

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

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 Chapter Information
 & Calendar of Events**
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www.mpidfw.org

Vision Statement

To be the pivotal force in positioning meetings and events as key strategic components of an organization's success.

Mission Statement

To be recognized as the leading global membership community to shaping and defining the meeting and event industry.

MPI D/FW 30th Anniversary Awards Gala *Making Excellence Happen - the Next 30 Years*

by Steven G. Foster, CMP, Circle R Ranch
 1999-2000 MPI D/FW Chapter President



What an amazing evening! 22 of the 30 Past Presidents of the MPI D/FW Chapter gathered together for a milestone group picture at the start of the evening.

If you weren't at the chapter's Awards Gala last month at the Marriott Las Colinas, you missed something truly special. MPI D/FW recognized the "Best of the Best" for the past year in a celebration of the chapter's 30th Anniversary.

The evening focused on the amazing accomplishments throughout our 30-year history. The Metroplex Chapter (as it was called then) was first chartered on June 22, 1977 with just four members. From those most humble of beginnings to present day, MPI D/FW has been acclaimed for its outstanding leadership and industry contributions. By any measure of individual and organizational success you want to apply - awards, recognitions, assistance, collaboration, care, funding or endorsement - the MPI D/FW Chapter has been at the forefront from the very beginning.



While "Hail to the Chief" played in the background, all the Past Presidents walked the red carpet, stopping frequently to embrace MPI friends along the way!

Much has changed in 30 years, fashion, hair styles and music, to name a few. We've changed too, and not just personally (as the photo montage from the Gala confirmed), but professionally as well. Our industry has evolved into a recognized and respected profession. Meetings and Events have come of age, and MPI D/FW has been there every step of the way.

The record speaks for itself:

- MPI D/FW has won a record-high five "Chapter of the Year" awards (1989, 1990, 1994, 1996 and 2001), including the first-ever back-to-back win.
- MPI D/FW dominates the International Awards category with 16 chapter members having received MPI's top individual Meeting Professional Awards.

Continued on page 6



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President's Message

Partnerships for a Lifetime!

I joined MPI in 1995 as a member of the Texas Hill Country Chapter. Little did I know that 12 years later... I would be involved in the leadership of the FIVE-time Chapter of the Year winner... the MPI DFW Chapter!

Like most of our members, I joined to get to know people in the meetings industry, gain clients and create new relationships. I've seen the most results by getting involved and working on committees.

Many years later, I am still working with folks I met over a decade ago in Austin. This is a result of working together towards a common goal and creating partnerships.

Whether you are a Meeting Planner or a Supplier, the partnerships you create will benefit you for many years to come.

Here is a great example of a successful partnership:

Recently - several North Texas Communities banded together to bid on the Superbowl for 2011. One city alone cannot hold the tens of thousands of fans that come celebrate the game... it took a large partnership throughout the Dallas/Arlington/Fort Worth Community to win this bid. As a result everyone wins! Hotels will be full and the economic impact will be phenomenal. As members of the Dallas/Fort Worth area, we ALL should be proud!

Our Chapter is celebrating 30 years of history this year. I encourage each of you to learn from our legacy of success with an eye towards creating lasting bonds that will serve you for a lifetime! 🌐



Nancey Hernandez, CMP
2007-2008 President



BOARD BULLETS

Submitted by Carol Benavidez, CMP
MPI D/FW 2007-2008 President-Elect

Notes from the June Board of Directors Meeting:

• **got time?**

At the July Monthly Meeting during the networking time, all attendees will have the opportunity to sit at specific committee tables to learn more about volunteer opportunities as our new term starts, July 2007 to June 2008.

• **got product?**

A new complete Sponsorship Packet will be distributed soon with specific information on the entire term's opportunities. Learn how you can market to over 900 MPI DFW Chapter members.

• **got ambition?**

A Leadership Development Academy will soon be in place. A series of classes will be offered in developing your professional growth to become an effective leader.

MPI D/FW Chapter Charity Committee Update

Neva Lamb, A&H AwardPRO

Thank you to all our wonderful MPI members who donated to the Wounded Warriors project at our May meeting. You raised over \$500 that will help support the Wounded Warriors Foundation with their retreat program that assists military couples and families repair the relationship damage caused by the time spent at war.

