

The Greatest Show on Earth

Robert Nichols, CMP
Governor's Center for Management Development

Ladies and Gentlemen, Children of All Ages come join the Greatest Show On Earth as the Texas Lone Star Capital Chapter of SGMP proudly presents Mr. Jim Spellos' "Way Cool Apps: 60 Apps in 60 Minutes" at the Austin Hilton Airport Hotel the evening of October 10, 2013 beginning at 5:00 PM.

Do you still have your computer? Or is your business becoming more productive and more mobile by using tablets instead? Whether you're using an iPad, Android or Windows 8 device, without knowing the best productivity apps available, you're not using your time most efficiently. The Texas Lone Star Capital Chapter brings you James Spellos, president of Meetings-U, to present a fast-paced session that will review and showcase 60 of the most useful apps for the meeting industry professional. You are encouraged to bring your tablet and smart phones to share your favorite apps with your peers.



Jim Spellos
Meeting-U.com

After attending this session, you will be able to:

- ~ Identify 60 of the most useful business apps available for the hospitality industry
- ~ Understand how the Android and Windows mobile solutions compare against the Apple apps
- ~ Use your mobile devices more effectively for business applications

Kay Summerville, Plano CVB, and Heather Downing, Hilton Austin Airport, are the core hosts for this special October Event. It is through contributing sponsorships of the Texas Association of Convention and Visitor Bureaus, Waco CVB, and the Wichita Falls CVB that we are able to have exceptional speakers such as Mr. Spellos. This important event will enhance your ability to exceed expectations.



2013 Professional Development Seminar: We Got 'Er Done!

LaToya Scott
DoubleTree Suites by Hilton - Austin

Thank you all for attending this year's PDS! We had a hog killn' time with some good ole legendary education. Fay Faure and the Y.O. Ranch Hotel and Conference Center pulled out all the stops and created an awesome old west atmosphere for us to enjoy.

If you rode the stage coach, the stop in Hye, TX was a hit! Corn juice and gelato was only a fire starter to what was ahead. The weekend kicked off with a welcome fandango and trade-show. We learned how to Rodeo Barrel Race, Barnyard Trot and Horse Race. Former National President Melody Kobe fell off her horse but kept on smiling as she finished the race. We enjoyed great food and had a ton of fun. Barney Fife turned up Saturday morning with laughs and a hilarious story about his dad thinking Twitter was a web site dedicated to



(Continued on page 3)

President's Message

Robert Casias, CMP

National Guard Association of Texas



I am happy to report that we have successfully completed required tasks related to our transition from the old to the new board. Back in July, the new board conducted a board retreat to consider a new operating budget, educational program calendar, and annual membership survey (see the survey results in another article in this newsletter). In addition, we examined areas that needed change like our \$68

per month storage fee, and the chapter PO Box.

We approved our chapter's 2014 budget and we still remain on solid financial footing. The approved budget was submitted to the national office prior to the July 31 deadline. There are some challenges related to our membership revenue share (see Joint Leadership Meeting article), but we are planning some additional fundraisers to offset the expected loss from our membership renewal rebates (revenue sharing check). If you have questions about our budget process or the

budget itself, feel free to contact our Treasurer Megan Hamilton, CGMP at Treasurer@sgmpaustin.org.

I received notification from our Education Committee that our educational programs have been planned out through December of 2014. I commend Education Committee co-chairs: Grace Nied, CGMP and Theresa Campos, CGMP, along with their committee, for putting the calendar together and submitting the required information to the National office by the September 15 deadline. In the next few weeks we will print our "SGMP Texas Lone Star Capital Chapter 2014 Event" post card for distribute to our members. We are in for some great educational programs, so make sure to visit our website at www.SGMPAustin.org to learn more by clicking on the *Upcoming Events* link.

This past month (with board approval) we closed our storage rental space. Thank you Louis LeDoux and Jim Zukowski, CGMP, who went out on a hot Sunday afternoon to inventory/remove the stored items and recycle much of the left over newsletter and old stationery. This will result in a yearly savings to the chapter of \$816. We also were able to move our PO Box from the Anderson location to a more central location on South Congress. Please make note of our new mailing address: TLSCC, PO Box 11, Austin, Texas 78767. This will now mean we can pick up the mail more frequently and deposit checks more rapidly.

Finally, I did not want to miss the opportunity to thank our Professional Development Seminar (PDS) Chair, LaToya Scott and her committee for a SUPER job in putting together PDS in Kerrville. We had a record attendance and the educational program topics and speakers were superb. I want to personally thank all of our sponsors because we could not have done it without them. I especially want to thank Fay Faure and her staff at the Y.O. Ranch Hotel & Conference Center and Gloria Szafraniec and Marge Pettway with Inn of the Hills – they worked with our committee to put on a very successful 2013 PDS!

*Know what's weird? Day by day,
nothing seems to change, but pretty
soon...everything's different."
--Calvin from Calvin and Hobbes*

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Jackie Ray, Omni Corpus Christi Hotel
Susan Ruiz, Texas Workforce Commission
LaToya Scott, Doubletree Suites by Hilton—Austin
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Jim Zukowski, CGMP, Contract Planner

From the Editor

Welcome to issue number 2! The Newsletter committee has big things in store for next year! AND we will need your help.

There will be two new columns starting with the 4th quarter issue: Humor in Hospitality and Heard and Overheard.

Of course to make those columns successful, we need your help. If you see a good joke about meeting planning or hospitality, send it our way! OR if something funny happens in your work, let us know! We want this column to express the lighter side of our profession.

