



GOVERNMENT MEETING PROFESSIONAL

SOCIETY OF GOVERNMENT MEETING
PROFESSIONALS

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Happy Holidays



Holiday Greetings from the National Board.

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A Holiday Greetings from SGMP President Donna Carey

There is nothing better, than to smell a crisp fire on a cold snowy day, with a warm cup of cocoa and a moment to reflect on the past year of SGMP. It has certainly been exciting! I don't think there is ever enough thank you's, to those who make our organization strong, viable, and recognized as a leader in the meetings and hospitality industry. However, I would like to take a moment and recognize a few that come to mind. To our member properties who have hosted the National Board, Chapter President's Roundtable, Second Vice Presidents, and Education Foundation, thank you. Albuquerque CVB, Norfolk CVB, and Orlando CVB, you made our joint visits extra special. Norfolk CVB, thank you for another splendid conference that we won't forget. To those who hosted National Board meetings, St. Charles CVB and Atlanta CVB, both cities providing prestigious events for our National Board. To the Wydham Washington, DC thank you, for your help in last minute monumental arrangements for our meeting this summer. Sponsors and exhibitors of SGMP you are awesome, thank you.

Thank you to the hard work of the National Board. This year, we took the opportunity to visit many chapters and hope to continue this mission next year. To the chapters, Greater Oregon, Crossroads, Chicago, and Oklahoma, Charles Sadler was most appreciative to present programs, visit, and network with your members. Ruth Harris had the pleasure of presenting programs for the Rocky Mountain Chapter's Education Conference and Atlanta Chapter, and of course Kristi Griffith, made her mark in visiting too many chapters to track. I had the distinct pleasure of presenting programs and visiting San Francisco and San Diego Chapters. This December, I will not forget the ambi-

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Editor's Note

Carl C. Thompson, Executive Director

Holiday greetings to all SGMP members! What a wonderful time of year to spread good cheer and happiness and reflect on where we have been, what we are doing, and where we are going.

The year 2002 has been no different from previous years, in that SGMP continues to progress, to achieve, and to excel. Ms. Donna Carey took over as National President and Ms. Linda Rogers was appointed to fill the position of National Director. SGMP is reaping the benefits of an active and dedicated Board. Members are enjoying an increased ROI with a valuable Members Only section on the SGMP Web site. Check out the on-line directory, which is updated weekly so contact information will always be current. For other exciting features and tools, go to www.sgmp.org.

On the horizon, preparations are being finalized for the Annual Education Conference, May 21- 25, in Orlando, Fla. The exhibitor registrations have already hit the streets. SGMP relies on the sponsorship and support of our supplier members; without them, we would not be where we are today. Special thanks and gratitude to all of our suppliers.

National elections will be coming up in the spring of 2003. More information will be made available to members as we get closer. And, finally, the location of the 2005 annual conference has been selected: Sacramento!

Happy holidays to everyone! I wish you well during the holiday season and may you have a wonderful, prosperous New Year.

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ance of the Old Dominion Chapter as Carl Thompson and I joined in the celebration of their 15th year anniversary this past week in Colonial Williamsburg – it *was* truly fit for a queen! I would be remiss, if I neglected to thank all of the 26 cities that submitted proposals for the 2005 SGMP National Conference. The interest and gracious support of our organization is phenomenal. It was narrowed down to two spectacular proposals, Arizona CVB and Sacramento CVB. I am so very proud to announce that Sacramento, California will be our host destination for 2005. Thank you Sacramento for going the extra mile!

Yes, this was a very good year. Many of our members received promotions, awards, and recognition for their work as meeting professionals. For those individuals who represent SGMP on national

committees and as liaisons to other national organizations, your representation has not gone unnoticed. We have had a few retirees and congratulations are certainly in order for you. I know you will continue your support of our terrific organization. Industry giants provided complimentary booths to SGMP this year, Quest, Affordable Meetings (East, Central, and West), and to the GSA for the opportunity to exhibit at their national conference. SGMP was recognized by many including the Society of Government Travel Professionals, the Sacramento Business Travel Association, Meeting Professionals International, Greater Washington Society of Association Executives, and even the White House. We were featured in many magazines, *Successful Meetings*, *Governing*, and *Meetings &*

