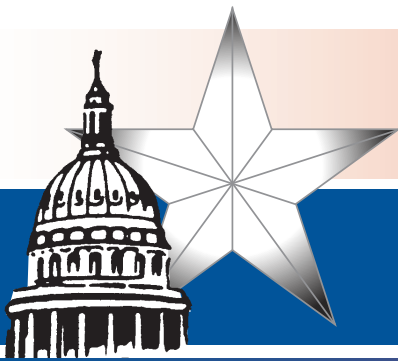




Lone Star News

Award Winning Newsletter

Texas Lone Star Capital Chapter
of the Society of Government Meeting Professionals

1st Quarter 2013

www.sgmpaustin.org

SGMP NEWS

PRESIDENT'S MESSAGE

KIM KIZER



**DIRECTOR OF EMPLOYER
SERVICES
TEXAS COUNTY & DISTRICT
RETIREMENT SYSTEM**

Greetings TLSCC members—Happy Spring! I can't believe this is my last presidential column—my term has flown by

and it has been an honor to serve as your President.

As I reflect back on the last two years, I think we've come a long way and accomplished quite a bit as a Board and Chapter. I'm proud of many of our achievements but want to highlight three that were personal goals of mine as President:

- Budget: we actually have a healthy operating budget! This board took a very conservative, no nonsense approach to our budget and we have a healthy operating budget as a result. I want to thank Megan, our Treasurer for making sure that we were always operating in the black, for making us stick to the budget and for getting us an "A+" with National by submitting all of our financial reports on time and accurate to the penny.

- Membership recruitment and retention: we continue to keep our ratio of planners to suppliers better than 50% and continue to bring in new members. This is no small feat because of budgets and cutbacks but I attribute our success to Janet, her committee and our awesome members! Please continue to help spreading the word about all the neat things SGMP is doing here in our Capitol city. Please continue to bring those guests (and future members) to our meetings.

- Education: LaToya, as Program/Education Chair and her Committee did an outstanding job and brought us top notch educational programs. LaToya spearheaded the website (keeping it up to date); going green with online evaluations and paperless announcements during monthly meetings; sending out program announcements and reminders; and brought us noon time meetings based on membership input. Thank you LaToya for your boundless energy and leadership!

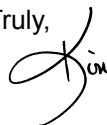
I could go on and on about our achievements, but suffice it to say I am proud of the work that this board has done. I thank Rob, Connie, Megan, LaToya, Stacy, Janet and Kathy for your support and service. I thank you for your time, energy, dedication and commitment to our Chapter

and to the ideals and principles of SGMP. We served well together as a Board and I value each and every one of you and cherish the friendships I have formed with each of you.

So far, we have 25 members of the Lone Star Capital Chapter heading to the National Education Conference (NEC), May 22-24, 2013 in Orlando, Florida. I'm excited about the agenda and look forward to seeing all of you in Orlando!

I encourage each of you to "get connected, plug in to SGMP!" by joining a committee, and attending the meetings. Thank you again for trusting me to be your President for the past two years. I'm SO excited about the incoming board—with Rob at the helm and this GREAT slate of officers. I can't wait for the exciting things that are in store for our Chapter and I look forward to my continued service on the Board.

Thank you for being a part of the best Chapter in the Nation. As always, I look forward to working with you and for you.

Truly,




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2013 SGMP Professional Development Conference

SAVE THE DATE

Texas Hill Country and Texas Lone Star Capital Chapter:

What Legends Are Made Of!

August 16-18, 2013
Y.O. Ranch
Kerrville, Texas



Get Ready for Some **LEGENDARY EDUCATION**
and **OLD WESTERN HOSPITALITY!**

Visit WWW.SGMPAUSTIN.ORG for schedule, sponsorship opportunities, and other information.

2013 PROFESSIONAL DEVELOPMENT SEMINAR SCHEDULE AT A GLANCE

FRIDAY, AUGUST 16, 2013

- 1 pm Bus leaves Austin at 1 p.m.
- 2:15 pm Break stop in HYE for some corn juice and gelato ice cream
- 3:30 pm Arrive in Kerrville
- 6 pm Welcome Fandango

SATURDAY, AUGUST 17, 2013

- 6:30 AM CHOW
- 9-11 am Town Meetings
- 11:30 AM Lunch
- 3:15 pm Tour and Town Meetings at Inn of the Hills
- 3:30-6 PM Downtown Kerrville
- 6:30 PM Ho Down Dinner

SUNDAY, AUGUST 18, 2013

- 6:30 am CHOW
- 9-11 AM Town Hall Meetings & Loadin' er Up

CHAPTER MEETINGS

APRIL MONTHLY CHAPTER MEETING

APRIL 11, 2013

JIM ZUKOWSKI, CGMP



The April Monthly Education Meeting was held at the Holiday Inn Midtown, 6000 Middle Fiskville Rd., Austin, Texas. The sponsors of the meeting were the Holiday Inn Midtown and the Laredo CVB. Before the presentation began, attendees were provided with an array of wonderful foods and beverages at the newly-remodeled hotel. The Laredo CVB staff made a batch of the official drink of Laredo, the Ojo Rojo. Theresa Campos, the sales representative who coordinated the event is the SGMP representative at the property.