The 2007/2008 Committee is forming now. If you are interested in making a difference and joining this valuable committee, please contact Kelly Roche at kroche@ci.irving.tx.us or Alison Kieckhafer at Alison.k@liquidpromotions.com. 🌐

Circle of Commitment

MPI D/FW is proud to recognize these members for their service, commitment and tenure in helping our chapter achieve the highest level of professionalism in the industry.

30 Years

Ellen Beckert

25 Years

Suzanne Buyck, CMP
Latrell Smart, CMP

20 Years

Maurine Allen, CMP
Barbara Cummins, CMP, CMM
Erin Donohue
Sally Goldesberry, CMP, CMM

Vicki Kempe, CMP
Eugene Rondeau
Judy Rondeau
Bob Walker

15 Years

Sherri Cook, CMP, CMM
Gretchen England
Steven Foster, CMP
Wendy Foster, CMP
Sandy Galloway

Judith Gausnell
Eddie Heyland
Jana Liles
Carol Marks
Bitsy Burns Mathes, CMP

Stephanie Schroeder
Luana Stoutmeyer
Debbie Weaver, CMP

10 Years

Arturo Aguirre, DMC
Stacey Blackwell, CMP
Carol Boyd, CMP
Sherry DeLaGarza, CMP, CMM
David Dubois, CMP, CAE
Terry Ellegood
Kellie Goodson, CMP
Claudia Greenlee, CMP, SITE
Rebecca Halloran, CMP

Steve Hames
Bronwyn Hansen
M.T. Hickman, CTP
Katherine Hines
Tamara Hughston, CMP, CMM
Julie Johnson
Lana Manning, CMP
Sandy Mukitarian
Yvette Remschel, CMP

5 Years

Tina Bavemark
Ken Beaulieu, CMP
Lisa Beck
Ellen Bonnette
Tom Chevins
Lionel Cooley
Carrie Elder, CMP
Maria Escarfullery, CMP
Peggy Fritz
Elaine Gamer, MBA
Amber George
Jill Gisler

Cindy Gromatzky, CMP, CMM
Dara Hall, CMP, CMM
Sandra Harlow, CMP
Iris Hendricks
Kim Hentges, CMP
Keith Hymel
Dee Jacobs, CMP
David Johnson
Caryn Kboudi
Beth Keithly, CGMP
Michelle Lemmons-Poscente
Erin Lucia
Carole May, CMP, CTC

Sarrie Pasch
Evy Richards, CMP
Patricia Royal, CMP
Jackie Schwitter
Steve Sherman
Laura Simmons
Ernest Stovall
Kimberly Twomey
David Walters
Jennifer Watson
Lorraine White
Jeff Whitfield
Bedford Wynne



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Chapter Meeting • Thursday, July 26, 2007 • 11:00 a.m.

Making It Happen: Fresh Work Habits for a Radically Changing World

Guest Speaker: James Parker, JPI Training

Let's face it. Your organization has three types of people:

- 1) Those who watch things happen.
- 2) Those who wonder what happened.
- 3) Those who make things happen!

Let's case it. We're involved in something huge.

We've shifted to an entirely new age of information, a global village and marketplace where not just the information is being delivered better, faster and in more media than ever before.

Are you driving your message across in a way that's clear, accurate and relevant? Let's talk about how work habits can be reshaped to fit ever-changing challenges.

Let's erase it. Let's wake up to the reality of how we must all change.

Out with the old way of thinking. Let's confront the hard realities of radical change and bring out the right response - fresh thinking and fertile ground where a new approach to work can excel.

Another highlight of the July meeting will be the awarding of the Circle of Commitment Pins. These pins are awarded for members who have completed 5, 10, 15, 20, 25 and 30 years.