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Conventions to name a few. What an awesome magazine we have of our own, *Advantage!*

None of our work would be complete without the exceptional staff we have at our SGMP Headquarters Office, Kristin Baucom and Carrie Elkins; our Membership Office with Carolyn Bentsel; our magazine associate editor, Lynnette Simpson; and Dana Davis with Diva Publishing, thank you for your eagerness and hard work every day. Ellen Touns and Amberlee Huggins, our conference plan-

ners are top notch and the best! Lastly, on behalf of the National Board, a very sincere and glorious thank you to Carl C. Thompson, SGMP Executive Director, for your dedication, devotion, enthusiasm, and love for SGMP – it is so evident and has made SGMP the best organization in the world. Thank you my friend.

SGMP members you are the best! A warm SGMP toast to all of our industry friends in 2003 and may it be a productive, successful, and profitable year for all of us.

National Nominations and Elections Timeline — 2003

Nomination forms have been received and will be forwarded to the Nominations and Elections Committee, chaired by Lynette Schick, CMP, for review. The following is the timeline:

- ✓ January 21, 2003: Release official ballot.
Candidates may send information to chapters from this date through March 31, 2003.
- ✓ March 1, 2003: Ballots prepared.
- ✓ March 21, 2003: Ballots mailed to membership.
- ✓ April 13, 2003: Deadline for ballots to be received.

- ✓ April 20, 2003: Ballots counted. Nominations and Elections Chair notified of results.
- ✓ April 21 – 23, 2003: Nominations and Elections Committee notifies candidates of results.
- ✓ April 27, 2003: Official letter sent to candidates with election results.
- ✓ May 1, 2003: Election results in on-line newsletter.
- ✓ May 21 – 25, 2003: 2003-2005 Board of Directors installed at Annual Conference.
- ✓ July 1, 2003: New Board takes office.

How Do I Access the Members Only Section of SGMP's Web site, www.sgmp.org?

SGMP is pleased to announce that the Members Only section of the Web site, www.sgmp.org, is open and replete with valuable tools for all members. Follow these steps to see for yourself.

Step 1. Go to www.sgmp.org. On the right hand side of your screen you will see a column labeled, Members Only. You cannot access the resources listed until you log-in.

Step 2. In the white box provided, enter your password. This is the first four letters of your LAST name and your membership number (no spaces). For suppliers, this is the last name of the person designated as the member, NOT the company name. For example, the password for Jane Jones with a membership number of 2002 would be **jone2002**

(note: the name is not case dependent). Omit any leading zeros in your membership number. For example, Jane Smith with a membership number of 0987, her password would be, Smit987.

Step 3. Once you are logged-in, you may change your password. Click on the link, "Change Password," and enter a new password of your choice, and then enter it again for verification.

If you do not know your membership number, check your membership card. You may also obtain your membership number by sending an e-mail to membership@sgmp.org with *Membership Number* in the subject line. Be sure to include your name and your company/agency name with your request. Please DO NOT call headquarters or the

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membership office with your request, if at all possible.

The following features are available to enhance the value of your membership with SGMP:

- **On-line Directory:** Locate up-to-date information for SGMP members. The directory search capabilities include searching by last name, chapter, or company/agency. The on-line database will be updated once a week.
- **Meeting Planners' Toolkit:** This section will contain tools to aid you in planning your meetings. Currently, this section contains a budgeting tool. More tools will be added in the near future.
- **Chapter Resources:** This section includes the *Chapter Officers' Handbook*, reporting forms, and other information useful in the administration

of your chapter. The *Policies and Procedures Manual* is currently being updated and will be placed here when it is complete.

- **Educational Programs:** Programs submitted for the Program of the Year competition will be included here. We are working on converting these to a format suitable for the Web.
- **Speaker's Bureau:** The *Speaker's Bureau Catalog* produced by the Educational Foundation can be found here.
- **Certification:** Here you will find information and an application form for SGMP's reimbursement program for the Certified Meeting Professional designation.

If you have any comments or questions, you may e-mail Steve Hilberg, Web/Technology Coordinator for SGMP, at shilberg@sgmp.org.