The speaker at the April meeting was Carol Grainger, who spoke on "Finding Sponsors to Help Fund Programming. Carol's objectives for the presentation included the following for attendees:

- Applying social networking skills to solicit sponsors and exhibitors
- Using the existing client/contact list to find supporting sponsors, and
- Using the speaker's/trainers contacts to fund supporting sponsors.

Carol provided a handout of her PowerPoint presentation which contained a wealth of resources for attendees. One of the highlights of her presentation was outlining sponsorship benefits. It is extremely important for government meeting planners to show sponsors what they will gain out of the sponsorship. She also provided exercises, asking for listings of the different types of sponsors one would seek depending on the nature and scope of the conference.



She also provided a list of online fundraising resources and described the different levels of sponsorship and the benefits provided with each.

With meetings and conferences changing due to organizational downsizing, re-development of current staff, and the pressing need for more training, the use of sponsorships is at an all-time high.

MAY MONTHLY MEETING

BY BOB NICHOLS, CMP

SGMP TLSCC MAY 9, 2013 EVENT:

SUSAN SCHAEFER



Dedi Kavanaugh and the Marriott North Round Rock are hosting the SGMP Texas Lone Star Capital Chapter May 9, 2013 event. This is a unique opportunity for the chapter to have a lunch meeting which will happen 11:30 a.m. to 1:00 p.m. This month Susan Schaefer

travels from Old Hickory, Tennessee to share the core competency of Ethics through the Art & Science of FAM Trips. The government meetings professional has several governing ethics that do not apply to their peers in the corporate and private landscape. Contractors, suppliers, and government employees need to be aware of the various boundaries, guidelines, and policies, as well as the importance of familiarization (FAM) trips to decision making.

Susan's career has spanned thirty years including event planning, fundraising, and travel planning. For the past eight years she has owned and operated her own travel agency in Tennessee with a focus on group travel. As a travel professional, Susan contributes articles to Travel Research Online, Be the Boss and CYL (Cover Your Life) Magazines, offering her industry expertise as a guest writer.

CAPITAL AREA FOOD BANK- MARCH CATHERINE WEIR HOLIDAY INN LADYBIRD LAKE

On Saturday, March 9, about a dozen SGMPers and their guests assisted sorting frozen foods at the Capital Area Food Bank. We learned how to judge spoilage, weigh and crate frozen meats, pre-packaged meals and baked goods. We mainly learned how precisely the CAFB has the retrieval, organization, storage and donation of food down to a science. At the conclusion of the morning the Volunteer Coordinator was able to tell us how much food and how many people would be fed from our efforts. We all left feeling good about how we spent our Saturday. Do you remember what you were doing that morning? Perhaps next time YOU will join us. Volunteers included: Stacey Janecka, CMP & her daughter & another friend, Megan Hamilton and husband, Kathy Casarez & friend, Karen Krc, Catherine Weir, David Price, and Robert Gonzalez.

LET'S TALK TRASH - CLEAN SWEEP 2013 KAREN KRC ACCENTURE

From the lovely shores of Ladybird Lake to the more recently developed Rainey Street District, a small band of SGMP volunteers participated in "Clean Sweep 2013". The group gathered at the Holiday Inn on Ladybird Lake at 9:00 a.m. Armed only with rubber gloves, plastic bags and a collective spirit to make a difference, the volunteers collected trash and recyclables throughout this South Austin neighborhood. Each April, "Keep Austin Beautiful" (KAB) hosts the "Clean Sweep", a city-wide service day spanning 140 sites in 31 zip codes throughout Austin, resulting in over 29 tons of trash being removed and more than 11,600 hours contributed. There were approximately 5,000 volunteers who joined together to give back to the city of Austin. SGMP will be back at the Holiday Inn in 2014 to participate again. I hope to see everyone there!