James Parker

Host Facility

Hilton Anatole Hotel

This is a deluxe hotel located in the heart of the Dallas Market Center and only a 5 minute drive to downtown Dallas and 30 minutes from the Dallas Fort Worth International Airport. Two atrium high-rises decorated with authentic artwork and sculptures from all over the world. Promenade of shops include fine clothing, gifts and art galleries. Private seven acre park is beautifully landscaped and is home to five peacocks. Three swimming pools and a \$ 12 million fitness facility make this the ideal haven for keeping healthy and getting in shape. Twelve different restaurants and bars offer everything from dancing to a piano bar to a poolside swim-up bar. The Hilton Anatole is home to the city's premier rooftop restaurant, our five star Nana

DIRECTIONS

FROM DFW AIRPORT: Take Highway 183 East Exit. Follow 183 east to 35E South (Stemmons Frwy). Highway 183 East merges into I-35E. Proceed south on I-35E, exit Market Center Blvd. Turn right at the light. You will see the hotel on the right.

FROM TOLLWAY SOUTH: Proceed south on the tollway, Take the Wycliff Ave. exit and turn right . Turn right at Harry Hines and then left onto Market Center Blvd. Proceed on Market Center Blvd under I-35 E (Stemmons Frwy) and you will see the hotel on the right.

FROM 75 SOUTH (NORTH CENTRAL EXPRESSWAY): Stay in the right lane to exit I-35E. Waco. Take the I-35E Denton /Stemmons Frwy exit headed North, Exit onto Market Center Blvd. Turn left onto Market Center Blvd. You will see the hotel on the right.

FROM FORT WORTH: Take I-30 East to I-35E North. Follow I-35E North through downtown Dallas and exit Market Center Blvd. Turn left onto Market Center Blvd and the hotel is on the right.

Making It Happen: Fresh Work Habits for a Radically Changing World

Thursday, July 26, 2007

Hilton Anatole Hotel

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- 11:30 am - 12:00 pm Registration & Reception
- 12:00 pm - 1:30 pm Luncheon and Program

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Advanced Guest Price	\$43.00
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(Walk-ins will be placed on a wait list on-site. Seating is not guaranteed after the guarantee cut-off - Monday 2:00 p.m.)

R.S.V.P. ONLINE

by 2:00 p.m., Monday, July 23rd

Go to the "Events" section at www.mpidfw.org

Awards Gala

Chapter Partners

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

Gala & Anniversary Celebration Sponsors
Greater Houston CVB
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Dallas Marriot Las Colinas

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Karyn Ruth White

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Dana Conley

Stage Design
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Bob Walker

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Freeman Decorating
David Gisler

Centerpieces
Dream Captured Event Design
Brian Smiley

Table Linens
BBJ Linens
Linda Sergeant

Awards
A&H AwardPro
Neva Lamb

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Jim Woods

Making Excellence Happen - the Next 30 Years...c

30th MPI DALLAS/FORT WORTH CHAPTER Anniversary

• MPI D/FW has been recognized with more *Awards of Excellence* for our charitable work, educational programming, communications processes and membership offerings than any other chapter.

What hasn't changed? Involved members committed to making excellence happen at home in Dallas/Fort Worth. For 30 years, the industry standard was set and measured here in



Suzi Fiveash Award winner O.D. O'Donnell.



Colleen Rickenbacher, CMP, CSEP, was feeling groovy when she bested the Planner of the Year Award to Sherry DeLaGarza, CMP, CMM!

our home chapter because individual members contributed to the effort. MPI D/FW has never been a place to sit on the sidelines. Never was that more evident than at the Awards Gala and in those recognized for their continuing chapter involvement and

Lifetime membership was awarded to Phyllis Firebaugh, CMP; and Eug presented to those with at least 20 years continued membership in International Board of Directors. This year's inductees are among th success. Each has made a huge impact in the life of our chapter.

Presidents Awards were given to Jim Monroe, CMP, CSEP; Marti Fox, Tony Cummins, CMP. There have been many successes in our chapter a line back to their beginning, you will most certainly find the pass members. A special "Spirit of MPI" Award went to Patty Markley, CM chapter members who continues to serve the chapter in a variety of le

Rising Star honors went to Tina Bavemark, who first came to MPI as a Meeting Management (TEMM) Program at Richland College. Tina accomplishments as a new member are inspiring; not only for her own a new career in a new home (she's originally from Sweden), but also be and implemented by the MPI D/FW Chapter, which chose Richland Education courses in Meeting Planning, Travel and Exhibition Manage



First she told everyone in the audience to "Peace Out." Then, with her character warmth and graciousness, Jayna Monroe excitedly called out Tina Bavemark's name to receive the Rising Star Award.

