

Chapter of the Year
1989 ★ 1990 ★ 1994
1996 ★ 2001

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www.mpidfw.org

DMCP Certification

DMCs Launch Benchmark Certification Program

Certification counts, especially in the meetings and events industry where its members are clamoring for more education and adult-learning opportunities. The latest organization to embrace an industry-specific certification is the Association of Destination Management Executives (ADME), which held the first exam for the Destination Management Certified Professional (DMCP) program at the association's annual meeting in Nashville this past January.

Founded in 1996 by owners of various DMCs, ADME is a non-profit organization dedicated to increasing industry education and professionalism, encouraging ethical practices and increasing awareness of the value of DMC services. To date, 34 people hold the DMCP certification, including three from the Dallas/Fort Worth area - Dorrit Turner, President and CEO of Yellow Rose Touring & Destination Management Company and Laurie Sprouse, president, and Val Lennington, vice-president, of Ultimate Ventures.

According to Madelyn Marusa, DMCP, vice-president of Industry Relations for PRA Destination Management Franchise, the new certification was created by ADME to provide a benchmark determining the expertise and knowledge level of various DMC organizations. "Participation in annual meetings such as MPI contributed greatly to our qualifications criteria, and involvement in the industry was also a key element in the point value needed to take the certification exam," said Marusa. A minimum of three years experience in the DMC industry and current responsibility for the completion of DMC programs are required to meet the basic requirements for certification. Points toward qualification also can be obtained by authoring articles, speaking engagements and attending professional development conferences.

The exam is 150 multiple choice questions covering 23 categories, including insurance, contracts, developing and maintaining supplier relationships, venue selection, transportation and budgeting. The special events section covers F&B issues, entertainment, speakers, theme development and production.

Turner, who serves on the ADME Advisory Board and helped author sections of the DMCP reference, "The Guide to Successful Destination Management," says the unique experiences of destination management professionals prompted ADME to develop the program for its members.

"Our goal was to be recognized as individuals who are valued because of experience, dedication, motivation and a high level of competence. The primary benefit of working with a DMCP is the value of the products and services that

Continued on page 15



Dorrit Turner, DMCP, President & CEO of Yellow Rose Touring & Special Events Company



DEFINING THE POWER OF MEETINGS™

Meeting Professionals International is the world's largest association of meeting professionals with more than 18,000 members in 64 countries and 58 chapters and six clubs. MPI serves as the pivotal force in positioning meetings as a primary communication vehicle and a critical component of an organization's success. MPI leads the meeting industry by serving the diverse needs of members and non-members alike through its commitment to quality education, continuous improvement and excellence in meetings while upholding high ethical standards.

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A Message from the President



DALLAS/FORT WORTH CHAPTER




Betty E. Garrett, CMP
Garrett Speakers International
Chapter President

Congratulations! The following nominees were submitted to MPI International for these stellar awards: Dana Nickerson-Rhoden, CMP, CMM, Planner of the Year; Jim Monroe, CMP, CSEP, Supplier of the Year; Dvorah Evans, CMP, Tomorrow's Leader and Steven G. Foster, CMP, Marion Kershner Memorial Chapter Leader Award. Bid them all good luck while congratulating them for their outstanding achievements within the chapter. The winners will be named during the WEC in Toronto. Don't miss this great opportunity to see our peers be honored during the WEC, July 21-23, in Toronto.

WOW! What an awesome slate of incoming officers for the 2002-2003 MPI D/FW year! These outstanding leaders have pledged to lead this awesome chapter to its next level under the guidance of incoming president, Cheryl Beasley, CMP. These chapter leaders have stepped up to the plate to guide us through a year of cultivating new leaders and upgrading our educational offerings. This is not an easy task because you demand top performance, cutting edge information and integrity at its highest. Be prepared to assist our leaders in their new role because we need YOUR continued support and energy.

Guess What?! Our chapter has been issued a challenge from the Greater Philadelphia Chapter. The challenge is part of International's incentive program called The Chairman's Challenge. The challenge is to see which chapter can enroll the most members between now and July 1st. What is at stake? Well, our honor and steak. Here's the wager: If the Philadelphia Chapter loses, they owe the DFW Chapter 40 lb. of Philadelphia Cheesesteak. If the DFW Chapter loses, we owe them 40 lb. of barbecue brisket. We do not want these Philadelphia Eagles to get the best of us Dallas Cowboys. Let the games begin - recruit, recruit, recruit those members. Don't you think that Philadelphia cheesesteak would taste great in the middle of July in our own backyard?