**CAPITAL AREA
FOOD BANK
OF TEXAS**



*Everyone is encouraged
to visit our
SGMP TLSCC
Facebook page!*

*It has pictures, updates, &
videos!*

*Make sure to visit,
post comments,
and like our page at:*

www.facebook.com/sgmpaustin



MEMBERSHIP REPORT

Well, it is the absolute craziest time of the year in Austin! The Texas Legislature is in session and you just never know what will happen when those folks convene and attempt to make informed decisions that will impact all members of our chapter in some way!

Thankfully, the craziness has not impacted the ratios and numbers of members in our local chapter. I previously explained to you that SGMP chapters are required to have a balance of planners and suppliers.

Our ratio for the first quarter of this year has remained consistent with where we were at the end of 2012. 51.9% of our members are government or contract planners! While the numbers are consistent, a few members have not renewed their membership BUT there were new members that joined to keep the ratio consistent.

I would like to clarify a membership issue



for all of you. Planners generally own their membership in the organization. Supplier memberships are generally owned by the company they work for. So, when you review the new member list below, some of the names may be familiar to you. It is most likely that their job/employer/status has changed in some way.

With that in mind, please join me in welcoming our newest members!!

If you have any questions about your membership in this organization please call, write or text! I'd be happy to visit with you!

JANET SPIES
MEMBERSHIP DIRECTOR
TEXAS LONE STAR CAPITAL CHAPTER
(512) 461-3236 CELL
JSPI456@YAHOO.COM

NEW MEMBERS:

DENISE GUERRA
GOVERNMENT MEETING PLANNER
RAILROAD COMMISSION OF TEXAS

VERONICA LARSON
GOVERNMENT MEETING PLANNER
RAILROAD COMMISSION OF TEXAS

BELINDA WOLF
GOVERNMENT MEETING PLANNER
RAILROAD COMMISSION OF TEXAS

MONICA CASTILLO
SUPPLIER
EL PASO CVB

BRANDI AMBROSE
SUPPLIER
HYATT HOUSE

KAREN KRC
CONTRACT PLANNER
ACCENTURE

SANDRA MORO SLEEPER
GOVERNMENT MEETING PLANNER
UNIVERSITY OF TEXAS AT AUSTIN

DAVID PRICE
SUPPLIER
DOUBLETREE BY HILTON AUSTIN

THE VALUE OF ONE

BY ROBERT NICHOLS, CMP

During the course of any given month event planners and suppliers read numerous articles from many resources designed to improve the processes needed to assure successful events through individual growth. This growth is the cornerstone to successful outcomes for any organization. Too often we hear the comment, “My vote won’t count so why vote?” This prompts an inquiry of the individual’s desired return on investment through exercise of the voting process. In this instance voting is our voice. Parents exercise consistent efforts to aid, guide and improve their child’s learning process. In many instances immediate results are not evident. This does not stop the act of consistently offering support and guidance. Reminding others of their value is a consistent need requiring time and effort regardless of the position we fill. What value is placed on a penny? Consider the value of five pennies, then remember five nickels equal a quarter and four quarters equal a dollar. Using this basic theory, consider the outcome of a thousand-plate seated dinner. Success at these events is the result of each server working to assure their charges receive the utmost in customer service due to their individual effort. It is that individual effort that results in exceeding expectations. At the next event you attend, take a moment to single out one of your servers and thank them by name. If they do not happen to have a name badge,

prompt them for their name by asking, “What do we call you besides happy?” Faces light up as they are specifically identified as an important part of your day.

The tragedy of the September 11, 2001 events could have been significantly worse had it not been for the efforts of airline passengers, fire fighters, police, and Cyril R. (Rick) Rescorla, a British born survivor of the La Drang Valley, one of the most savage and significant battles of the Vietnam War. As the vice president for group security of a major stock-brokerage firm in the World Trade Tower, he regularly exercised the staff in emergency evacuation drills. The majority of that staff survived because of this individual’s effort.

Walt Disney’s Magic Kingdom refers to every employee as a Cast Member. A significant approach, as they are reminded daily of their integral part of the Disney Experience. Housekeepers, maintenance crews, street sweepers, sanitary engineers, character performers and executives are all members of the cast. It is a simple way to consistently state to everyone in an organization that their role is the most important one. They make the Magic.

In the days when the circus traveled by train setting up operations in open fields it took each member to be the best they could be. The main event tent covering an area of

three football fields was put up in less than three hours. The individual efforts of many workers made this possible. In support of this massive undertaking was a red, two and a half ton truck operated by a few men. Three sides were folded up and tables were set up at the back and side of the truck. This truck was one large dishwasher. The men scraped the dinnerware, placed it in this massive dishwasher. After washing, the dinnerware was stored ready for the next meal. They had a direct impact on the success of this tent going up without being part of the physical act. What outcome would the circus have faced had these dishwashers not taken their job seriously? It becomes very relevant in any dining event when the dishwashing staff does not believe their job is important.