In the 'Heard and Overhead' column we intend to get a little more personal. If you are attending a SGMP event or committee meeting and something someone says makes you laugh, share it with all of us!! SO...be forewarned...we will be listening!

Also coming in the next issue is a contest of sorts. We want to know who is really reading this publication. Just a hint—you will need to know your membership ID number.

If you have any suggestions for the newsletter OR would like to contribute an article OR have any questions, don't hesitate to contact me! I would love to hear from you! Email: jspi456@yahoo.com; cell (512) 461-3236.

Onward!

Janet Spies



"The PDS conference sessions were informative and the scheduled evening events were fun. It takes a lot of planning to pull off a successful conference." (from the event survey)

(Continued from page 1)

birds- LOL! Barney taught us the Mayberry method on **How to Deputize** (Delegating Authority), **Nip it in the Bud** (Keep Small Problems Small), **Who is your Ernest T?** (Dealing with Distractions) **Don't be a Goober** (Time Management Strategies) and **Keep your Bullet in your Pocket** (Think Before you Speak). The crowd went wild!

CGMP, Family Feud brought up some attention-grabbing conversation on how the actual test is presented. If you're interested, saddle up with Grace Nied, CGMP for more detailed questions and answers. The Inn of the Hills greeted us with a signature welcome followed by a tour of the hotel and the husking bee lunch. Paula Fenner delivered a presentation on Pantone color trends for your event, appropriate settings and seating and tips on food and beverage savings. We cooled our heels after lunch and grubbed on an interactive town meeting led by Joe Bedsole, CTA. Our State of the Industry panel of experts included Rob Casias CMP, Steven Stout CAE, Paula Fenner CPCE and supplier veteran Rebecca Halderman. Ideas were shared on new technology trends, apps and great dialog on planner expectations and supplier needs.

Our Saturday Hill Country on Island Time shindig was a hoot with live music by the Parrothead Band. The conga line was lead by yours truly and we had a rockn' good time. The food was fantastic! We wrapped up Sunday morning with Mr. Positive tickling our funny bone. Having a positive attitude and laughter improves relationships in different ways. Just ask Past President Kim Kizer (wink)!

A record breaking amount of raffle items filled our weekend with amazing gifts, tchotchkes and hotel stays. We raised a tremendous amount in raffle sales and presented the Hill Country Signs of Hope charity with a groovy donation.

The Shining Star Awards were announced and presented to planner Kathy Casarez and supplier LaToya Scott. What a humbling and great way to end the weekend. Our event, weekend and experience were not possible without our Ace High, Big Guns, Yellow Hammer, Iron Horse and Pony Up sponsors. Our cowboy hats off to you for your contribution to the Lone Star Capital Chapter. 1859 Historic Hotels, Inc and the Y.O. Ranch Hotel is one bad Smith & Wesson.

If you missed it, buckle up for next year cuz its gonna be a another great ride!



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Recipe of the Quarter

Ojo Rojo

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1 Liter Rum

1 Liter Southern Comfort

2 - 46 oz. Cans of Pineapple Juice

2 - 46 oz. Cans of Orange Juice

1/2 Liter Grenadine

Stir & Serve chilled or on the rocks. Makes approximately 50 servings.

Thank you Aileen Ramos and the Laredo CVB for sharing!

2012-2013 Shining Star Award Winners



Planner

Kathy Casarez
State Bar of Texas

Supplier

LaToya Scott
DoubleTree Suites by
Hilton—Austin

2012 Host of the Year!



Drury Inn & Suites Riverwalk
San Antonio

Technology Today

How to Share Files on the Go...Fast and Easy

Estes Sher

Hilton Americas –Houston

Disclaimer: Always follow your organization's rules and regulations with regards to sharing "sensitive" information that may be considered "proprietary" or "confidential" in nature. Failure to do so can lead to legal and/or employment actions against you.

Once you have determined that the files you wish to share are safe for sharing, you can share these files on the go with other people on the go from any computer, tablet or Smart phone for free by creating an online Dropbox Account (you only need a unique email address and password). Keep in mind you should only share account information with people you "*know and trust*" with this system. Once your account is setup, you can share the account online and access it online from any computer, tablet or Smart phone anywhere in the world. You can "drag and drop" files from your mobile device into your Dropbox

account where they can be accessed by your partner's mobile device wherever they are.

Depending on the "sensitivity" of information being shared, you might want to create several different Drop Box Accounts – "Work Related", "Non Work Related", "Low Sensitivity Files", "High Sensitivity Files", etc. and limit sharing within the appropriate account.

For additional security and privacy, don't share your actual Dropbox account and password but only send "email links" to specific files that you want to share from your own Dropbox account to other people's Dropbox account or through "add on" Dropbox applications in the marketplace. This is how most people share using Dropbox. However, this is less flexible in terms of speed and access from different devices, since you can only have one Dropbox account associated with one device at one time vs. sharing an account online from any device.

Like most things in life, there are tradeoffs between speed and convenience vs. security.

So, I leave you with two rules I follow when it comes to sharing...

"When in doubt, leave it out."

"What would my boss or wife say?"

And the Survey Says...