O.D. O'Donnell waked away with the Suzi Fiveash Award for membership recruitment for the 10th time. He has recruited more than 200 members for MPI over the years. No other individual has brought more members and future leaders into this chapter, an amazing testament to continued involvement.

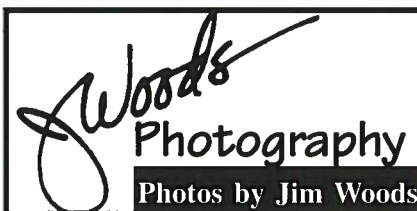
Nancey Hernandez, CMP, was named *Supplier of the Year* and Sherry DeLaGarza, CMP, CMM was named *Planner of the Year*. They were recognized for a lifetime of achievement and contribution to the chapter, earned by contributing their time, talent and full participation to the chapter.

William Shakespeare said, "what's Past is Prologue." He also said, "Action is Eloquence."

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Program of the Year: July 2007 "No One Can Stop You, But Chair - O.D. O'Donnell, Paige Braun, Bitsy Burns-Mathes, Gloria Ford, Tony Cummins, CMP, Bedford Wynn, Bill Reeser, and Bob Walker.



tinues from page 1



Apparently, Elvis was in the building for the Gala, as portrayed by Bill Reeser, CMP, who was honored to present Nancey Hernandez, CMP, with the Supplier of the Year Award.

Contributions to us all.

and Judy Love Rondeau. This honor is and must be approved by the MPI architects of both chapter and industry

Laura Jordan, CMP; Terri White and he past several years and if you drew e involvement of these exceptional ong-time friend and advisor to many nip roles.

enrolled in the Travel, Exhibition & true chapter success story and her everance and determination to build e the TEMM Program was developed ge for the location of its Continuing in 1992.



The Omni Mandalay at Las Colinas pulled out all the stops to dazzle us at the September 2006 monthly program. Accepting the award for Facility of the Years was Michael Vance, General Manager of the Omni Mandalay Hotel and Erin Donahue from the Omni National Sales Office.

CMP/CMM Recognition Event 2007

by Pat McCain, CMP




Colleen Rickenbacher, CMP, CSEP, CPS, had great pleasure in bestowing the Colleen Rickenbacher Leadership Award for 2007 to her longtime friend, colleague and mentor Steven Foster, CMP (Circle R Ranch)!



Brian MacMillan, CEO of MPI International, welcomed guests and brought us up to speed on new developments and programs being rolled out at the International level.

Clark for your personal attention to handling the speaker transportation arrangements.

Every year, this one particular event is 100% sponsored and is a one-of-a-kind event that our chapter hosts! I hope that you will remember the companies that supported our event the next time you need their services. 

The 9th Annual CMP & CMM Achievement Celebration, held on June 7th at the Belo Mansion, was fantastic! We had a great speaker (provided by our own Betty Garrett, CMP) a delicious breakfast (provided by our friends at Belo Mansion) and the morning provided everyone in attendance the chance to feel like achievement is worth all of the energy and effort one puts into obtaining certification.

The final highlight of the event was watching as Steven Foster, CMP received the Colleen Rickenbacher Leadership Award. Kudos to Steven!

This year's event was another elegant affair because of the support of our members. Pam Madewell (Fun Factory Events) As part of Global Events Partners, Pam's company provided our framed canvas for the speaker, draping for the back drop, the table center pieces and green plants to put the final touch on the stage appearance. Todd Ritcher and Linda Sergeant (BBJ Linen) provided our beautiful table linens to enhance the overall "look" at the event. The crystal Colleen Rickenbacher Leadership Award and the traditional "CMP Pens" were provided by Rupa Dutia (Regali Promotions).