Does your attitude need an adjustment? This year this chapter has embraced educational offerings on leadership, time management, change and marketing on the Internet, etc. However, as you well know, everything boils down to attitude! If we do not have the right attitude, nothing will work. Attitude is Everything and Keith Harrell will be teaching us how to secure our attitude back into the right perspective. Over the year many of us have had a lot of obstacles affecting our mental capacity. Quite frankly, it is time for a "spring" cleaning of the mind. Come prepared this month to be energized, enlightened and get ready to rid those issues that are keeping us from moving on with our professional and personal lives. Get ready to roll with Keith Harrell in our May meeting at the Doubletree Hotel at Lincoln Center. Join us and shape your future while connecting during the May monthly meeting! 



Al Lucia
ADL Associates

"CURRENT" AFFAIRS

Back to Basics...Caring is In

Editor's Note: Each month, this column will present an industry profile, hot topic debate or industry event review to focus reader interest and discussion on "Current" Affairs. Your participation and feedback in this effort is both vital and welcome. Take this opportunity to voice your opinion. Let me know what you think. - Steven G. Foster, CMP, Managing Editor.

Tough-minded, business focused, bottom-line oriented...these are all worthwhile characteristics, no debate. It's the path to reach these objectives that appears to be changing.

Not too long ago, approaches to being successful did not include sensitivity to human needs. In fact, some people and organizations felt it was a sign of weakness to care too much about people. Fortunately, many disagree today and believe that managing from the heart is the best way to reach corporate objectives. For example, Tim Sanders, CEO of Yahoo, was featured recently in Fast Company magazine regarding his philosophy of managing from the heart. Of course, organizations like Yahoo, Southwest Airlines, Wal-Mart and others have had a constant culture of caring for customers as well as employees. What has it gotten them? Tremendous success and reputations as good places to work.

So, what does this have to do with going back to basics? First, it is what organizations have talked about for many years in their annual reports and mission/vision/values statements...caring, that is. Second, caring has always been a strategy for effective customer service; and when we include internal customers, everyone gets "cared for."

Lead with Your Heart

The third reason caring is both basic and "in" can best be described in a story regarding results from presentations I have done all over America the last nine years. I conduct an exercise in my presentation where teams draw a picture of the positive leadership characteristics they want in their supervisors. The teams can choose from any characteristic imaginable. Not surprising, 90% of the time they include in the picture a big heart that is drawn to connote caring. Has this reached the point of scientific, statistical validity? Of course not. Do I believe in the validity of the assumption? Absolutely, YES. People want to be led by people who care.

Vendors, customers, team members and everyone else for that matter, continue to seek empathy for their situation. How basic can you get? You may think this is obvious; however, there is a difference between knowing something and actually living it.


Years ago I co-authored the book "Walk the Talk and Get the Results You Want." Since, I have conducted many consultations aimed at closing the gap between intentions and actions. Unfortunately, demonstrated and perceived caring fall short in the eyes of many employees and customers alike. This applies to everything from policies and procedures to the tone of our voice. Pretty basic stuff and yet a needed reminder for all of us.

So, what do you get when you manage your life with your heart? Well, what you don't get is short-term success or even a short-term "thank you." A personal example for many of us is remembering how hard we tried to communicate with a teenage daughter and not being very successful versus the smile of love and respect she gives us in her 20s.

TRUE MEASURE OF SUCCESS

We all want short-term success, that's basic; however, in this case it is even more basic to utilize caring for long-lasting results. We just might feel better about facing each day and about whom we have become.

Can a caring person be successful? When you demonstrate you care for people, you are already successful...the rest is gravy!

Note: Whenever possible I like to connect a favorite classic rock'n'roll song to the ideas I am presenting. This can help all of us to remember the concepts and inspire us to action. In this case, I recommend "Put A Little Love In Your Heart." 