Our challenge is to encourage everyone to bring their best daily through strategies that inspire, energize, and shift their perspective. As the Disney Organization inspires their staff by identifying them as Cast Members, so must we provide the same inspiration to all with whom we work and play so they are true contributors to our personal and professional efforts.

The penny may have little or no value to many. These very same people may place little or no value on certain positions within an organization. The value of one equals the difference between failure and success, a ho-hum or a magical experience.

JUNE: VOLUNTEERISM PRESENTATION: BEING A GREAT VOLUNTEER, LEADING & ORGANIZING YOUR TEAM OF VOLUNTEERS



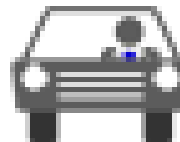
BY ALLISON BRICKLEY

Session Description:

Program is less than one hour because it's being combined with the installation of officers and a recap from NEC. The recap will start off the meeting followed by the installation and Ally will close the program with getting involved in the chapter committees and in the Austin community.



JULY: SILENT AUCTION



July 11, 2013
5-7 p.m.
Omni Southpark
4140 Governor's Row
Austin, TX 78744
<http://www.omnihotels.com/findahotel/austin-southpark.aspx>

SEPTEMBER: LEGISLATIVE AFFAIRS UPDATE

September 12, 2013
11:30 AM - 1:00 PM
Boy Scouts of America
12500 N. I-35
Austin, TX 78753
http://www.bsacac.org/about/facility_rental

A legal update on changes to Texas law from the last legislative session, plus news on governmental affairs from the federal level. Topics discussed will include the Texas lodging and travel industry's legislative affairs agenda, and news on programs that affect our industry.

After the session, attendees will be able to:

1. Understand new programs and laws that affect our industry
2. Implement programs and procedures to take advantage to changes in state law
3. Brief other co-workers and supervisors on important governmental affairs issues that affect their business.



Guest Speaker and Back By Popular Demand:
Justin Bragiel, General Counsel

MEETINGS & UPCOMING EVENTS

OCTOBER:

“What to Do in Case of a Hotel Fire: Fire Safety Month”
October 10, 2013

Guest Speaker:
Tony Callaway
Assistant Fire Marshal
Travis County Fire Marshal's Office

Session Description:

In this presentation, attendees will learn about hotel and public meeting building fire code requirements; inspections and compliance regulations; and overall safety tips and rules that every hotelier and meeting planner need to know.

After the session, attendees will be able to:

1. Be aware of entrances and exits of hotel/meeting space that are in compliance with fire code standards
2. Identify/have a plan for safe evacuation of attendees/guests in case of an emergency
3. Be able to identify required safety and fire code requirements “systems” in a public building - meaning fire alarms, fire extinguishers, and/or smoke control system. What’s required by law in a public/private meeting space?



Saying yes to Laredo is easy!

- Texas Association of Convention and Visitors Bureaus
- District Assembly of Jehovah's Witness Annual Convention
- Combined Law Enforcement Association of Texas Annual Conference
- Central Hockey League All Star Game 2010
- County and District Clerk Region 8 Conference

These groups and meetings have all taken advantage of Laredo's three full-service hotel properties that can accommodate each varied group's necessities, including the award-winning Embassy Suites, historic La Posada Hotel and industry stalwart, Holiday Inn Civic Center.

Visit Laredo and indulge in a cultural ambience that has maintained a pace of life and home town charm defying its big city status. The Laredo Convention and Visitors Bureau makes each event an amazing occasion to remember.

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JANA IBARRA, CROWNE PLAZA, AUSTIN
BOB NICHOLS, GOVERNORS CENTER
VANESSA KAGER, CORPUS CHRISTI CVB
TRISH HOOKER, WESTIN DOMAIN
CONNIE RAMOS, HOMEWARD SUITES
THERESA CAMPOS, HOLIDAY INN, MIDTOWN AUSTIN
VANESSA BAY, DOUBLETREE NORTH
KATHY CASAREZ, STATE BAR OF TEXAS

NO MARCH MEETING

APRIL RAFFLE DONATED BY:

THERESA CAMPOS - HOLIDAY INN, MIDTOWN
ANITA ZUKOWSKI - RETIRED
AILEEN RAMOS - LAREDO CVB
JANET SPIES - JFS EVENTS
KIM KIZER - TEXAS COUNTY & DISTRICT RETIREMENT SYSTEM
RHONDA DURST - RETIREE
CATHERINE WIER - HOLIDAY INN, LADY BIRD LAKE
JANA IBARRA - CROWNE PLAZA, AUSTIN
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BY KATHY
CASAREZ

The TLSCC Board was excited to welcome SGMP National

President Rob Coffman to Austin last month. The board hosted a dinner for Rob on Wednesday, April 10th at Landmark Restaurant inside the beautiful Sheraton Austin Hotel. A special thank you goes out to Treasurer Megan Hamilton, Director of Sales at the Sheraton for sponsoring this event.