SGMP Raises Funds at the Annual Education Conference to Give Kids the World

By Vicky Dunn

"We make a living by what we get, but we make a life by what we give." — Winston Churchill

Give Kids the World is a non-profit resort that exists only to fulfill the wishes of children with life-threatening illnesses. The children and their families from around the world experience a memorable, joyful, cost-free visit to the central Florida attractions and enjoy the magic of Give Kids the World Village for as long as there is a need.

The charity we will contribute to at our Annual Educational Conference in 2003 supports such burdened families. Give Kids the World came to be in 1986 because of one gravely ill little girl and an Orlando hotelier who cared deeply.

The Beginning. Early in the history of the Orlando area's attractions, hoteliers were often contacted by medical staff, wish foundations, and families to provide rooms for children who were critically ill and wanted to come and see Mickey. No hotel turned down these requests. Henri Landwirth, at the time, operated a large Holiday Inn in Kissimmee, Florida.

One day, Henri received a call about a child suffering from leukemia. He started making the

arrangements for transportation, tickets to the attractions, and other surprises for her, but before all the arrangements could be made, she died. As a result of this tragedy, Henri immediately called upon his colleagues in the hospitality industry to assist him with a project to bring families to Central Florida with less than 24-hour notice.

Henri and two staff members set up an office in a converted storeroom to act as a call center and aptly named the effort, "Give Kids the World" because that was what he intended to do. The number of requests grew quickly. The special needs of the children and their families were often unique, which the hotels were not equipped to handle. Henri said, "We need a village."

The Village. Contacting everyone he knew from his early days as a hotel manager in Cocoa Beach, Henri got major corporations, such as Holiday Inns, Perkins, and Budget Rental to create the village. The World Village welcomed its first families in 1989.

The thousands of families who visit the Village each year enjoy a few precious days away from hospitals, doctor visits, and

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medical treatments. The entire family enjoys an environment filled with smiles, laughter, magic, and hugs. The families feel the warmth and love of Give Kids the World as soon as they arrive. As families step off the plane, they are greeted by volunteers and are escorted to the Village, their home away from home for the next six days. The operation of the Village depends on 600 volunteers every week, performing many essential tasks, both interacting with guests and behind the scenes.

The Village today features 96 two-bedroom, two bath villas fully equipped with a wheelchair-accessible shower stall, a whirlpool bathtub, a washer and dryer, and a refrigerator stocked with snacks. Special features include the Gingerbread House Restaurant, the Amberville Train Station, the Castle of Miracles, the Ice cream Palace, Claytonburg Park of Dreams with an interactive water park, the Happy Harbor Friendship with a fully stocked fishing pond, and Bob's Sparkleberry Nature Trail.

Since the Village was built in 1989, most children come through local wish foundation referrals. In November of 2001, the 50,000th family came to the Village. Every SGMP chapter has had children from their area.

The family unit today is diverse and sometimes complicated; however, none of that matters when

Greetings to all SGMP members:

Fond memories of your gracious hospitality during SGMP's 20th anniversary celebration remain with me. Renewing friendships and meeting new friends was a treasured delight.

My wish for each and every one is that joy, peace, and happiness will be with you throughout the holiday season and continue throughout the New Year.

Best wishes — Ruth Gilmer

they come to the Village. Give Kids the World fulfills its mission to provide a memorable and joyful visit to Central Florida. I recommend you visit their Web site, www.gktw.org, to see pictures of the Village, learn more about Henri Landwirth, see how you can volunteer even if you don't live in Florida, and read some of the letters from the families who have visited the Village.

If you would like to see the Village while you are here for the Annual Conference in May, please e-mail me at vdunn@aol.com. I look forward to working with you in May to support this incredibly magical place that brings respite and joy to families who most need it.

SGMP News You Need to Know In Brief

Call for Papers: Are you working toward recertification of your CMP? If so, then you should be contributing articles toward *Government Meetings ADVANTAGE Magazine*. Contact Lynnette Simpson, LynnetteLy@aol.com for details.

Registration: Attention all SGMP members! Registration for the upcoming Annual Education Conference in Orlando is just around the corner. Make sure the conference is in your budget! You won't want to miss out. See you in Orlando, May 21 – 23, 2003!