Al Lucia has spent more than 25 years helping organizations and individuals make the connection between value-driven practices and bottom-line results. As a consultant, he has worked with all types and sizes of organizations, helping to build employee commitment, match values to actions and attain both personal and organizational results. He has co-authored four books: "Walk The Talk", "144 Ways To Walk The Talk", "Walking The Talk Together", and "Rock Your Way To Happiness". Al has also published dozens of articles for management and human resource periodicals, and is a regular speaker at numerous national conferences.

DALLAS/FT. WORTH
CHAPTER
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VAIL VALLEY
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Chapter Meeting: Thursday, May 23, 2002 • 11:00 a.m.

“Attitude Is Everything” Launch Your Attitude in Action

A favorite of MPI D/FW Chapter returns to headline the May 23, 2002 luncheon meeting at the Doubletree Hotel at Lincoln Centre Hotel. Keith Harrell, CSP, CPAE is recognized across corporate America for his energetic, innovative presentations. A dynamic life coach who specializes in changing behaviors through a positive attitude, Keith shares his powerful message, “Attitude is Everything,” with audiences around the world.



Keith Harrell, CSP, CPAE

The Wall Street Journal refers to him as a “Star With Attitude.” The newspaper says, “What sets [Keith] apart from less successful speakers is driving ambition, and an attitude that refuses to flag.” His signature keynote focuses on ways to meet the challenges of changing technology by understanding the power of human technology.

As president of Harrell Performance Systems, Keith specializes in helping the corporate marketplace achieve and maintain their goals through the power of a positive attitude. He is a certified speaker, trainer, consultant and author of *Attitude Is Everything: Ten Life Changing Steps to Turning Attitude Into Action* in which Keith gives readers a 10-step program for tuning up their attitude and improving their professional and personal life.

The May meeting is sponsored by the Greater Houston Convention and Visitors Bureau, Continental Airlines and Member Hotels and Attractions.

Participate in the Chapter’s Community Service project by bringing your gently used clothes, shoes and toiletry items. All items donated will benefit the Genesis Women’s Shelter of Dallas. Curbside drop-off will be located outside the hotel across from the garage entrance, as well as in the registration area.

May Program Committee members are Sherri Cook, CMP (Sherri Cook & Associates), Tamra Hughston, CMP (THE Meeting Planners), Peg Wolschon, CMP, CTP (Production Transport), Hollye A Edwards (CityPlace), Leah Belasco (Independent) and Dvorah Evans, CMP (Dallas Black Chamber of Commerce).

Mark Your Calendars for Upcoming Meetings

Thursday, June 27, 2002
Fairmont Hotel
6:00pm - 10:00pm
Awards Gala

Thursday, July 25, 2002
Ft. Worth Convention Center
11:00am - 1:30pm

Host Facility

Doubletree Hotel Dallas Lincoln Centre

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DIRECTIONS

From Dallas - Located on the Southeast corner of LBJ (635) and just off the service road of the Dallas North Tollway (directly across from the Galleria).

From Fort Worth - Take I30 East to I35 North to 635 East. Exit Dallas North Tollway. Remain on service road, cross over the bridge. The hotel is the first entrance on your right.

“Attitude Is Everything” Launch your Attitude into Action

Thursday, May 23, 2002

Doubletree Hotel Dallas Lincoln Centre

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Greater Houston Convention and Visitors Bureau

- 10:30 am - 12:30 pm “Dress for Success” Clothing Drive Drop-off
- 11:00 am - 11:30 am Orientation (Madison)
- 11:00 am - 12:00 pm Registration & Reception (Lobby Court)
- 11:00 am - 12:00 pm Job Search Support Group (Madison)
- 12:00 pm - 1:30 pm Luncheon & Program (Ballroom)

Self-Parking in Hotel Garage - \$2.00
Valet Parking - \$5.00

Advanced Member Price: \$27.00
Advanced Guest Price: \$32.00
Onsite Price: \$40.00

*R.S.V.P. to Randie Charnes
by 2:00 p.m., Monday, May 20, 2002
email: rcharnes@msn.com • fax: 972-506-7485*

ON-LINE REGISTRATION PREFERRED
Website Registration: www.mpidfw.org

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From the Desk of: **The Jan Pollard Award (JPA) for Professional Growth**

MPI World Education Congress

One MPI D/FW Chapter Member will be awarded a \$500 Scholarship to attend the upcoming World Education Congress July 21-23, 2002 in Toronto, Ontario, Canada