Rob Casias

National Guard Association of Texas

Our chapter annual membership survey was e-mailed to members on August 5, 2013 and the survey closed on August 12, 2013. To view the entire survey results please visit our www.SGMPAustin.org website and click on the *Chapter Documents* link. The survey consisted of 10 questions. Over 77% of the respondents are satisfied with our chapter, but this also means we still have some work to do win over more satisfied members. In ranking what was most important about attending an SGMP event, 73.6% members stated that it was their interest in the scheduled speakers and the usefulness of the topics covered. The 5-7 p.m. evening program format currently used by our chapter had majority approval of 57.1% to other suggested meeting times. Members also had opportunities to share their comments regarding ideas to improve the chapter and ideas they would like to have implemented. There were many helpful suggestions; however, one comment that stood out for me was "Give other members (besides the board) opportunities to receive scholarships. It looks like they are limited to board members only." Scholarships are made available to ALL active members. I have been on the board for 6 years and every year our greatest challenge is getting members to apply for scholarships. Furthermore, we have not turned

away any member applying for a scholarship. Last year all applicants received either full or partial scholarships. The membership survey also reflects that over 70% of respondents have no interest in serving on a committee. As a chapter we all need to reach out and help shoulder a little bit of the load from those members that consistently serve on committees. Remember, a good portion of the scholarship applications is weighed in favor of committee involvement – these are standards prescribed by our national office and board. On a final note, over 90% of the survey respondents stated they would recommend membership in SGMP to a friend/colleague. Thanks to all of you who took time to complete the membership survey. Your board will be reviewing the numerous suggestions for new ideas and suggested changes.

"Nobody can go back and start a new beginning, but anyone can start today and make a new ending."

--Maria Robinson

Professional Development

It is all about the Culture, Core Values and of course... being happy!

Aileen Ramos
Laredo CVB

I've always been passionate about customer service, its different components and how it can make or break a brand or a company. We all have customers and strive to provide them with the best experience, but how can we make sure our team, department, and even vendors are on the same page as us? This book gives you the tools you need to WOW your next customer.

In his book "Delivering Happiness: A path to profits, passion and purpose", Zappos' CEO Tony Hsieh explains how he came to the realization that it is all about building a *culture* that promotes happiness around employees and vendors, "We are trying to deliver an amazing experience for our customers, and it needs to start inside our office."

But to create a *culture*, it is very important to have *core values*, they define the character of your organization and guide the way people will behave and make decisions.

The well-known online store, started by asking their employees, what was important for them, what they saw as their core values. With the input of their team they made sure they were listening to the people in the front line and in all levels of the organization.

By the end of the exercise they had 30+ values, which now have been summarized in 10. They drive the



Chapter members enjoying a 'conga' line during PDS.

"The PDS conference sessions were informative and the scheduled evening events were fun."

PDS Attendee

way Zappos employees work and interact with customers, vendors, co-workers and even with the community.

When creating your own list, think of what is important for you, your team, vendors and customers. What would help you maximize your happiness each day? How can you make your organization better? What are you passionate about?

"At Zappos, our belief is that if you get the culture right, most of the other stuff - like great customer service, or building a great long-term brand, or passionate employees and customers - will happen naturally on its own." said Tony Hsieh in a recent interview.

Having your own set of core values will help your team know what is expected of them and will translate in "better customer service, employees that are empowered to drive change and make the organization better every day, a positive and more creative work environment and unlocking your employees' potential". As a result, you will provide a WOW experience for every customer, vendor and attendee.

I enjoyed reading "Delivering Happiness", it provided me with key insights to apply to my daily job, including how Tony Hsieh and Zappos.com took the project to the next level. They've built a lifestyle of delivering happiness and what started as a book has now become a movement.

If you want to know more about Zappos' core values visit www.deliveringhappiness.com.

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Financial Report

July & August 31, 2013

Megan Hamilton, MBA, CGMP
Sheraton Austin Hotel

INCOME	
PDS Sponsorship	\$4,082.03
PDS Registration	\$2,484.50
Monthly Meeting Dues	\$604.90
Raffles	\$1,500.00
Revenue Share	\$1,423.50
Charity Donations	\$422.00
Total Income:	\$13,851.62

EXPENSES	
PDS Speaker Fees (lodging, fees, etc)	\$1,919.19
Banking Fees	\$96.63
PDS Expenses	\$1,150.90
PDS Scholarship expenses	\$784.01
PDS Charity Donation	\$750.00
Board Retreat	\$3,469.00
Awards	\$394.20
Operating Expenses & Miscellaneous	\$872.92
JLM Expenses (President & 2 nd VP)	\$935.20
Total Expenses:	\$10,610.85

Community Involvement

TLSCC Members Cook Dinner at Dell's Ronald McDonald House

Joe Bedsole
Experience Arlington



On Tuesday September 10th members of the SGMP Texas Lone Star Capitol Chapter participated in the organization's 3rd quarter 2013 community involvement event. Our fellow members met at the Ronald McDonald House at Dell Children's Hospital in Austin to prepare dinner for the almost 30 current residents of the house. The great "CHEF'S" of SGMP TLSCC put together a tasty meal of grilled hamburgers, hot dogs, potato salad, fresh fruit, homemade cookies, juicy vegetables and all of the 'fixins. Our own chapter "Grillmasters" David Price and Karen Krc worked through the rain and gallantly prepared delicious burgers and hot dogs. The purpose of SGMP TLSCC members providing a meal for the families that stay

at the Ronald McDonald House takes away the worry and hassle of food preparation so that the families can give all their energy and attention to their hospitalized child. The Dell Children's Hospital Ronald McDonald House families always cite the donation of meals as a major help.

