet.**

8:00 pm – 9:00 pm “Enhance your Career through Public Speaking”, **Mary Gardner – Speaker, Trainer, Author and Coach at MG INSPIRED!**

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 on your personal e-vite from the Chapter Secretary.**

**Reservations and cancellations before 12:01 pm November 14th, 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 \$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 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 \$40.00. At \$8.00 per CPE credit it is the best CPE deal in the UNIVERSE.**

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

Please Route to:

GM   
HR

**President's Corner**

**By: Judy Holcomb, Ph.D, CHAE**

Fellow HFTP Mid-Florida Chapter Members,

WOW, what a great National Convention! As a member of the global educational advisory committee I and my committee received numerous positive comments about this year's educational sessions. Those of you who have not had a chance to attend a national convention, I highly encourage you to plan on attending next year. The connections and education that I received were invaluable.

For those of you who need CPE points for the CHAE or CHPT, there is now a requirement for specific training in ethics. This was the first year in which the educational sessions included the required ethics training. This session was well attended and began a discussion on ethics which I feel has been well overdue. I look forward to continuing this discussion and education in future regional and national conferences.

As president, I'd like to take a moment to tell you, my goals for YOUR chapter this year. First, I am concerned about attendance at our monthly meetings. In October, only **27%** of our membership attended the dinner meeting. As the largest chapter in the Universe, this is abysmal. So, one of my goals is to increase the attendance at our meetings. I would love to see at LEAST 50% attendance on average. Those of you who don't attend, I'd love to hear from you as to why. Are we not meeting your needs with regards to educational content? Are you hesitant to come because you don't know anyone? What are the reasons? Please shoot me a quick email

([Judy.holcomb@saintleo.edu](mailto:Judy.holcomb@saintleo.edu)) I'd love to be able to address this so that you get more from your membership and get YOU to a meeting.

My next goal is to increase the involvement of our student chapter. As an educator, I am of course passionate about students; however, YOU should be just as passionate. These students are the future of our industry! Whether you are aware of it or not, due to the increase of retiring baby boomers, we will be facing an employment shortage in the near future. How are you going to attract students to your property or club? You being involved and having the students involved can be key to making that connection with these future leaders.

I work for YOU; I am charged with improving and leading YOUR chapter, (in the words of Tom Cruise in Jerry McGuire) please, please, please help me help you. Contact me and tell me how YOUR chapter needs improvement.

Thank you all for your continued involvement in the Greatest Chapter in the HFTP Universe!

Respectfully,

*Judy*

Judy Holcomb, Ph.D, CHAE  
HFTP Mid-Florida Chapter President

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

**Committee Chair , Gregory Wilhelm, CHTP**

YOUR Chapter currently has 160 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 2014 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 have a chance to win a great prize at the July Chapter's general membership meeting. Contest ends on July 31, 2014. Drawing will be held at our August, 2014 General Membership meeting. You need not be present to win.**

**Thank you sponsors, for your generosity and support of the HFTP Mid-Florida Chapter.**

**The greatest HFTP chapter in the universe!**

**Welcome New Members**

Josh Almeida, President  
Ascend Studios  
Sponsor: Dr. Judy Holcomb

Tom Babington, VP Technology Solutions  
EPIC Engineering& Consulting  
Sponsor: Kris Shoemaker

Jason Carson, Staff Accountant  
Rosen Hotels & Resorts  
Sponsor:

Scott Ellman, Major Market Sales Director  
Paycor  
Sponsor: Greg Wilhelm

Tamara Flores, Director of IT  
Millennium Technology Group  
Sponsor: Jim Bina

Jason Hansraj, Reporting Analyst  
Wyndham Vacation Ownership  
Sponsor: Josh Bergen

Christy Johnson, Controller  
Country Club of Orlando  
Sponsor:

Jerry Lewicki, Controller  
HDG Hotels  
Sponsor:

Robert O'Rourke, Internal Auditor  
Kessler Collection  
Sponsor:

Gregory Paul, Performance Analyst  
Wyndham Vacation Ownership  
Sponsor: Josh Bergen

Michael Velazquez, CEO  
Percipia Networks  
Sponsor:

Mark Vincent, Asst. Director of IT  
Millennium Technology Group  
Sponsor: Tamera Flores

**MEMBERSHIP**

**RENEW NOW**

**RECRUIT NOW**

**MEMBERSHIP**

**RECRUIT NOW  
GET CERTIFIED**

**YOUR ASSOCIATION, GET INVOLVED**  
**HFTP Mid-Florida**

We need you to get involved!  
 Chapter Committees are forming and the job descriptions follow:

**Administrative/Programs/Speakers:**

Plan and organize all General and Board Meetings; menus, speaker needs and contracts. Set all meeting dates and places. Plan the social events, secure door prizes for the General Meeting and communicate meeting details, contact person, and menu to the newsletter chair. Identify, secure and confirm the speakers.  
 Assist in educational conferences, setup speakers, etc..  
 Introduce the speaker, send thank-you card, present gift, secure the speaker Bio. and welcome the speaker at the meeting.