Mailing Labels Available: If you are interested in purchasing a listing of government planners, there are two options. One, you may purchase the hard-copy labels for \$375. Two, you may purchase an electronic version of the mailing list for \$250. If you are interested, contact Carolyn Bentsel at 800-827-8916.

Now is the Time to Advertise Before the Conference: Attention suppliers, now is the time to submit your advertisements to appear in the spring issue of Advantage magazine. The publication will be in-hand just before the conference. Contact John Gamin at 386-586-7533 or mjgamin@bellsouth.net for more information.

Education Will Truly be Magical in Orlando May 21- 25, 2003

By Ruth E. Harris, CMP, CTAS

Do you know how to:

- Strengthen and maintain personal values and ethics in today's dog-eat-dog world?
- Manage difficult people?
- Enjoy networking rather than fear it?
- Prepare an Emergency Action Plan for your next meeting?
- Maximize your promotional effort?
- Obtain CEU Credits for your next meeting?
- Prepare a force majeure clause?
- Get on GSA's Preferred Vendor List?
- Select a meeting site via the Internet and provide on-line registration?
- Prepare for layoff's, retirement, or being riffed?

Come to Orlando and the answers will magically appear!

My educational conference co-chair, Charles Sadler, CHSP, and I have worked diligently to make the 2003 Annual Education Conference *chock full* of dynamic educational sessions for you, the meeting professional, whether you are a meeting planner or supplier! Orlando's conference will have something for the novice planner and supplier as well as the seasoned veteran. It will be enchanting, thrilling, and maybe even a little supernatural!

Session topics will focus on the areas of meeting management, professional development and ethics, technology trends, management skills, personal development and the future of the meeting profession. **CEU credits** can be earned too. And of course, the SGMP conference wouldn't be a conference without the **CMP** review course, the Silent Auction, CPR Chapter Successes, and awards. This year for the first time, a **CHSP** review course will be offered for suppliers!

Eddie Donald, charismatic motivational speaker, team consultant, and retreat specialist, will deliver the opening keynote address. Participants will learn *How to be a Peak Performance Professional*. Ed-

die's vocational background as a commercial actor and stage and screen performer allowed him to become a more versatile and entertaining professional speaker. His upcoming book is entitled, *Romancing the Zone*, and he discusses many of his experiences and ideas for self-discovery and "achieving the unsuspected best." Eddie believes in living, working, loving, and playing at your highest level.

Eddie's clients include NASA- Goddard Space Flight Center, HRSA – Southeast Region, FDA, DOT, and BellSouth Communications to name a few.

SGMP Buckeye Chapter's Sondra Yates will present, *Getting the 411 on Government Meetings: Basic Information for a Successful Government Meeting*. This session will teach imaginative and cost-effective ways to plan and implement government meetings. Topics will include contract negotiations, obtaining great speakers, creating exciting themes and menus to assist in increasing attendance, and learning how to pamper attendees on a government budget.

Ed Scannell's *Trends in the Meeting Industry* will educate both planner and supplier to (1) identify the top ten trends impacting the industry; (2) develop an action plan to meet and use these trends advantageously; and (3) practice some blue sky thinking in identifying future trends.

Suzy Davis will teach the meeting planner *How to Prepare an Emergency Action Plan*. Attendees in this session will secure an understanding of the necessity of an emergency action plan; what an emergency plan should contain and how to prepare for meeting emergencies. Suzy will also introduce the automatic external defibrillators.

For those participants fearing layoffs or nearing retirement, there will be a session on transitional skill building or *I'm Retiring, Riffed, Tired of this Job, Now What?* This session will focus on skills one can acquire that will assist in securing employment if one is voluntarily or involuntarily removed from their position.

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How to get on GSA's Preferred Vendor List and *How to Hire and Work with Independent Planners* will be informative for both suppliers and government meeting planners. These panels will include a GSA representative so that participants will receive correct information right from the source.

An outstanding success last year, *Do You Need a Leader or Ladder When You're Ten Feet Tall?* with John T. Kennedy will be repeated this year. John focuses his presentations on management and leadership issues, specializing in the hospitality and technology industries.