Ronald McDonald House Charities of Austin and Central Texas creates, finds and supports programs that directly improve the health and well being of children and their families. They have been providing these programs for almost 30 years since a group of community leaders came together to open the Ronald McDonald House in Austin in 1985. McDonald's restaurants is a partner in care and provides, through local donations, about 17% of our operating budget. The other 83% comes from gifts from corporations, organizations, foundations and individuals like you who help us give families a place to stay near their hospitalized children. Members of the SGMP TLSCC last volunteered 3 years ago and we will look to continue this community involvement effort now on an annual basis. Thank you again to our fellow SGMP TLSCC members David Price, Theresa Campos, Catherine Weir, Kathy Casarez, Karen Krc, Janna Ibarra, Rob Casias and Joe Bedsole who volunteered their time and provided the food and fellowship for this event here in Austin.



www.rmhc-austin.org

Fundraising Update

Susan Ruiz
Texas Workforce Commission

A big "thank you" to all of our supporters who contributed towards the raffle at the 2013 Professional Development Seminar: Texas Hill Country and Texas Lone Star Capital Chapter: What Legends are Made Of! We raised a grand total of \$1,041. We would also like to thank the Y.O. Ranch Hotel & Convention Center as well as the Inn of the Hills.

Mark Your Calendars! Our Annual Christmas Party / Silent Auction is scheduled for December 5, 2013 at the Crowne Plaza Hotel. This is our largest fundraiser for the Chapter. Silent auction and bag raffle donation forms will be available in the very near future.

Donors from July, August and September!

Donated By	Property / Business
Louis LeDoux	Texas Workforce Commission
David Price	Hilton Garden Inn-Austin
Grace Nied	Grace Nied Consulting
Bob Nichols	Governor's Center for Management Development,
Aileen Ramos	Laredo CVB
Heather Downing	Hilton Austin Airport
Catherine Weir	Holiday Inn Austin-Lady Bird Lake
Joe Bedsole	Experience Arlington/Arlington CVB
Estes Sher	Hilton Americas-Houston
Pat Streetman	Retired
Jim Zukowski	Contract Planner
Jenny Liang	Doubletree University
Kathy Casarez	State Bar of Texas
Rhonda Durst	Retired
Rick & Gina Garcia-Vega	Hayes CISD
Rob Casias	National Guard Assn. of Texas
Cameron Park Zoo	Waco CVB
Jana Ibarra	Crowne Plaza Hotel-Austin
Stacy Janecka	Office of the Attorney General
Veronda Durden	Dept. of Assistive & Rehabilitative Services
Lavita Miller	La Torretta Lake Resort & Spa
Steven Killion	Doubletree by Hilton, North Austin
Rebecca Ybarra-Ramirez	San Marcos CVB
Sandra Sleeper	University of Texas at Austin
Dottie Bosley	Galveston Island CVB
Karen Villagomez	Greater Houston CVB

Texas Rangers	Texas Rangers
Sheraton Hotel-Arlington	Sheraton Hotel-Arlington
Chuck Moses	Omni Austin-Downtown
Laurie Hartz	Fredericksburg CVB/ Fredericksburg Inn & Suites
Jackie Ray	Omni Corpus Christi Hotel
Peggy Kahler	Hawthorn Suites Arlington-DFW South
Karen Krc	Accenture
Monica Castillo	El Paso CVB
Marge Pettway	1859 Historic Hotels
Megan Hamilton	Sheraton at the Capitol
Connie Reideke	Hilton Waco
Irma Adams	Embassy Suites Hotel & Spa-San Marcos
Rebecca McLaughlin	Holiday Inn Select - Tyler
Shari Rickman	Tyler CVB
Darlene Morgan	Crowne Plaza - Houston
Janet Spies	JFS Events
Terri Stafford	Region 16 ESC
Carolyn Salinas	Texas Workforce Commission
Joy Hall Bryant	Texas Department of Information Resources
Theresa Campos	Holiday Inn Midtown
Karla Starkweather	Health & Human Services Commission
Michele Moura	Doubletree by Hilton – Houston Intercontinental
Betty Anderson	Orangewood Suites
Lori Mansell	Radisson Ft. Worth-Fossil Creek
John Fox	Crowne Plaza Downtown Dallas
Houston Gulf Coast Chapter SGMP	
Jennifer Steger	Omni Colonnade

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Save these dates!!

October 8, 2013	Education Committee Meeting 11:30	Holiday Inn Midtown
October 10, 2013	5:00-7:00 Chapter Meeting Jim Spellos: 60 Apps in 60 Minutes	Hilton Austin Airport
October 23, 2013	11:30 Chat—N—Chow	Austin Renaissance Hotel, Tuscany Room
November 14, 2013	5-7 Chapter Meeting Sheriff JB Smith: Everyone Needs a Good Laugh!	Holiday Inn—Lady Bird Lake
December 4, 2013	5:00 Newsletter Committee Meeting	Hyatt House Arboretum
December 5, 2013	5:00-7:00 Christmas Party & Silent Auction	Crowne Plaza Hotel
January 9, 2014	Chapter Meeting	TBD
February 13, 2014	Chapter Meeting	TBD
March 7-9, 2014	Region V Conference (AKA PIE 2014) Saddle Up for the PIE of Your Life!	Houston Hilton Westchase (Registration opens 11/1/2013)
April 10, 2014	Chapter Meeting	TBD
May 6-8, 2014	National Education Conference	Portland, Oregon
June 12, 2014	Chapter Meeting	TBD
July 10, 2014	Chapter Meeting/Silent Auction	TBD
August 2014	Professional Development Seminar	TBD