We had a great time and showed our guest some real southern hospitality. We had a great conversation with Rob over dinner. He was eager to hear our ideas on where the organization is now and the direction it needs to take in the future. Rob also shared his concerns with us on how the organization as a whole can maintain its current members as well as attract new ones.

After dinner Board President, Kim Kizer and Director Planner, Stacy Janecka, took Rob on a whirl- wind tour of Austin.

We discovered Rob loves Dr. Pepper as he shared with us that he had the opportunity to tour the Dr. Pepper Museum in Waco. Rob also attended our April meeting held at the Holiday Inn Midtown on April 11th. He made a brief presentation and attended the entire program. The meeting was filled to capacity and the food and program were excellent. We would like to thank Rob for taking the time to visit us in Austin and we welcome him back anytime.

On a special note, I would like extend a special thank you to Theresa Campos, Sales Director with the Holiday Inn Midtown and Aileen Ramos with the Laredo CVB for sponsoring our April meeting. They did a fantastic job!

FINANCIAL REPORT

JANUARY, FEBRUARY, MARCH 2013

Monthly Meeting Dues	\$1,017.75
Raffles.....	\$382.00
Revenue Share.....	\$1,179.00
Newsletter Advertising.....	\$600.00
Visual Thinking Event	\$242.08
TOTAL INCOME:	\$3,420.83

Monthly Meeting Fees (Speakers, etc.)	\$565.20
Banking Fees	\$71.37
NEC (Board expenses).....	\$2,163.60
NEC (Scholarship expenses).....	\$1,420.00
Newsletter Production	\$681.98
PIE Scholarship	\$337.42
TOTAL EXPENSES:	\$5,239.57

MEGAN HAMILTON, MBA, CGMP
TREASURER

PARTNERS IN EDUCATION CONFERENCE 2013

PARTNERS IN EDUCATION CONFERENCE 2013 CAROL ABBOTT, CHAIR

"Life is all about how you handle Plan B. Plan B...It's the true test of character." – Suzy Toronto



"There is more than one path through the palms to the beach." - Hawaiian Proverb

Don't you just love quotations that seem to reach out and grab you when you are experiencing a situation similar to the quote?

As chair of the 2013 PIE conference I found myself, along with North Texas chapter president Sue Thomason, repeatedly saying "We are going to have to go with Plan B...whatever Plan B is!" This conference had its ups and downs and at times seemed impossible. However with awesome teamwork, creative thinking by many and even a Wall of Wine, I am very happy to report that the conference was a great success!

There were many elements that contributed to our success which I would like to share with you. The Sheraton Arlington provided a warm welcome for our attendees, from the outstanding service to the guestrooms and the delicious food. Friday night's opening reception was held in the coolest room ever and a great time seemed to be had by all – especially

those that stayed until the end and enjoyed Three Fools on Three Stools.

We had the privilege of hearing three outstanding keynote speakers, whose messages encouraged us to be kind to each other with the words we choose, and to remember that laughter is indeed the best medicine. Each was unique in their message but equally inspiring making us laugh and smile. The supplier tradeshow was well attended. I heard several exhibitors express satisfaction about the potential business opportunities they obtained during the show.



The education we received from the breakout speakers was invaluable to both meeting and hospitality industry professionals. Praises for all our speakers were overheard throughout the weekend. Who would have thought bowling could be such a blast?!? Saturday night The International Bowling Museum hosted a fun-filled evening including the Chapter Challenge, which was won by none other than our own "King Pin" Rob Coffman with thanks to former SGMPer Anna Murphy!

This year's charitable contribution was to Angel Flight. This organization is comprised of a group of pilots who believe in the benefit of volunteering. They arrange free air transportation on their airplanes for legitimate charitable medically related needs for individuals and health care organizations. Their very

gracious President/CEO Tim Dammon and Program Director Elizabeth Hancy shared their story with us. We were very happy to offer a donation to their worthy organization.