Certification in Meeting Management

One MPI D/FW Chapter Member will be awarded a \$500 Scholarship to attend the next scheduled August 17-22, 2002 CMM Class Georgetown University, Washington, DC

For a scholarship application Contact Peg Wolschon, CMP at 972-387-9196 or email pwolschon@prodtrans.com

Deadline to submit application is Friday, May 16, 2002 Winner will be announced at the May MPI monthly meeting

Application Criteria will apply to all applicants

2002 CMP/CMM Recognition Event

Hosted by Wyndham Anatole Hotel

Date: Friday June 7, 2002

Time: 8:00 am-10:30 am

For further information, contact:
Patty Stern Markley, CMP, Event Chair • Phone: (972) 233-8524
Email: patty@dallasmeetingmanagement.com

D/FW Chapter Needs Assessment Survey Coming Via Email in June

Your Board wants to identify the issues that are important to you. They've contracted with an independent company to report your issues. They're excited to present the survey to you on-line, quick, easy and thorough!

We need your help!

Please check your contact information: www.mpidfw.org/directory
Notify the Chapter Office: Randie Charnes, rcharnes@msn.com
or fax: 972-506-7485

We want you to receive the Needs Assessment Survey email.
We want your contact information to be current in the 2002 D/FW Chapter Resource Guide coming this June.

Executive Dine-Around Review

by Debi S. Kensell
PRSM

The February 25th Executive Dining Program was another great event! What a tough job to entertain meeting professionals, the biggest critics in the business, but this group appreciated that it was handled so well.

We began at The Capitol Grille on Crescent Court, an extraordinary restaurant. The sumptuous appetizers were served with champagne and lots of information. Our panel of speakers was educational and thorough. Lisa Booth, The Capitol Grille; Paula Bruton, CMP, Lombardi Mare; Sandra Fouke, Palm Restaurant; Lisa Maxwell, Nick and Sam's; Lise Papanicolas, Morton's of Chicago; and Donna Tanner, Abacus Restaurant presented a 'Recipe for Success,' which covered everything from how a restaurant sales manager can help you stretch your budget to cancellation policies that differ between each restaurant. The basic recipe for a well-planned event at any of these restaurants is communication between the sales manager and the event planner. Never be afraid to ask questions!

Noble Coaches & 1st Executive Transportation delivered the group to the Palm Restaurant in style. For those of you who have not had the pleasure of riding in a Hummer Limousine, you have not yet lived! The ride was extremely comfortable and would be a great extra the next time you are planning an event for VIPs. Kim Zoller with Image Dynamics was our next speaker. She covered several topics from table etiquette to networking, sharing some easy tips to remember: Always come to a networking event prepared. The participants should always have a list of attendees so they know whom they would like to meet at the event. Be prepared with your own small talk; be interested as well as interesting. Bring your O.A.R. - observe, ask, reveal. These tips will help all of us learn more about the people we do business with. Table etiquette is always worth listening to



Bill Reeser, CMP (AVW-TELAV Audio Visual Solutions Inc.), Lee Rhoden, Dana Nickerson-Rhoden, CMP, CMM (American Heart Association) and Severine Stephenson (Independent)

and helps meeting professionals to be perceived as professional in every area. Jane Richards of the Stonebriar Country Club said, "It's back to basics, you can't know enough about basic etiquette. It really improves the competency level."

On to Nick and Sam's restaurant for dessert - an absolutely wonderful place to end the evening. Here we learned that Nick and Sam's can accommodate groups of different sizes from the small intimate "chef's table" to the private "cove" dining room and larger events in the sound-proofed, private dining room.

I asked Amanda Hribar what she thought about the Executive Dining Program, and she replied, "The food was wonderful, but the company was better!"

April Meeting Chapter Partners

Please salute the following companies and individuals for their contributions to the meeting.

Speakers

Joseph Fajdich
Dr. Jonathan Spero, MD.
In-House Physicians

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Wyndham Anatole Hotel
Lynne Duncan, Director of Catering
Marc Messina, General Manager

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Mary Sanger
Blue Mesa Grill

Thomas White
Noble Coaches/1st Exec. Transportation

Delene Bell
Liland's Special Events

Todd Quigley
The Wedding Guide

April Meeting Highlights



Dr. Jonathan Spero, M.D. delivered a lively program on Medical Emergencies, which included staging some "surprise" medical situations throughout the meeting - accomplished with the help of chapter member "volunteer patients."