Supplier Spotlight

Christina Swanson, Waco CVB

Robert Nichols, CMP

Governor's Center for Management Development



A native of San Antonio, Christina was reared in Waco, Texas graduating from Waco High School in 1991. Christina is in her eleventh year with the Waco Convention & Visitors Bureau, having begun her career as a Local Sales & Service Manager. She is experienced with both the front and back of house service, helping clients from initial proposal through on-site servicing, billing, and everything else involved with an event. In 2010 she completed her Associates Degree in Business with Honors as well as earning her Public Assembly Facility Management School Certificate from the International Association of Assembly Managers. These achievements resulted in her promotion to Convention Sales Manager that same year. In this position she enjoys working with a variety of groups of all sizes to help locate multiple venues and services citywide, as well as creating unique experiences with that Central Texas flair. With experience, continued learning, and valued mentoring she earned the coveted Certified Meeting Professional (CMP) credential in 2011. Juggling professional and family demands as well as other opportunities Christina earned a Bachelors Degree in Business from Tarleton State University in May 2013, graduating with a 3.19 GPA.

Christina is a dedicated wife, mom, and community activist married to Majdi, who retired from the entertainment industry in 2012. They have a great passion for Texas tourism, which they are now able to invest more time seeing the state. They are the proud parents of Nick, 20, and Chris, 16, who keep them on the go 24/7. If they are not wakeboarding at Waco's new BSR Cable Park, you can find them on the road seeking big city thrills from Fort Worth to San Antonio, and exploring red-dirt roads on their Harley-Davidson. Christina is a hard working public servant serving as Board Director and Public Relations Chair for the Cen-Tex Hispanic Chamber of Commerce. She has also served in various roles with Altrusa, Waco Family Abuse Center, South 40 Scholarship Committee, and American Heart Association.

Waco & the Heart of Texas have been staunch supporters of government business for more than four decades providing valued support to SGMP and the TLSCC for the past three decades. Christina is their proud representative to SGMP regularly attending the monthly meetings as well as serving on the 2012 Professional Development Seminar. Take a few moments to introduce yourself to this charming and interactive member of our chapter. You will both benefit from the opportunity.

Planner Spotlight

Harriett Lloyd, Texas County & District Retirement System

Karen Krc

Accenture

One of the brightest stars in our Texas Lone Star Capital Chapter of SGMP is Harriett Lloyd with the Texas County and District Retirement System. She has been with TCDRS for ten years. Before Harriett came to TCDRS, she worked for Sematech for thirteen years. Harriett says the best thing about her job is the great people with whom she works. She says the worst part is her desk, which looks terrible, but is organized chaos and she can find everything she needs. Harriett enjoys meeting planning and remembers one of her favorite events which was held at the Umlauf Sculpture Garden.



It was a beautiful, peaceful location and so different from the typical venues; everyone loved it. Harriett says the most important thing when hosting a meeting is that TCDRS is able to offer the state rate to their attendees.

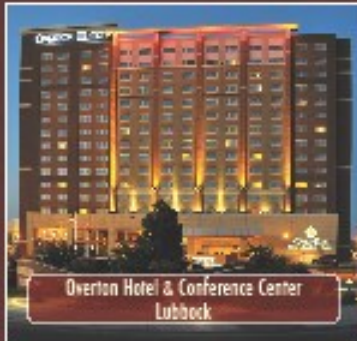
Born and raised in Benton Harbor, Michigan, Harriett relished living a mere 2 miles from the beach. She has been married to her husband, Paul, for 23 years. Harriett has been blessed with a beautiful family. She has a 16 year old daughter, Lisa, and two step kids, David and Andrea. David and his wife, Heather, have a baby girl and Harriett is her "Mimi". They live right across the street, so they are able to spend a lot of quality time together. This close proximity makes it easy for Harriett to try new recipes and share her culinary skills with her family.

Harriett joined SGMP in 2010. She can always be seen with a smile on her face and a bundle of raffle tickets in her hand. Harriett enjoys SGMP because our organization offers membership and education courses at very reasonable costs. She enjoys the networking opportunities and all of the wonderful people she has met. Harriett also feels fortunate that her boss is our immediate past president, Kim Kizer.

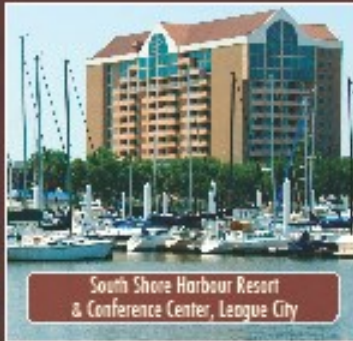
Harriett's professional goals include mastering her negotiation and communication skills, becoming more tech savvy, and to eventually get her desk cleaned one day. She says her personal goals are standard: simplify, reorganize and downsize. Harriett is also looking for more time to exercise, which resonates with many of us. Harriett also has a desire to be a tourist in her own town. She would like to spend time visiting all of the great Austin hot spots. When asked to describe herself in three words, Harriett answered, "Happy, happy, happy!" We are indeed fortunate and extremely "happy" to have her as one of our members.

Legendary Locations.