My thanks and praises go to:

- the five chapter presidents and co-chairs for giving their support, sharing their expertise with me during the impossible times, and sharing our sigh of relief at the end
- the conference committee who endured many conference calls, going over and above their various duties, and who never stopped telling me everything would be o.k.
- to President Sue Thomason, who let me lean on her so many times (which is not easy because she is so short), made me laugh when I needed to laugh, endured my "whining", and was a trouper during the conference while her mother was in the hospital
- to our wonderful list of sponsors who offered their very generous support and who we are extremely grateful to
- and finally to all of you who attended the conference, purchased raffle tickets and auction items, and reminded me why we endured all the issues we had – to visit with old and new friends, gain new ideas and refresh old ones, and to learn once again the importance of kindness, giving, sharing, and laughter.

I challenge all of you to support the Houston Gulf Coast chapter next year for PIE 2014.



NEWS FROM PLANO:

KAY SUMMERVILLE

SALES MANAGER

PLANO CONVENTION AND VISITORS BUREAU



Our full-service, 300-room Hilton Granite Park broke ground on April 1. (Artist's rendering above.)

The hotel should be complete and open for business in the Fall of 2014. We hope to be able to announce much more at the October SGMP that the Plano CVB is sponsoring!

THE PARKING SPOT:

The Parking Spot has a special rate for State of Texas travelers. You'll save 25% off regular rates at all Parking Spot locations in Texas! The Parking Spot has clean and secure airport parking facilities in Austin, Dallas (DFW & Love Field), and Houston (Bush Intercontinental & Hobby). Shuttles run continuously, so getting to and from the airport is quick and easy. The Parking Spot provides State of Texas travelers: 24-hour access to your vehicle, no blackout periods for State of Texas rates, timely shuttle service to and from airport terminals, luggage assistance to and from shuttles, complimentary USA Today newspaper at check-in, complimentary bottled water at check-out, valet service at many locations, free online reservation capabilities, and the Spot Club Exec frequent parker program.

NEW! The Parking Spot is offering Double Spot Club Points exclusively to all Spot Club Exec card holders May 1st - June 30th, 2013. Registration is not required and the Double Points will automatically be credited to your account during the promotion.

Order Your State of Texas discount card, view State of Texas rates and make fee-waived parking reservations at: <http://bit.ly/theparkingspotStateofTexas>

WACO MEETINGS MARKETPLACE:



The 2nd Annual Waco Meetings Marketplace will take place on Wednesday, May 22 from 10 AM – 2 PM in the Brazos Ballroom of the Waco Convention Center. This is a free tradeshow aimed at bringing together meeting and event planners with the vendors they need for a successful event.

Anyone who plans a meeting is invited to attend including those who plan conferences, weddings, quinceañeras, workshops, or sporting events. Attendees may be from corporations, non-profit groups, or colleges and may be volunteer planners or full-time professionals.

For more information, contact Carla Pendergraft, CMP at 254-750-5806 or e-mail at carlap@ci.waco.tx.us.

PLANNER SPOTLIGHT ON... CAROLYN SALINAS

BY KAREN KRC, ACCENTURE

The Texas Lone Star Chapter is proud to Spotlight Carolyn Salinas. Carolyn is a planner with the Texas Workforce Commission (TWC). Her title is Program Specialist IV, working in Workforce and Board Support. She has been making a difference with her exceptional skill set and uplifting attitude at TWC for over 14 years. Carolyn's roles include planning, coordinating and implementing the TWC Workforce Forum and assisting with their Annual Conference. Carolyn is instrumental in the design of the Workforce Forum which seeks to increase workforce staff



capacity through knowledge and information exchange.

Carolyn was born and raised in Fredericksburg, Texas, as were both of her parents. She attended St. Mary's Catholic Church, which was established in 1846 and is actually listed in the National Record of Historic Places. Carolyn attended Fredericksburg High School, proud home of the Battlin' Billies! She continued her education at St. Mary's University in San Antonio earning a Bachelor of Arts degree in Public Justice (Criminal Justice). Carolyn graduated Magna Cum Laude and is a member of the St. Mary's Alumni Association. She then attended the College of the Southwest in Hobbs, New Mexico earning a Master of Science in Education, Guidance and Counseling.

While living in New Mexico, Carolyn worked with disadvantaged groups (adults and youths) and provided guidance to assist them in becoming self-sufficient. Carolyn says "It is a very rewarding experience to help a person develop professionally and personally and accomplish goals which impacts their life in a positive way." Carolyn lived in the "Land of Enchantment" for almost 20 years before returning to our great Lone Star State.