Bill Reeser, CMP (AVW-Telav) provided the Audio Visual support and equipment for our event. Enhancing Bill's effort was my good friend Dara Hall, CMP, CMM, of Event Source Professionals. Thank you also for the assistance of the Committee, comprised of a small circle of members who've been involved in this event since the very first year we started: Leah Belasco (Independent), Peg Wolschon, CMP (Physician's Education Resource) and Patty Markley, CMP (DMM Group).

Last but not least, thank you to American Airlines, The Adolphus Hotel and Boston Coach for their help getting our speaker to Dallas, housing our speaker and a huge thank you to Lori



Thank you to the committee members for your efforts this year! From left to right: Betty Garrett, CMP, Leah Belasco, Pat McCain, CMP, Bill Reeser, CMP, Peg Wolschon, CMP and Dara Hall, CMP, CMM!



Nine year's of recipients gathered for a group picture! From left to right: Mary Lynn Novelli, CMP (MPI International), Pat Mc Cain, CMP (The Krisam Group), Steven Foster, CMP (Circle R Ranch), Phyllis Firebaugh, CMP (ADL Associates), Colleen Rickenbacher, CMP, CSEP, CPS (Award Namesake), Betty Garrett, CMP (Garrett Speakers International), Sally Goldesberry, CMP, CMM (Society of Petroleum Engineers), Dana Rhoden, CMP, CMM (Physician's Education Resource) and Bill Boyd, CMP, CITE (Sunbelt Motivation)



Our special guest speaker was Sam Glenn, also known as "The Chalk Man". Everyone's attention was riveted to the stage while Sam created an incredible piece of art to the accompaniment of energetic music. His creation, as it was being drawn, was an insightful way for one to understand the nuances of "perspective" in that what you see is not always what you see!

Capacity Crowd “Navigates the Danger Zone”

by Dara Hall, CMP, CMM, Event Source Professionals

The May meeting’s morning workshop, “*Navigating the Danger Zone: Charting the Murky Waters of Business Ethics*,” featured Paul Genender, a partner at Dallas-based Hughes & Luce, LLP, leading a capacity crowd in a lively discussion of ethical business practices. The session was not designed to answer every ethical consideration, but to begin a conversation within the meeting and event industry in which harmful business practices are identified and options suggested. Given the early morning attendance and positive evaluation responses, the workshop sponsors, Dallas/Fort Worth Independent Meeting Professionals (DFW-IMP) consortium, were pleased with the results. “Our goal by initiating this topic, was to begin a dialogue where harmful common business practices were publicly identified so they could no longer be ignored,” said Dara Hall, CMP, CMM, DFW-IMP workshop chairperson. “Our hope is that an industry educated by healthy debate is more likely to treat each other with respect and engage in healthy competition.”

Genender, a trial lawyer who represents and counsels clients on business matters involving antitrust, breach of contract (including covenants not to compete), business fraud, breach of fiduciary duty, deceptive trade practice, unfair competition, securities fraud, misappropriation and theft of trade secrets, and temporary and permanent injunctive relief, was chosen to facilitate the session not only for his experience but also his accessibility to planners and suppliers in the North Texas area. In his opening remarks, Genender clarified the point that the terms “business” and “ethics” are not contradictory. It is possible, Genender said, to be extremely ethical and still be a tough business person. Even in today’s business climate where lengthy contracts are standard fare, it is not possible to construct clauses for every consideration. Therefore, business dealings require a leap of faith and the ability to trust one another.

Ethics is in the business spotlight even more today because of Enron. The resulting legislation, Sarbanes-Oxley, that mandates transparency in business transactions is the result of one bad apple acting unethically. As

a consequence, employers are now citing unethical behavior as grounds for termination. Genender warned that mentors should be chosen wisely and specifically.

When confronted with a questionable ethics consideration, a series of tests can point to the most ethical course of action. Imagining what the person you most admire would do in the given situation or answering the question of whether you could tell your mother what you had done are two good indicators as to whether you are following an ethical path. When ethics are in question, it is better to ask for permission rather than forgiveness.

Thus armed, each table was presented with actual industry scenarios to review and weigh in on whether the ethical line was crossed. Scenarios included among others:

- * Is it ethical to take one company’s proposal and have another produce it?
- * Can you transfer industry benefits and gifts to friends and family?
- * Who “owns” frequency points - the client or the planner?
- * Can you cut out the middleman and hire his staff directly?