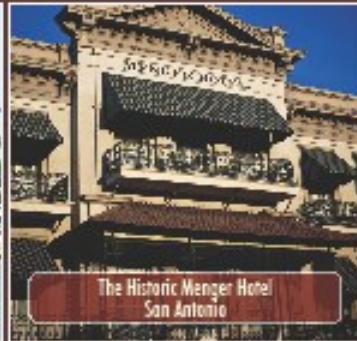
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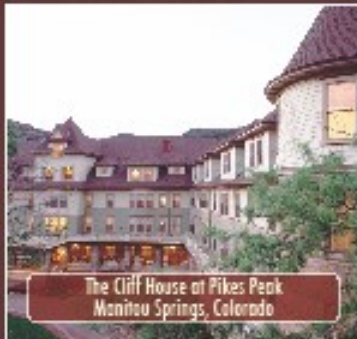
Overton Hotel & Conference Center
Lubbock



South Shore Harbour Resort
& Conference Center, League City



The Historic Menger Hotel
San Antonio



The Cliff House at Pikes Peak
Manitou Springs, Colorado

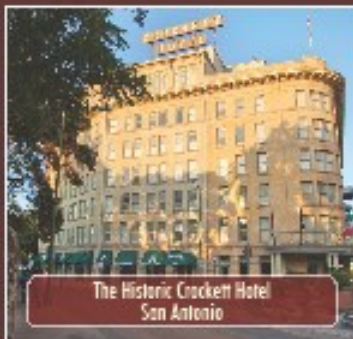
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The Brown Hotel
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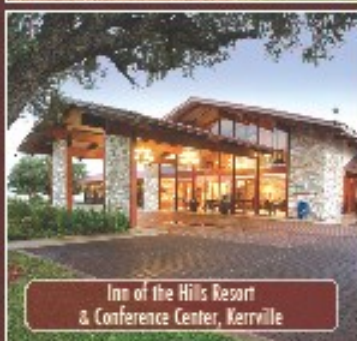
Fredericksburg Hospitality House
Fredericksburg, Virginia



The Historic Crockett Hotel
San Antonio



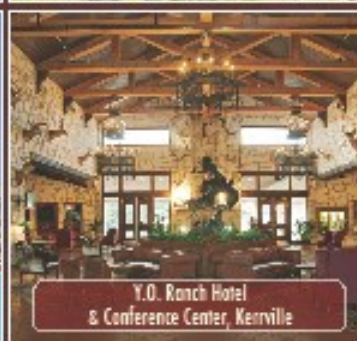
Doubletree by Hilton
Houston Hobby Airport



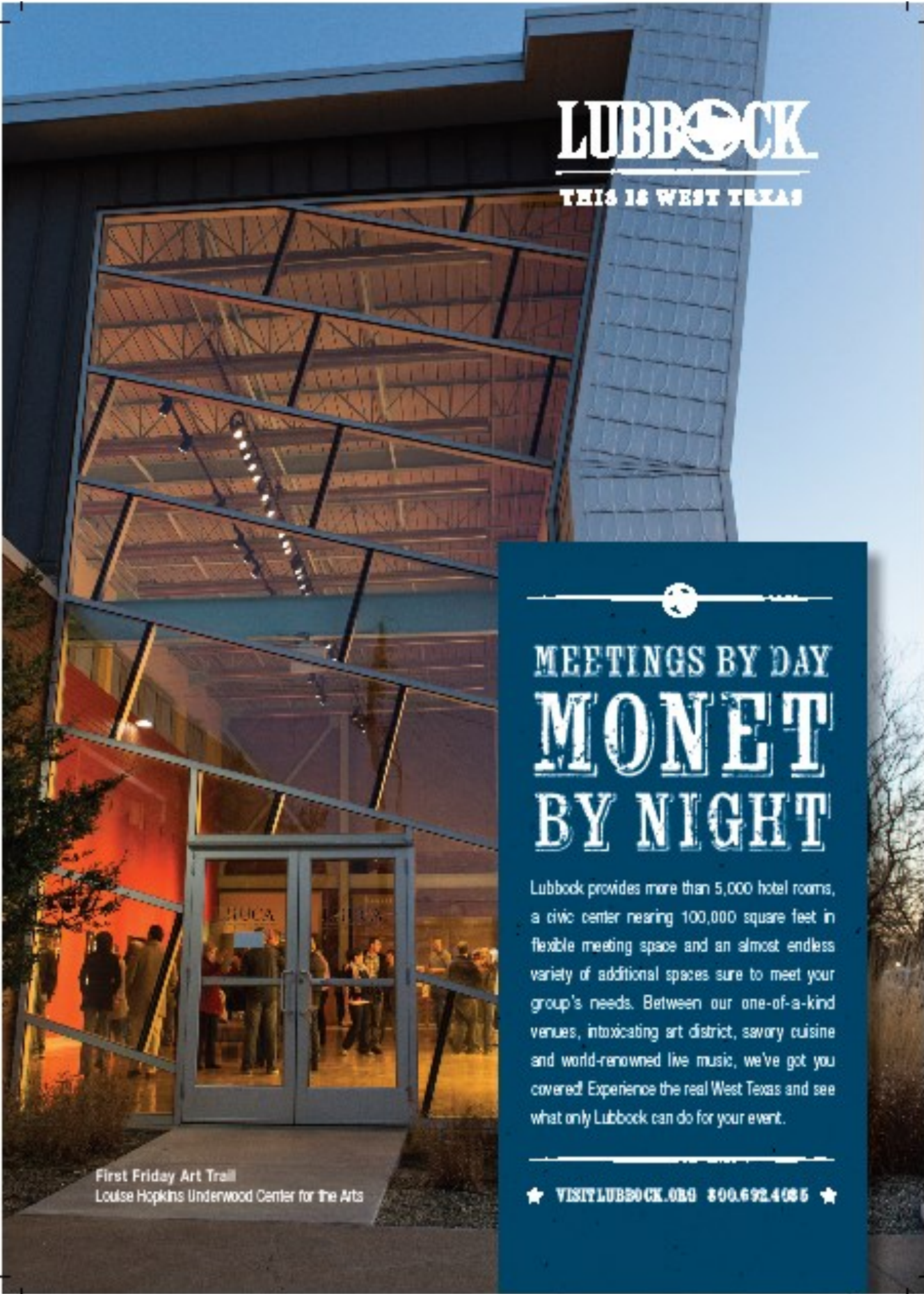
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News from the National Organization