Carolyn has a daughter named Consuelo (nicknamed Connie who is a senior at the

University of Texas at San Antonio. She is following in mother's footsteps with a major in Criminal Justice and a minor in Sociology. Needless to say, she is extremely proud of her daughter. Carolyn has been blessed with a large and close-knit family and has six siblings all living in the Fredericksburg area. Carolyn enjoys gardening, walking, attending Mass, and spending time with her family and friends. She is a sports enthusiast and especially loves watching the San Antonio Spurs.

Carolyn joined SGMP in 2008 and has been an active participant in all of the SGMP events, conferences and community involvement. She is grateful to SGMP for the opportunities and support that it offers. She has learned so much from both her fellow planners and the hotel suppliers. Carolyn believes that no matter what career field, one must strive to learn new skills and embrace new challenges. That is an attitude she shares with others.

Carolyn's personal goals include continuing to grow spiritually, staying strong in faith, be forgiving and always help others. She wants to be the best mother, sister, aunt, friend, co-worker and SGMP member that she can be. Success in all those areas is already been proven. We are very lucky to have such a great achiever and caring member in our chapter!

SUPPLIER SPOTLIGHT ON... RYAN GARCIA MARRIOTT TEAM PROFESSIONAL

BY BOB NICHOLS



Born and reared in Tucson, Arizona, Ryan Garcia of the Marriott Organization and his wife decided to offer their growing family a new adventure in Texas about six years ago. A graduate of Mountain View High School he obtained his degree in Hotel and Restaurant Management from Northern Arizona University.

His education is unique. While obtaining a degree at NAU he was also a full time Marriott employee earning the degree via online courses. It was during an “Intro to Hospitality” course while attending the community college that a spark was generated which brought him into the hospitality industry. That, in turn, brought him to the Marriott Team where he continues to grow.

If it involves the great outdoors, Ryan, his wife of eight years and their two young ones, Kara and Emma, can be found energized by activities such as kayaking and volleyball. He is an active volunteer staff member with his local church in New Braunfels serving as Director of Creative Arts. His team is tasked with managing all media related items.

Ryan plans to continue his chosen path with the Marriott Organization. No specific position is on the horizon, only to continue making his best effort daily wherever service in the industry is offered. He would like to be with Marriott another 20 years, which would put him at 28 years of service. He would also like to remain in Texas. Knowing change happens he knows God will have an impact on his family’s final location.

He and his wife were able to start checking things off their bucket list beginning with a trip to Alaska in September 2012. While they search for their next big adventure they are enjoying their Texas adventure. Introduce yourself to Ryan and enhance your SGMP experience.



MEETING PLANNING TIPS

EVENT PLANNING

JIM ZUKOWKI, CGMP

Meeting event planners face hundreds of challenges, so here are someone else's innovative solutions to some common challenges.

PLANNING TIPS:

- Reduce your room attrition fees. A few days or so before your event, find out if your hotel is booked. If so, you can use that to get them to waive any attrition fees you may have incurred.
- Arrive an hour early for site visits. Show up at least one hour before a scheduled site visit unannounced. In that time, walk around and try to interact with staff as if you are a guest and not a seasoned traveler.
- Look into the restaurants; eat there if you have time. You may want to ask for recommendations for local restaurants (just to see the reaction on the faces of the staff.) You can call off an inspection when the property doesn't come close to your standards for the event being planned. You've saved your time and that of the sales manager.
- Use a tree stanchion for lanyards. As most government planners know, string/lanyard badges can get tangled easily and create quite a mess in the registration area. You can go to most department stores and find a necklace stanchion (stand) in the jewelry section or purchase them online and use them at all of your conferences and events. You reduce the possibility of knots in the lanyards and they make the registration area look even more professional and organized.
- Reserve the last rows of the meeting room to fill front rows. Nothing looks worse than empty tables and chairs in front of the meeting stage at a particular event. Put reserved signs on the last two rows of banquet tables or chairs in the meeting room. This forces attendees to look at tables and chairs closer to the stage or podium. Once the front tables/chairs are filled, pull the reserved signs and fill the tables and chairs in the back of the room.
- Use a fishing tackle box for a supply kit. Fill it with miscellaneous items you need for your meeting such as pens, stapler/staples, paperclips, box cutter, scissors, Velcro, batteries, sewing kit and/or emergency kit. Everything is organized and in one spot to help save time. Make sure you have a list of the

contents and restock it when you return home from the event. Do this before you find yourself at the next meeting and find that something is missing!

Adapted from tips received at www.ConventionPlanit.com.

ON A PERSONAL NOTE...



Grandma Kristi Griffith's bundle of joy Emma Grace Battaglia arrived on May 7th at 10:21a.m. weighing in at 7lbs 1oz at 20 inches long.

CONGRATULATIONS!