Attorney John Foster will discuss current hot topics with government meetings. *Hotel Contracts and Attrition* and *Force Majeure and Other Pesky Clauses* will offer relevant information for the planner and supplier in today's uncertain world. John has presented at each SGMP conference for the last 10 years. John's firm specializes in the legal aspects of meetings and conventions, trade shows and events, and association management. He is an associate counsel for over 300 national and regional associations and companies and has been named as one of the 25 most influential people in the meetings industry by *Meeting News*.

Jim Fausel, CMP, CMM, will speak on *Who Do You Think You Are?* and will look at the notion of spirituality in the hospitality workplace and how it impacts the decision-making process. In addition, Jim will discuss stressors that keep us from being healthy; for example, one of the biggest stressors professionals face is dealing with people we can't stand.

Coaches Miriam Bamberger and Heather Bradley will present *Strategic Networking*. Real life coaches will show that successful networking is not an accident. Participants will learn the keys to successful networking and practice opening doors, both inside and outside of their organizations. After this session, participants should be able to (1) decide why and where to network; (2) use the tools of successful networking; and (3) enjoy networking rather than fear it.

Chapter leadership workshops that will enhance and improve the operations of your chapter include *SGMP Survivor* with Harriett Edmunds and Charles Sadler, CHSP, and *Membership Recapturing* with Dr. Cynthia Vanucchi. A workshop for chapter treasurers will be conducted by George Smith.

Last, but certainly not least, the Disney Institute will present a program on *Customer Service* at the Friday lunch, which will benefit all participants.

Today's meeting professional must perform in a world that has different challenges than ever before. We face job insecurity, budget cuts, and threats like those that we have never known. We have to do more with less. We have to be a peak performance professional to survive.

I will not divulge all of the great sessions scheduled for Orlando. I will simply say that by the closing session, you will truly see the magic. So don't delay! Make plans to COME TO ORLANDO!

CHAPTER MONTHLY MEETINGS CALENDAR

Atlanta Chapter

- Dec. 20: Holiday Banquet/Silent Auction, Marriott Century
- Jan. 15: Crowne Plaza Powers Ferry

Buckeye Chapter

- Dec. 16: Holiday Event & Silent Auction, Westin Great Southern Hotel

Crossroads of America Chapter

- Dec. 18: Holiday Luncheon, Radisson

Florida Capital Chapter

- Jan. 14: Business Etiquette, Hilton Orlando North

Greater Oregon SGMP Chapter

- Jan. 26-28: Annual Education Conference, Mt. Bachelor Village/Bend

Great Lakes State Chapter

- Dec. 18: Michigan Princess Riverboat

Heart of America Chapter

- Jan. 15: Chase Suite Hotel

Heart of Illinois

- Jan. 19: Board Retreat, Eastland Suites
- Jan. 28: Luncheon, Northfield Inn

Minnesota Northern Lights

- Dec. 19: Holiday Social, Holiday Inn

NATCAP Chapter

- Jan. 29: Winter Meeting & Tradeshow, Hyatt Crystal City

Pacific Northwest Chapter

- Dec. 13: Holiday Party & Silent Auction, Hilton
- Jan. 8: Managing Stress, Hotel Monaco

Rocky Mountain Chapter

- Jan. 28: Knowing AV Needs, Red Lion

Sacramento Chapter

- Jan. 9: Budgeting, Clarion

San Francisco Bay Area Chapter

- Dec. 12: Holiday Charity Benefit, Canterbury Hotel
- Jan. 16: Luncheon, TBD

Texas Lone Star Capital Chapter

- Jan. 10-12: Fun Icebreakers for Meetings, Retreat Hotel Galvez

Wild West Chapter

- Jan. 9: Lifelong Learning, AmeriSuites

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Education Foundation

- **Chair:** Stacy Janecka, CMP (Phone: 512-475-4600)
- **Vice Chair, Fund Raising:** Bill Rike (Phone: 937-431-4603)
- **Vice Chair, CMP Certification & Professional Development:** Pamala Corona, CMP (Phone: 916-654-7940)
- **Vice Chair, Chapter Assistance:** Martha Little, CMP (Phone: 800-366-2427)

2001 - 2003 SGMP National Board of Directors

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