Joint Leadership Meeting Update

Rob Casias, CMP

National Guard Association of Texas

Your 2nd Vice President, Joe Bedsole, and I attended the recent SGMP Joint Leadership Meeting (JLM) September 13-14 in Reno. The JLM brings the chapter leaders, the National Board, and the SGMP national office staff to discuss issues relating to upcoming SGMP events like the 2014 National Education Conference (NEC), governance documents, national office budget, etc. Below is the information from the JLM that I want to share with our chapter members:



Budget

The National Board voted to do away with the current revenue share structure that rebates a percent (in our case 30%) of annual membership renewals to the chapter. Instead we will now only receive \$25 per membership renewal effective 1 January 2014. Based on the current Monthly Membership Report (MMR) it appears we will lose \$4,776 in revenue sharing money for the 2013-14 budget year. We have 64 planners that will renew at \$55, and 56 suppliers that will be renewing at \$400 for a total of \$25,920. Instead of getting 30% of \$25,920 (\$7,776), we will now only receive \$25 for each of our renewing 120 members for a total of \$3000. (Our chapter consists of 136 members, but we do not receive revenue share money on our 16 retired members). I asked if we could push early membership renewals prior to January 2014 to reduce the impact, and the answer was yes. So, I am encouraging all supplier members who are up for renewal in 2014 to renew their membership prior to January 1, 2014. This will not impact annual membership, i.e., if your membership is due on March 1, 2014 and you renew in December 2013, your renewal will be valid through March of 2015. On the planner side, we will stand to benefit from the \$25 per membership renewal so renewing your dues on your anniversary date is fine.

Also, in an effort to reduce costs, the national board is looking at combining the Joint Leadership Meeting (JLM) held annually in September with the Joint Leadership Seminar (JLS) held at NEC. Of course this means there might be an extra travel day for presidents and 2nd Vice Presidents.

National Staff Update

Cindy Simpson the newly hired deputy director is no longer with SGMP as of 31 August. The board is looking at refilling this position.

Mike Downard (IT Director) left SGMP effective July 2013. No mention was made about refilling this position, but it appears as if they will hire a meeting planner instead of hiring an IT person. They have not yet decided if the planner will be a full or part time position.

Membership

Starting now, 100 suppliers will be allowed to join SGMP as an at-large member for \$500 for one year. They will have one year to match up with a planner, after which they can renew with a planner at \$450. So if you know of any planners that want to join SGMP in order to attend NEC or exhibit, suggest to them joining as an at-large member. Downside: our chapter will not receive any revenue share from the at-large supplier member since they are technically not affiliated with our chapter during their one year at-large membership period. But the incentive is there to have a supplier find a planner so this might result new planner members.

NEC 2014

The registration rates will stay the same for 2014. Online registration is now open and there is also a draft agenda on the website. Please note that we are moving from a Wednesday thru Friday format to a Tuesday through Thursday.

A vote was taken by the chapter leaders to do away with the chapter challenge at NEC. The Chapter Challenge for Orlando was the treasure chest, I think the year before was an apron, etc. However, they are looking to do something different – could be miniature golf tournament by region, etc.

Chapter Recognition Awards

The Newsletter of the Year (NOY) and Website of the Year (WOY) will be combined into a new award: Communications of the Year (COY) Award. They will be sending out guidelines for this award later this fall.



Exhibitors at the PDS in August 2013.

Thank you all for your continued support!

Guest Column

Rik Roberts
www.rikroberts.com

Recently, I was fortunate enough to attend and speak at the 2013 Professional Development Seminar in Kerrville, TX to the Texas Hill Country & Texas Lone Star chapters of SGMP. It was a great overall experience for me and I thought extremely well organized!

My speech *The Mayberry Method* covered "soft skill" topics including time management, goal setting, etc., in an effort to give attendees a light-hearted tune up in those areas.

I received insightful feedback both during and after the event. One of the areas of feedback was "The session will help me plan better meetings". Although some of the info I provided would help you free up some time to better plan those meetings, I didn't specifically have a section that addressed it head-on.

So, in this column I wanted to try to help in that way.

Obviously, there are many components to any successful event. The angle here, however, is from the other side of the microphone. These tips break down specific ways you can trouble shoot the things that can affect the speaker's program. No doubt, the speaker is there to benefit you and your conference. Chances are he or she wants the program to go better than even the planner imagines. But even the most engaging speaker can sometimes have unnecessary obstacles to serving you

So take some time to talk with your speaker in advance about these points and you both will have an excellent outcome and a successful event. Just like the one in Kerrville!

SOUND ADVICE—Make sure the system has at least two microphones. The second microphone is a lifesaver when any problems sneak up with the first. Dead batteries, poor signals, etc., can make it awkward for everyone. Specific details depend on the entertainer. The second microphone is also great for the attendees to use to ask questions after the program.