Centerpieces and gift items were provided by Mark Thompson (Southfork Ranch), Carrie Riney (Peak Promotions) and Delene Bell (Liland's Special Events).



April Program Committee members were (l-r): Thomas White (Noble Coaches/1st Executives Transportation), Mary Sanger (Blue Mesa Grill), Gloria Ford, CMP (Radisson Hotel Dallas North at Richardson), Tamara Quilty, CMP (Dr. Pepper/7 Up) and Todd Quigley (The Wedding Guide).

Photos by Jim Woods Photography



Sally B. McSweeney, Associate Director of Sales for Hyatt Resorts Caribbean, brought a tropical mood to the April chapter meeting as a member of the Puerto Rico Convention Bureau sponsor team.

Michelle Woodward, Director of Sales for the Puerto Rico Convention Bureau, returned for the 4th-consecutive year as a monthly meeting sponsor. Michelle presented updates on Puerto Rico's many meeting and event options, including the construction of the new Puerto Rico Convention Center.





More than 100 planners and suppliers participated in the "MPI D/FW Golf Team Challenge" at the Cowboys Golf Club on April 10, 2002. Pictured are: (Top left to right) Lesia Waldrip of Amelia Island Plantation, South Padre Island CVB's Ben Guerrero and Radisson Resort's Shirley Todd sponsored a contest hole, J&S Audio Visual's Felix Dozier and Becky Stengel hosted the event's most-popular area, "The Sideline Bar," featuring Dallas Cowboys Cheerleaders, Angie Mitchell and Kristin Holt, Jim's Dixieland Band was provided by Ken-Ran Entertainment and TBA Entertainment hosted a beverage cart.

MPI D/FW GOLF TEAM CHALLENGE

MPI D/FW "DUEL in the DESERT"

Prize Package



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Steven G. Foster, CMP <i>Circle R Ranch</i>	Leslie Herbison <i>Renaissance Meetings & Incentives</i>
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Nicole Northrop, CMP <i>Four Seasons Resort and Club</i>	Paula O'Brien <i>Alliance Data Systems</i>
Sherri DeLaGarza, CMP <i>Independent</i>	

Golf Goodie Bag
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Raffle Prize
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C.W. Kendall
Jim's Dixieland Band

Event Centerpieces
Bella Flora

Photography
J Woods Photography

Hilton "Cooks-Up" a Savory Day at Hawaii PEC



One of the highlights of the recent MPI Professional Education Conference in Honolulu was the all-day session "Hotel School for Planners" sponsored by Hilton Hotels. Among the MPI D/FW Chapter members who enjoyed the culinary class was Jodi Adcock, Events Programming Coordinator at RIA. (Photos by Matthew Mueller, Hilton National Sales)

- I want a meeting room that combines the best of the past and the future
 a person who is equally adept at finalizing plans and changing them
 enough frequent flyer miles to take a vacation when it's all over



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Meetings must be booked by 12/31/02. Does not apply to previously booked meetings or cancellations. The selected offer (miles, chair, cash credit, Palm™ m500 or donation) will be delivered about 4 weeks after completion of meeting. Other restrictions apply. ©2002 Wyndham Hotels & Resorts™



Heard it through the Grapevine!

Alainna Palmer, CMP
Highwire
'Grapevine' Columnist

Nicole Northrup, CMP has joined the *Four Seasons Hotel*. She was formerly with *Omni Mandalay*.

Laurel Chooljian is the corporate project manager for *Southwest Airlines*. This is a newly created position and department where she will be involved in updating Southwest's IT systems. She was the former director of sales at *Three Forks Restaurant* and senior specialist at *Nortel*.

Sherry DeLaGarza, CMP has left *Dallas Human Resources Association* to pursue other interests.

Jeannie Dalmolin has joined *Sonny Bryan's* as general manager in their catering division. She has previous experience in event planning and catering.

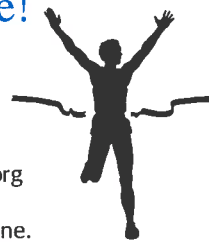
Jennifer Winget, CHME, CMP has accepted a position as director of sales with the Dallas branch of *AVW-TELAV*. She was formerly with *GES Exposition Services*.