**Publications/Publicity:**

Assure that the Chapter events and happenings are posted in the news media and HFTP media - monthly.  
 Assist in educational conferences, setup speakers, etc..

**Community Services/Charitable:**

Identify charities we can co-sponsor with. Complete all details for and recruit members to achieve success for each event.

**Education:**

Develop, organize and control the Mini Educational and Regional Conferences.  
 Organize CHAE & CHTP reviews & exams  
 Maintain the library  
 Supply CPE forms at meetings  
 Inform membership of educational courses available in the area.

**Hospitality:**

Greet guests, take pictures, 50/50 drawing and name tags at meetings  
 Present Member Spotlight at the general meeting and secure Bio. For the newsletter and web-site.  
 Send thank-you cards to the meeting host property.

**Job Bank/Legislative/By-Laws: Chapter President**

Reviews the by-laws yearly to assure they adhere with International's by-laws  
 Provide news on Legislation relevant to the Hospitality Industry  
 Provides job leads to members.

**Membership:**

Greet and introduce all guests and new members at the general meetings.  
 Follow up with all guests after a meetings to secure memberships.  
 Develop an action plan for the Membership Drive each year

**Nominations:**

Identify persons willing and able to serve on the Board.  
 Plan and control the election process as outlined in the Chapter By-laws.

**Communication:**

Website: development and maintenance of the Chapter website.  
 Newsletter: Create and distribute a newsletter monthly, secure sponsors.

**Scholarship:**

Contact schools with our requirements, setting deadlines for receiving applications. Present applications to the Board, notify all applicants, present winners at a General Meeting.

**Yes, this all is done, year after year by your fellow members who volunteer their time and talents.**

We invite you to join a committee, contribute articles for the newsletter, sponsor a general or board meeting, suggest speakers or topics, get certified, attend the General Meetings but most of all:

**GET INVOLVED!**

**Committee Assignments and Support for 2014**

**STAND AND BE COUNTED!**

**I WANT YOU**



**Your duty calls,  
 President Judy needs YOU!**

**Be all that you can be. This is a call  
 to PARTICIPATION AND  
 SERVICE!**

Join your Chapter Board of Directors in the operation of the largest HFTP chapter in the Universe.

The Mid-Florida Chapter needs your time and talent serving on one of our standing committees.

There are a wide variety of jobs available to any member and we need dedicated chapter members so that we can continue our successes.

I won't lie, serving on a committee requires a contribution of your time. The upsides are the rewards you receive for a job well done and the camaraderie and experience of working on a winning team.

The word is **service**, not for compensation or recognition but for those personal rewards only you tally for yourself.

**So, stand and be counted, it is time  
 to give back to the chapter  
 and your community .**

**Call a Board Member today !!!!!!!**

Can't Serve?

We need you to host a general meeting.

We need you to provide prizes for events.

We need you to sponsor events and the newsletter.

We need you to get CHAE & CHTP certified.

We need you to seek out new members.

We need you to volunteer for the Bacchus Bash and JDRF Walks.

We need you to support the Chapter

And one last shot:

**”To do good you actually have to do something”.**

**COMMITTEE ASSIGNMENTS 2014**

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

**Education – Mini Ed Conf.**

\*Susan Ferguson 407-506-2222  
 Lori Schefstad 407-238-8445

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

\*Judy Holcomb 352-588-8005

**Membership Relations/Recruitment**

\* Gregory Wilhelm 407-923-5962

**Communications**

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

\* Ken Wear 407-370-5403

Lori Schefstad 407-238-8445

**Social Media**

\* Ken Wear 407-370-5403

**Newsletter Ed.**

\*Bill Parrish 407-876-8038

**Admin/Program/Speakers**

\* Yvonne Enslin 321-441-1846

Christine Cipar 407-816-5188

**Admin. Locations**

\* Christina Finch 407-478-1956

**Scholarship Awards**

\* Michael Dryden 407-597-4068

Nasir Naseer 407-387-0242

Terri Nobles 407-319-1031

**Nominations**

\* Terri Nobles 407-319-1031

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**

\* Greg Wilhelm 407-923-5962

Yvonne Enslin 321-441-1846

Nasir Naseer 407-387-0242

**Community Services**

**CFH&LA Ex-Officio Board Member**

Judy Holcomb 352-588-8005

**Bacchus Bash**

\* Larry McCloskey 407-239-3962

\* Michael Dryden 407-597-4068

Gordon LeBlanc 386-235-3875

Arthur Kasper 407-626-6760

**JDRF Walks & Finance Committee**

\* Michael Dryden 407-597-4068

Kris Shoemaker 407-685-9827

Gordon LeBlanc 386-235-3875

Arthur Kasper 407-626-6760

**Charity Golf Event**

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

\* Jack Griffith 407-685-7520

Kris Shoemaker 407-685-9827

Gordon LeBlanc 386-235-3875

Arthur Kasper 407-626-6760

**Cattle Baron's Ball**

\* Chad Curtis 407-996-6143

**Publications /Publicity**

\* Gordon LeBlanc 386-235-3875

Lori Schefstad 407-238-8445

Arthur Kasper 407-626-6760

**Chapter Calendar**

Lori Schefstad 407-238-8445

**Fun Committee**

Dr. Judy Holcomb 352-588-8005

**Chapter Historian**

Michael Dryden 407-597-4068



## Oh craps II

The Mid-Florida Chapter will hold its **Annual Holiday Social** on December 5th, at the Nickelodeon Suites Resort.

The casino party with food, music and prizes will be a great place to kick off the Christmas season with some fun.

Members and guests will enjoyed the black jack, roulette and craps tables, as well as the company of their HFTP comrades. The dealers encouraged audience participation for extra cash at the tables. It's amazing what some people will do for money!

Our honorary CHAE and CHPT member, Sponge Bob may also attend to greet the fans.

If you want to have some fun be sure to attend the HFTP Mid-Florida Chapter Holiday kick off event.!



POST Integrations is the *only* credit card processor *exclusively* serving the hospitality industry



Contact Us Today!  
866.377.2649  
[www.postint.com](http://www.postint.com)

*fast, focused, and flexible*



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**

- Nov 5th, Board Meeting, 6 pm, Caribe Royale Orlando
- Nov 19th, Mini- Educational, 1 pm, Nickelodeon Suites Resort
- Dec 5th, Chapter Holiday Social .. Casino Night, 6 pm Nickelodeon Suites Resort

**Let the fun begin!!**

- Mar. 8, 2014 JDRF Walk Count room, Volunteers @ Cocoa Beach
- Apr. 5, 2014, JDRF Walk Count room Volunteers @ Orlando FL UCF
- April 4th, 2014 Bacchus Bash, Orlando Premium Outlets
- April 12th American Cancer Society Cattle Baron's Ball, Rosen Shingle Creek

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 that you can be!**





November 12, 2013

Re: Chapter 2014 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 **\$450.00**, you will receive a minimum of 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, 2014 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 407-503-9215 or e-mail to:

[treasurer@midfloridahftp.org](mailto:treasurer@midfloridahftp.org)

Sincerely,

*Kelly Montgomery*

Kelly Montgomery  
Treasurer, HFTP Mid-Florida Chapter

## 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).

### 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	

### 15 Points for 2013 from Monthly Chapter Meetings

01/29/13 Hard Rock Hotel @ Universal – Mary Greenwood, How to negotiate anything.	CPE Pts. 1
02/26/13 DoubleTree @ Seaworld – Richard Stevens, Health Care Reform. What it means to you.	CPE Pts. 1
03/26/13 WDW Swan & Dolphin Resort – Larry Beck, Content Management and Forms Automation	CPE Pts. 1
04/30/13 Omni Orlando Resort ChampionsGate – Tracy Sellers, Sales Tax Credits & Incentives	CPE Pts. 1
05/21/13 Nickelodeon Suites Resort Mini-Educational Program:	CPE Pts. 2
Jeffrie Hunter, Harnessing the Power of Integration	
Dr. Passard Dean, IFRS and the Hospitality Industry	
06/18/13 Florida Hotel & Conf. Center, Gordon LeBlanc, Guest Technology Experience of the Future	CPE Pts 1
06/24 -26 2013 HITEC Minneapolis HFTP Trade Show	CPE Var per HFTP
07/28 -7/30 The Florida Regional Palm Beach, Various Speakers & Topics	CPE Var
07/30/13 Hyatt Regency OIA, Kathy Ennis, Framework for a successful benefits Audit	CPE Pts. 1
08/27/13 Wyndham LBV, Heather Stone, Electronic Payments for the Hospitality Industry	CPE Pts. 1
09/24/13 The Villas Of Grand Cypress, Installation of Officers & Directors, Annual Meeting	CPE Pts. 0
10/16-19 2013 HFTP Annual Convention & Trade Show & Leadership Summit	CPE Var per HFTP
10/29/13 Renaissance Orlando Airport, Prasad Chittaluru, Empowering end users with Information	CPE Pts. 1
11/19/13 Nickelodeon Suites Resort, Mini Educational Program:	CPE Pts. 5
Keith Craven, How to turn your marketing into a profit center	
Bill Myers, Unified Communications and the need for architectural design sessions	
Heriot Prentice , Hospitality Fraud	
Mary Gardner, How to connect, communicate and captivate	
Mary Gardner, Enhance your career through public speaking	

December 2013	Winter Social – Nickelodeon Suites Resort Casino Night	CPE Pts. 1/5
---------------	--------------------------------------------------------	--------------



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.