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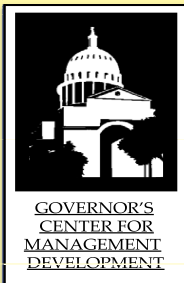


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Peter Senge

For course descriptions, dates and registration visit the Governor's Center website: www.utexas.edu/lbj/profdev/gcmd
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RECIPE OF THE QUARTER

SWEET & SOUR BRISKET

JIM ZUKOWSKI, CGMP

Ingredients:

- 5 – 7 lb. brisket
- 2 16-ounce cans stewed tomatoes-cut up
- 2 8-ounce cans sauerkraut
- 2 cups applesauce
- 4 tablespoons brown sugar

Directions:

Rub brisket with a dry rub. I use Montreal Steak Seasoning. Bake brisket uncovered in a 250 degree oven allowing the fat and juices to render. This may take 1 – 2 hours. Drain as much of the fat as possible. In the meantime, heat the first four ingredients in a pan. Spoon some of the mixture over the brisket; immediately cover the brisket with foil and continue baking. Monitor the brisket adding more of the sauce as necessary. Reserve enough of the sauce for serving with the brisket and suggested mashed potatoes. When the brisket is tender, remove from oven, remove foil, and let stand for 10 minutes. Slice the brisket on to a serving plate, cover with some of the sauce, and serve with mashed potatoes. Enjoy!



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SPRING CLEANING...FOR YOUR COMPUTER!

BY ESTES SHER
SENIOR SALES MANAGER
HILTON AMERICAS HOUSTON

Spring cleaning is a good idea for your office, home and your computer.

Here are 4 Free & Easy Steps to clean up and speed up your Windows based computer:

RUN: Disk Defragmenter

PURPOSE: Organize your hard drive data so it can be retrieved more easily and faster

STEPS:

CLICK ON: Start ► Programs ► Accessories ► System Tools ► Disk Defragmenter ► Analyze ► Defragment

RUN: Error-checking

PURPOSE: Fix system errors and recover bad sectors

STEPS:

CLICK ON: My

Computer ► **RIGHT CLICK** C: Drive ► Properties ► Tools ► Error-checking ► Check now ► Check disk options (BOTH) ► Automatically Fix System Errors ► Scan for and attempt recover of bad sectors ► Start

RUN: Disk Cleanup

PURPOSE: Remove unnecessary, temporary and duplicate files

STEPS:

CLICK ON: Start ► Programs ► Accessories ► System Tools ► Disk Clean Up

RUN: Registry Cleaner

PURPOSE: Organize the “brains” of your windows operating system for faster performance

DOWNLOAD: CCleaner from this website ► www.piriform.com/ccleaner

INSTALL: CCleaner

RUN: CCleaner and **CLICK ON**

Registry icon (on left side of screen)

STEPS:

CLICK ON Scan for Issues and then

CLICK ON Fix Selected Issues

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The 2013 National Charity is The Mustard Seed of Central Florida. For over 30 years this group has collected donated items such as furniture, appliances, household items, and toys; anything that helps create a home for such recipients as the homeless, victims of domestic violence and disasters, welfare recipients, the elderly, the disabled, the ill, and others struggling to redevelop a home in Central Florida.

The mission of this exceptional organization is to help rebuild the lives of families and individuals who have suffered disaster or personal tragedy. They provide household furnishing and clothing while being environmentally responsible to the community.

The Mustard Seed has a small staff of only eight full-time employees operating three trucks to pick up donated items. Loyal volunteers are the critical

component of the organization's ability to provide much-needed support to the Orlando area community.

Donations are being collected by all of the SGMP chapters across the country.

During a hands-on event to be held on Wednesday, May 22 at the NEC, volunteers will assist with clothing and goods separation for distribution. Buses will pick up the volunteers at the Shingle Creek Hotel early in the morning with the event lasting from 9 a.m. until 11:00 a.m. Light to possibly heaving lifting may be required.

Go to the SGMP national website www.sgmp.org for more information on The Mustard Seed.



Plain expectations

Long meetings, old facilities, nothing close by, nothing to do, same old, same old.

Plano expectations

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Date of Meeting	Topic/Program Coordinators
May 22-24, 2013	SGMP 31st NEC – Orlando, FL
June 13, 2013	NEC Update/Board Installation/Volunteerism Speaker: Scholarship Winners and Ally Brickley
July 11, 2013	Summer Silent Auction Omni Hotel Southpark
August 16-18, 2013	PDS YO Ranch Kerrville, TX
September 12, 2013	Legislative Affairs Speaker: Justin Bragiel Boy Scouts of America Center