LIGHTING—Proper lighting makes your performer shine. Make sure there is a light focusing on the stage. You'll want to see the expressions a speaker makes. Also, it helps attendees focus on the speaker without straining.

SEATING—Have seats right up to the edge of the platform. Speakers need the energy from a crowd. It also improves their timing. Place the stage area in the middle of the longest wall, not at the end of a long room. Do not place the stage between two busy doors, such as those that access the banquet hall's kitchen.

FOOD FOR THOUGHT—If the speaker is going up after a meal, try to time the start of the program to follow dessert. Have the wait staff clear table before the speakers takes stage. And ask them to remain out of sight until the speaker has finished. It is really difficult to connect with an audience over the sounds of dishes being cleared.

AND THE WINNER IS ... If there are awards to hand out at your event, seriously consider having the speaker beforehand. It will increase the attendance and focus for them.

WHO IS THIS GUY? Proper and clear introductions add a little credibility to an otherwise "unknown" speaker. Go over this with the speaker prior to the program. Many times, a short introduction is all that is desired. Reading a lengthy bio copied from their web site may make the speaker look arrogant or self-involved.

TIMING—Your entertainment should hit the stage as closely to the planned time as possible. Many performers "gear up" to hit the stage with positive energy.

WHEN IN DOUBT...contact the speaker for input. Remember, they want your event to go as smoothly as possible. If you have any suggestions to add to the list please send me an e-mail to rik@rikroberts.com. I love to learn. Good luck and GOD BLESS TEXAS!

Membership Report

Louis LeDoux
Texas Workforce Commission

Please help me welcome the following new members to our chapter!

C. Jeanne Byrd – Waco Housing Authority
Michelle Calkum – the University of Texas
Lori Mansell – Radisson Hotel Fossil Creek – Forth Worth
Darlene Morgan – Crowne Plaza Houston
Chuck Moses – Omni Austin Hotel Downtown

Leticia Salazar – Office of the Secretary of State
Suzanne Scharle – DARS
Lydia Starry – Retired
Charlotte Wilsan – Texas Public Employees Assoc.

As of August 31, 2013 our member-to-supplier ratio is 53%:

Planners – 64	Total Membership 136
Suppliers – 56	
Retired/Other – 16	

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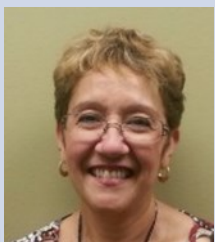
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Director (Planner)

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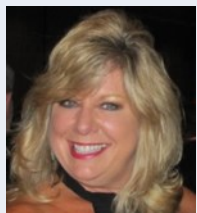
Director (Supplier)

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Immediate Past President

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e-mail: nominationselections@sgmpaustin.org



Society of Government Meeting Professionals

Texas Lone Star Capital Chapter
PO Box 11
Austin, Texas 78767



SGMP is a non-profit professional organization of persons involved in planning government meetings - either on a full or part-time basis - and those individuals who supply services to government planners.

Our objectives are to improve the quality and promote the cost effectiveness of government meetings.

Chapter Vision Statement: Meeting professionals boldly leading the way in education, effective communication, and efficiency in government meetings and conferences.

Texas Lone Star Capital Chapter Committees 2013-2015

Awards & Scholarship Committee

Chair: Rob Casias, CMP

Email: President@sgmpaustin.org

Phone: (512) 454-7300

Communications Committees:

Board Liaison: Jackie Ray

Email: Newsletter@sgmpaustin.org

Phone: (361) 886-3563

Newsletter Committee:

Chair: Janet Spies

Email: Newsletter@sgmpaustin.org

Phone: (512) 461-3236

Website Committee

Board Liaison: Stacy Janecka, CMP

Email: webmaster@sgmpaustin.org

Phone: 512-475-4600

Public Relations Committee

Chair: Carolyn Salinas

Email: PR@sgmpaustin.org

Phone: (512) 463-5556

Community Involvement Committee

Board Liaison: Joe Bedsole

Email: CommunityInvolvement@sgmpaustin.org

Phone: (512) 656-4229

Education Committee

Board Liaison: Veronda L. Durden

Email: education@sgmpaustin.org

Phone: (512) 377-0600

Education Committee Co-Chairs:

Grace Nied, CGMP

Email: gnied@austin.rr.com

Phone: (512) 589-8231

Theresa Campos, CGMP

Email: tcampos@hiausmid.com

Phone: (512) 451-5757

Finance Committee

Chair: Megan Holtz Hamilton, CGMP, MBA

Email: treasurer@sgmpaustin.org

Phone: (512) 404-6950

Fundraising Committee

Board Liaison: Susan Ruiz

Email: Fundraising@sgmpaustin.org

Phone: (512) 936-0466

Membership Committee

Board Liaison: Louis Ledoux

Email: Membership@sgmpaustin.org

Phone: (512) 936-3146

Nominations & Elections Committee

Chair: Kim Kizer

Email: nominationselections@sgmpaustin.org

Phone: (512) 637-3286

JOIN A COMMITTEE!

The benefits of joining a committee within a professional organization are endless. People get involved for many reasons. Most importantly however, is the fact that you feel good about being able to make a difference within your industry. Plus, you can:

- * Learn New Skills
- * Meet New People
- * Become a Leader

Maximize your ROI (return on investment)!

Get involved and reap all the benefits the membership can offer!

You can make a difference!!



PDS Attendees enjoying the Saturday evening festivities! Parrot Heads unite!