A full review of topics and solutions can be found on DFW-IMP’s website www.impdfw.com.

Roundtable Navigators: DFW Independent Meeting Professionals consortium, formed in 2001 - Current professionals: Carol Boyd, CMP C. Boyd Meetings & Events; Tony Cummins, CMP, Hotel Resources; Charlotte Davis, CMP, Event Source Professionals, Inc.; Anne Findley, CMP, Plan-It Services, LLC; Mike Fernandes, CMP, Site Selection Services; Marti Fox, CTC, CMP, CMM, GlobalGoals, Inc.; Cindy Gromatzky, CMP, CMM, Meeting Innovations, Inc.; Dara Hall, CMP, CMM, Event Source Professionals, Inc.; Lynn Lewis-Bjostad, CMP, Premier Meeting & Event Mgmt.; Erin Longley, CMP, XcelEvents; Lisa South, CSEP, CMP, CMM, Be-Seen, LLC; and Diane Smith, CMP, CMM, Global Meeting Concepts, Inc.

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EDUCATION NEWS



M.T. Hickman, CMP, CTP

Have you Benefited from the MPI D/FW Chapter Multicultural Programs?

by M.T. Hickman, CMP, CTP, Richland College


Over the last few years, the multicultural committee has provided members of MPI D/FW with luncheon presentations and seminars designed to help increase awareness of multicultural issues and ways to conduct business in our multifaceted community. Have we done enough?

I can remind you of the statistics the Dallas Morning News reported in August, 2005 that showed that Texas is a minority majority state, or quote the May, 2007 MSNBC article that noted that the minority population in the United States tops 100 million and that, according to the last census report, Hispanics are the largest and fastest growing population. But these are just numbers. The reality of these figures plays out in our lives every day.

When I call to pick up my voice messages, I have the option to listen to the prompts in Spanish or English. In parts of the city I can find business signs that are only in Chinese or Korean, making me feel like I am in another country. When was the last time you walked down the greeting card aisle at the grocery store? You can now find greeting cards that cater to different cultures. If you want to wish someone a happy Bat Mitzvah or Quinceanera, the cards are there. If you want to reach out to an African American friend, you may select from Hallmarks' "Mahogany" line, cards that have been designed exclusively by and for African Americans since 1987.

Are you confident that you are culturally sensitive in every situation? One of the outcomes of the workshop was the creation of a list of actions that we can take to promote the values of a diverse culture to the general population. Below are just a few of the actions that came out of the May 24th workshop:

- I can be respectful in my speech and actions.
- As an event planner, I can look for opportunities to use diversity/multiculturalism in the events I produce.
- I can educate others with my voice and stories on issues that have affected me.
- I can correct misconceptions whenever I hear them.
- I can educate myself as much as possible so that I can become an example or role model for others.
- I can be aware of cultural differences and sensitivities in my work, and present myself as an educated American.
- I can offer invitations to my cultural events so that others can get an insight into my culture and customs.

And finally, as the chair of the Multicultural Committee, I want to encourage everyone take MPI CultureActive(c) Tool. You will learn so much about yourself and how you can better communicate and do business with others. You can find the tool on the MPI International website under the careers section. And still I wonder, have helped our members increase their understanding of Multicultural Issues and have we helped them increase business. Send your comments to M.T. Hickman, CMP, CTP, mthickman@dccc.edu. 



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www.HistoricHotels.org

Making Excellence Happen - the Next 30 Years...continues from page 6

Where do we go from here? That depends on your contributions to your members, chapter and industry in the next 30 years. MPI D/FW has a phenomenal history, but everyone agrees the best days are ahead of us, so get involved NOW. You *Impact the Legacy* of our industry and profession by participating. Forget whatever it says on your business card, you are what you do for others, and the most significant statement of who you really are is to be a factor in the life of this great chapter.

According to a recent membership report, 612 of our 917 members have been members **ONLY** since 2003 - **LESS THAN** three years. If you're one

of those new chapter members, it's your time now. Take a lesson from the Awards Gala and be inspired to contribute as significantly to the next 30 years as those phenomenal leaders who came before you.