To submit member news and information, please contact
Alainna Palmer, CMP
HIGHWIRE/Adventures in Advertising
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The Chairman's Challenge!

We've heard from President Garrett:
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We want Philly Steak.

Need a member application?
Contact Elizabeth Chandler: echandler@mfi.org
or 214-826-9431
Don't rely on the membership application on-line.



New Kids on the Block

Welcome to Our Newest Members!



Chuck H. Ashby.....	Audio Visual Headquarters
Anne G. Barab.....	Barab Associates, Inc.
Jean Buchana.....	Renaissance Worthington Hotel
Jeanne P. Bybee, CMP.....	Eventsmore
James C. Clark, CDME.....	Irving Convention & Visitors Bureau
Lorne J. D'Arcy.....	Motivation Management LLC
Anna C. Gibbons.....	Grand Spa International
Lisa M. Goldman.....	South Shore Harbour Resort & Conf
Kim Hentges.....	Society of Petroleum Engineers
Georgiana S. Hughes.....	Oracle
Kimberly J. Kittridge.....	Southfork Ranch
Kimberly D. Marriott.....	NextStage at Grand Prairie
Ashley G. Martin.....	Westin Park Central Hotel-Dallas
Mark D. McDowell.....	Medieval Times
Tracie H. Mihaila, CMP.....	Crowne Plaza Dallas Market Center
Andy Osborne.....	The Stoneleigh Hotel
Steven J. Sherman.....	The Magnolia Hotel
Saira L. Vargas.....	Freeman Decorating Co.
Pamela S. Vergari.....	Convention Planning Services, Inc.

Membership FAQ:

Our Eyes are on YOU!

Question: "Why does it cost so much to join MPI?"

Answer:

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- Discounted Services with your MPI Membership card for:
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 - Care Rental Discounts
 - MBNA Banking Services
 - MPI Bookstore
 - Rentsys (formerly Houlihan Computer Solutions)
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Dana Nickerson-Rhoden, CMP, CMM
American Heart Association

Advancing Women

Communicating with Confidence and Power

Do you find yourself using phrases such as: "I think," "I feel," "I hope," "In my opinion," "I'm not really sure about," "I don't know much about," "This is probably a stupid question." If so, you're headed down the road of self-sabotage.

In the workplace, language is power. Too often women in leadership positions fail to harness that power successfully. Instead, they adopt a language of weakness that undermines their authority and effectiveness. Or they adopt the power language of men, and encounter resistance even as they sacrifice their femininity and integrity. Many of us have hesitated to use powerful language for fear of seeming "pushy."

The language that leads to our success at work is not confrontational, arrogant, or belittling. Language is the tool with which we define our colleagues, our workplace, and ourselves.

A few quick tips :

- * Follow the first two principles of the language of success.

Ask, What it is not about?
What is it about?

- * Avoid words such as "I"; "feel"; "like" (*you are not a Valley girl...like*)

- * Start with the subject.

- * Save intimacies for the home.

- * Add authority to your words. Avoid: Well....

In my opinion.... The way I see it.....; I know that.....; Clearly.....; I just.....: The point is.....; I feel.....; Basically....

- * Eliminate tags.

Tags change a statement into a question such as:

" This is the best proposal, isn't it?"; "Don't you think?"; "Right?"; "Okay?"

- * Use active not passive voices.

Passive: Your willingness to give me a site visit of your facility is very much appreciated.

Active: Thank you for your willingness to give me a site tour of the facilities.

Here is a helpful hint to correct your language:

Take a sample of your writing. Remove the "I" statements, useless tags and vague modifiers. Switch all passive sentences into active. See how many words you've eliminated.

As women, we seek to transform the realities of our workplace so that we can gain success, confidence, and power while retaining our femininity and integrity. We don't have to act like men to be strong - we can act like strong women.

The above is an excerpt from the book, How to Say It for Women by Phyllis Mindell, Ed.D (reprinted with permission).