Join a chapter committee. Volunteer your expertise. Bring your time and talent to a new learning experience. There's a great HISTORY to celebrate here, but as our new chapter president Nancey Hernandez, CMP (Dallas CVB) said at the Gala, "Get ready, because you all have a chance to make history of your own starting right now." 



Richland College Announces Fall 2007 Schedule

In fall of 2007, Richland College will offer 10 courses related to the Meeting/Event Management and Tourism industry. All classes are held in the evenings and on weekends. Courses are designed to sharpen and increase your job skills, to bring along new employees in the field and to enhance the performance of your business. Courses exclusively focusing on meeting/event management include:

TRVM 1391 Special Topics - Conducting Secure Meetings and Events In response to the continually evolving situation with world security, as well as our increased awareness of potential natural disasters, this new course will teach students to prepare emergency response plans for meetings and events. The course will cover risk assessments, designing security plans, selecting proper security services providers, and developing emergency management plans. Renowned expert Kevin Mellott, President of ERASE Enterprises LLC, and frequent speaker at industry meetings, will teach this class. As a final project for the class, students will create their own Crisis Management Plan.

Class will include on-line work as well as classroom time. Class meetings are Friday September 7, 6:00 - 10 p.m., Saturday, September 8, 8:30 a.m. - 5:30 p.m., Sunday, September 9, 1:00 - 5:00 p.m., Friday September 21, 6:00 - 10 p.m., Saturday, September 22, 8:30 a.m. - 5:30 p.m., and Sunday, September 23, 1:00 - 5:00 p.m.

TRVM 2301 Introduction to Convention/Meeting Management This is an introductory course that covers the ABC's of meeting planning. This is a great course for anyone wanting to get into the business or needs to learn the vocabulary. The course covers types of meetings, meeting markets, industry suppliers, budget and program planning, site selection and contract negotiations, registration and housing, food and beverage requirements, functions and meeting room setup, and audiovisual requirements.. Class is offered as a morning class and evening class.

Class meetings are Thursday nights 7:05 - 9:50 p.m. August 30 - December 13. Day class 8:00 - 9:20 a.m. on Tuesday and Thursday, August 28 - December 11. The instructors are Chuck Laterza CMP, evening class and M.T. Hickman CMP, CTP, day class.

TRVM 2331 Convention and Exposition Law and Ethics This course examines general legal principles and statutory requirements for meetings, conventions and trade shows. The emphasis is on the ethical considerations of problems faced by meeting planners, hotels, and convention centers in the negotiation and implementation of agreements for meetings and similar events. In addition this course will cover legal issues for travel and suppliers.

Class meetings are Tuesday nights 5:40 - 8:20 p.m. August 28 - December 11. The instructor is David Mosley, of Moseley Law, PC.

TRVM 1201 Customer Sales and Service is a short 32 hour class that helps both new employees and seasoned professionals deal with customer service issues. Students will gain practical information and techniques used to create excellent customer service and service unique to the travel public. Topics include cultural differences as they apply to customer service, business etiquette and how build relationships with customers.

Class meetings are Saturday, 8:30 - 12:30, September 29 - November 17. The class is taught by a team of instructors lead by Judy Skowron, Director, Mesquite Chamber of Commerce and includes Traci Mayer, Executive Director, Dallas Fort Worth Area Tourism Council and Kim Phillips, Vice President, Denton CVB and Colleen Rickenbacher, CMP, CSEP.

TRVM 1331 Introduction to the Hospitality Industry is an introductory course that focuses on hotel terminology and operations. In addition, this course includes transportation, lodging, hospitality, cruises, group tours, parks, convention centers, governmental agencies and associations.

Class meetings are Tuesday nights 5:40 - 8:20 p.m. August 30 - December 13. The instructor is Bruce Wolpert, CMP, Director of Sales, Texas Market Adam's Mark Hotel Dallas.