The next Women's Leadership Initiative Workshop on Gender Dynamics addressing topics such as our language skills is scheduled
Friday, May 17th at the Hilton Park Cities Hotel
11:30 a.m. - 1:30 p.m. \$ 40.00

For more details go to the mpidfw.org website and register or contact WLI Chairperson, Dana Nickerson-Rhoden, CMP, CMM, American Heart Association, 214-706-1420 or dana.nickerson@heart.org

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Suzanne Silver
Hampton Inn-WestEnd

From The Heart

Please bring your donations.....

The Community Service Committee will be accepting donations of toiletries and clothing at our monthly chapter meeting, May 23rd at the Doubletree Hotel at Lincoln Centre. All clothing donations will benefit the Genesis Women's Shelter and toiletries will benefit Bryan's House.

Donations can consist of any gently used clothing items including coats, blankets and sheets as well as shirts and pants. Toiletries such as shampoo, conditioner and toothpaste are always needed. We are looking for both sample sizes as well as full size bottles. Hoteliers, any toiletry items will be appreciated!

Please drive into the ballroom entrance of the hotel and donate items before parking.

Anyone who donates items will be eligible for a prize drawing to win Dinner for Two at the French Room in the Adolphus Hotel. For information on Genesis Women's Shelter, please contact Event Chair, Colin Clayton, CMP at cclayton@bristolhotels.com.



TECH TALK

International AV Tips

International travel provides an endless variety of unique challenges and audio visual is not excluded. Here are some tips that may help you avoid problems when holding your meeting internationally.

- The majority of Western Hemisphere countries north of the equator use 110-volt power, while the rest of the world uses 220 volts. If your equipment isn't set up to handle the extra voltage, it'll fry on the spot.
- Many facilities in foreign countries have inadequate power grids, which can cause major problems with power surges. In order to combat this, you should purchase a 220-watt surge protector from a local electronics store in the host country. An American-made surge protector won't work overseas.
- Different countries use different standards for TV signals. In the United States NTSC is used, while video equipment in other parts of the world use PAL or SECAM. If you're taking a VCR, be sure the projector you'll use can accept it. DVD players may not work for the same reason.
- Most DVDs have regional encoding. In other words, they're designed to play in certain parts of the world. The United States, Europe and Asia are all in different zones. American DVDs won't play in DVD players that are configured for use in other zones.

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Richland College TEMM Update

Editor's Note: To learn more about the TEMM program at Richland College, contact: M.T. Hickman, CMP, CTP, Program Coordinator, Phone: (972) 238-6097.



Twice a year Richland's Travel, Exposition and Meeting Management program provides a report on the status of the TEMM program to the TEMM advisory board. Enrollment and a review of how the TEMM achieves goals listed in it's strategic plan are reported.

In addition to providing excellent courses, good instructors must also be selected and maintained for the Spring 2002 term, Jim Monroe, CMP, CSEP (Gale Sliger Productions) is teaching Hospitality and Special Events. We are delighted to announce that Gregory Pynes (Renaissance Meetings & Incentives Destination Management) has been teaching in the TEMM program for 10 years. Most of the TEMM instructors are MPI D/FW Chapter members.

M.T. Hickman, CMP, CTP
Program Coordinator
Travel, Exposition & Meeting
Management - Richland College

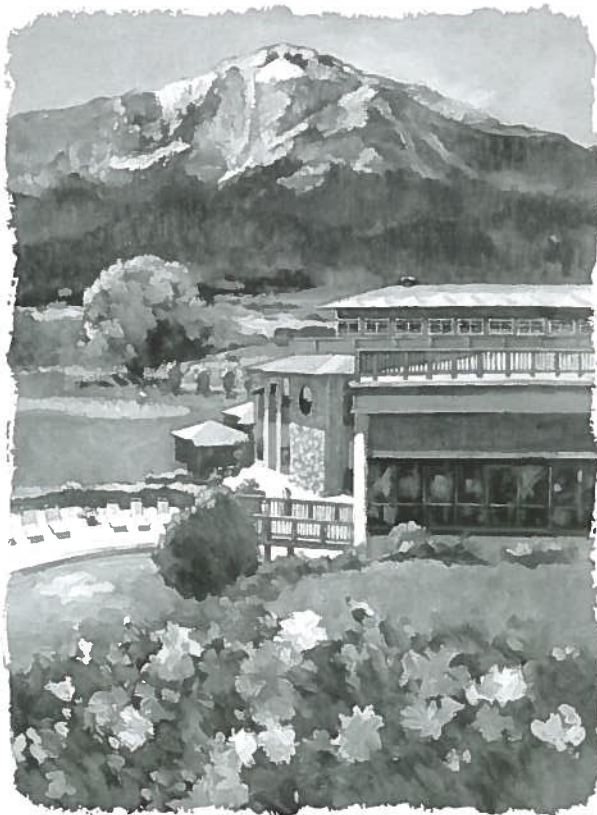
Spring 2002 TEMM program reported a 29% increase in enrollment from spring 2001. Over 200 students enrolled in TEMM classes spring 2002. Most of this increase is attributed to the increase in dual credit students. Dual credit students are high school students taking college level courses at their high school and are receiving college credit. The dual credit student enrollment increased by 61% making this the largest dual credit class in recent history. Over 60 high school seniors are taking classes to prepare them for a career in the hospitality and tourism industry.

Although going to a community college is very affordable, it is still very expensive to many students. Each semester scholarships are awarded to deserving students. Recently, five students received the MPI D/FW scholarship.

An ongoing goal of the TEMM program is to provide students with the best education possible. Fall 2002 TEMM will offer a new Certificate in Meetings. This 12-class, 29-credit hour certificate is designed for individuals wanting to get into the industry without a full Associate of Applied Science degree. A new audio visual class will be offered to help meeting planners work both with speakers and audio visual companies on selecting the best presentation equipment.



One of the ways the TEMM program promotes student success is through the TEMM Travel Club DEX. One of the big events each year is the DEX state competition. Students compete in Travel and Tourism Marketing and Hospitality Marketing. For each competition students must complete a CMP-style test, review a case study and present their finding to a judge. The following TEMM students won: Jackie Tolbert, first place in Hospitality, Alfiya Bismukmanetova, first place in Travel and Tourism Marketing, Tina Bavemark, second place in Travel and Tourism Marketing. These students will now go to Salt Lake City to compete in the DEX National competition.



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Todd Quigley
The Wedding Guide

MPI Kids Charity Ball

by Todd A. Quigley
Live & Silent Auction Co-chair



The MPI Kids Charity Ball

Produced by Meeting Professionals International
Dallas/Fort Worth Chapter

The batter steps up to the plate. He swings and points the bat at the pitcher. On the mound, the pitcher glares back at the batter. He winds up. He throws a fast ball. The batter pulls back, ready to swing and to connect with the hurtling ball....

The MPI Kids Charity Ball is scheduled for Spring 2003, and the plans are to use a sports theme. We need your help to make that "connection."

Can You Help?

We need items from ALL sporting events: tickets for the Byron Nelson, Colonial, Mavericks, Stars, Cowboys, Rangers, Dallas Burn, Lone Star Park, Texas Motor Speedway, etc. Also, we need Sports Celebrities to attend the ball and add to the festivities. We want to package airline tickets, hotel nights, restaurant certificates and the like with sporting events.

You Can Help!

* Do you have company contacts or friends who can:

- ~ donate use of their box/suite at the American Airlines Center, Texas Stadium, The Ballpark in Arlington or other specialty sports events throughout the USA
- ~ secure sports memorabilia (signed jerseys, footballs, helmets, basketballs, baseballs and hockey pucks or sticks)

* We are also seeking supportive MPI members to assist us with our numerous committees...come join a fun group and get involved for the kids.


For donations or questions, please contact Todd A. Quigley, Co-Chair Live & Silent Auction Committee at (email taq214@yahoo.com) or Jane Richards, Co-Chair Live & Silent Auction Committee at 972-625-5050 (email Jane.Richards@ourclub.com).

DMCP Certification from page 1

are developed and delivered. You know you are dealing with a person who has experience, management responsibilities and invests in continuing education."

The DMC community has responded favorably to the new certification. The next exam is scheduled in Toronto at the MPI World Education Congress.

Turner says the DMC business, which emerged as a cottage industry just 25 years ago when foreign-based tour companies and ground operators began offering services to American incentive and convention clients, will benefit greatly from this new program.

"It is exciting to see destination management become recognized for its unique contribution to the hospitality industry. Life experience is the key factor to excel in this field, and this process has brought to light much more awareness for me." 

DALLAS/FT. WORTH CHAPTER



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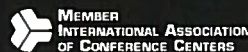


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