For more information, make plans to attend the July 18 TEMM Information Session, 7:00 - 9:00 p.m. at Richland College in Crocket Hall, room 140. Presentations will be made by industry professionals in meeting/event management, exhibition management and home-based travel. Contact M.T. Hickman, CMP, TEMM Program Coordinator at 972-238-6097 or e-mail mthickman@dcccd.edu to RSVP or to schedule a meeting. 

MEMBERSHIP NEWS



Leah Belasco
'Grapevine' Columnist

Heard it through the Grapevine!

Sandy Mukitarian has joined *PRA Destination Management Company D/FW* as Account Executive. Sandy previously was with *Tourisme Montreal and Tourisme Quebec*.

Denise Howieson, CMP, has opened the *Zoom.7* Satellite office in Austin, Texas. **Melissa Mihelich** has replaced Denise as Sales & Marketing Manager in the Dallas office.

Carole May, CTC, CMP has started her new company, *The Event Network Group*, representing companies that excel in event services.

Jerri Johnson has joined the *Hilton Garden Inn-Downtown Austin* as Director of Sales & Marketing. Jerri, a member of our chapter, previously was with *Peppermill Hotel* in Reno, Nevada.

Sherry DeLaGarza, CMP, CMM of *MAC Meetings & Events*, announces that the April 2007 issue of *Event Marketer Magazine* included *MAC Meetings & Events* (based in St. Louis) in the first ever listing of the top 100 Event Agencies.

Lisa Flick, with *Creative Cuisine*, announces that her company received the 2007 Consumer Choice Award for Best Catering Company in D/FW.

Congratulations to our Chapter on an Olympic-size Win!

At the industry-wide ISES Dallas Industry Olympics event, held May 21st at Pizza Hut Park in Frisco, the MPI D/FW Chapter Team took home the GOLD!

Team Members included: **Patty Adams** (*Fox Grill*), **Suzanne Crim** (*Executive Coach*), **Sandie Fouke** (*Mansion on Turtle Creek*), **Sarah Heus** (*BBJ Linen*), **M.T. Hickman, CMP, CTP** (*Richland College*), **Alison Kieckhafer** (*Liquid Productions*), Team Captain **Neva Lamb** (*A&H Award Pro*), **Michelle Moos** (*Meadows Foundation*), **Lamarque Polvado** (*Quest Drape*), **Robert Sanchez, CMP** (*Doral Tesoro Resort & Hotel*), and **Linda Sergeant** (*BBJ Linen*).

At the same event, **Richard Pollak** (*Rainbow Entertainment*), who was on the NACE Team, won the Individual Soccer Kick Competition!

Many of our members worked with **Wendy Lash** of *Four Seasons Hotels and Resorts*, where she was employed for 22 years. Wendy passed away on June 7th after a valiant fight against Liver Cancer. She will be greatly missed and our deepest sympathy is extended to her family.

Our heartfelt condolences to **Patty Stern Markley, CMP, DMM Group** and **Pamela Stern, Arthur's Prime Steaks & Seafood**, on the recent loss of their father Bill Stern.

To submit member news and information, please contact: Leah Belasco • 972-818-4811

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- Jamie M. Blakeley.....Savoya
- Mika M. Buckley.....Women of Faith Inc
- Sehila Casper.....Wyndham Dallas North
- Robert G. Darden, CMP.....
- Shannon Dodge.....Roy's Hawaiian Fusion Restaurant
- Emily Catherine Eagle.....BNSF Railway
- Nicole Fain.....Women of Faith
- Gerri P. Fitzgerald.....
- Kristy Godfrey.....Society of Petroleum Engineers
- Kerri A. Gulick.....National Pronto Association
- Lauren Elizabeth Hafernick.....
- Janet C. Hoppenstein, CMP.....
- Steve Houser.....Adam's Mark Hotel
- Julia Johnson.....Main Event Entertainment
- John F. Kennedy, CTC,CHA.....Wyndham Hotel Group
- Molly KrSTALL.....Student
- Kim M. Lankford.....PK Works
- Valerie A. Lenington.....Ultimate Ventures
- Melissa Mihelich.....ZOOM.7
- Angie C. Nabors.....
- Don D. Renwick.....381 Casa Linda Plaza
- Amy Marie Vardeman.....Women of Faith
- Kristie M. Vidaurri.....
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