

# MPI

MEETING PROFESSIONALS INTERNATIONAL®

Committed to Educational Leadership

# CURRENT

Meeting Professionals International

May 1997

Dallas/Fort Worth Chapter

## President's Message 'Out of the Box' Ideas Bring Success



Mary Lynn Novelli, CMP  
Sterling Hotels &  
Resorts  
D/FW Chapter President

Thinking "Out of the Box" has provided MPI D/FW Chapter members numerous creative opportunities this year!

It has been your Board's vision to encourage committee chairs and other leaders to concentrate on doing things a little differently in order to keep chapter members interested and excited, both with our MPI Chapter and the entire meetings industry.

If you've been involved this year, you

*continued on page 4*

## Austin via Miami Air Incentive Travel Focus of D/FW Chapter Meeting—in 'Nassau' Austin!

A private Miami Air jet will whisk MPI D/FW Chapter members to Austin for the May 22 meeting—another first for this award-winning chapter!

Dedicated to incentive travel—a study of what goes into planning a successful program—the meeting at the Austin Renaissance Hotel is subtitled, "Next Stop: Nassau."

*continued on page 3*

## TKCB Proceeds Provide Richland Scholarships for 12 DISD Seniors



Twelve graduating seniors from three Dallas Independent School District high schools are the recipients of one year scholarships to the Travel, Exposition and Meeting Management Program at Richland College. The scholarships were made possible from the proceeds of The Kids Charity Ball. On hand for the presentation at last month's MPI D/FW Chapter meeting were Richland College President Stephen K. Mittelstet, as well as a number of Richland and DISD faculty and staff.

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Bahama Tourist Centre

# CURRENT MPI

MEETING PROFESSIONALS INTERNATIONAL®

*Committed to Educational Leadership*

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#### MISSION STATEMENT

Meeting Professionals International is the pivotal force in positioning meetings as a primary communication vehicle and a critical component of an organization's success. Meeting Professionals International leads the meetings industry by serving the diverse needs of all people with a direct interest in the outcome of meetings, educating and preparing members for both their changing roles and validating relevant knowledge and skills, as well as demonstrating a commitment to excellence in meetings.

The *CURRENT* is published 12 times yearly for the D/FW Chapter of Meeting Professionals International, the industry's leading educational and networking resource in meetings management. Statements of fact and opinion are the responsibility of individual writers and do not imply collective opinion of the officers or members of MPI.

## Upcoming MPI Events

**May 13, Tuesday**  
Membership Committee Meeting  
Grand Kempinski  
5:30 p.m.

**May 14, Wednesday**  
D/FW MPI Board Meeting  
5:00 p.m.

**May 14, Wednesday**  
CMP Study Course  
Hackberry Creek Country Club  
6:00 p.m.-8:00 p.m.

**May 15, Thursday**  
Program Committee Meeting  
5:30 p.m.

**May 19, Monday**  
Public Relations/Marketing Committee  
IGNITION! 201 Regal Row  
6:00 p.m.

**May 21, Wednesday**  
PODs Chair Committee Meeting

**May 21, Wednesday**  
CMP Study Course  
Hackberry Creek Country Club  
6:00 p.m.-8:00 p.m.

**May 22, Thursday**  
D/FW MPI Monthly Meeting  
Renaissance Austin Hotel  
6:00 p.m.

**May 27, Tuesday**  
Education Committee Meeting  
Annuity Bd 2401 Cedar Springs  
11:30 a.m.

**May 28, Wednesday**  
CMP Study Course  
Hackberry Creek Country Club  
6:00 p.m.-8:00 p.m.

**June 4, Wednesday**  
CMP Study Course  
Hackberry Creek Country Club  
6:00 p.m.-8:00 p.m.

**June 5, Thursday**  
Mentor Committee Meeting  
Sunbelt Motivation & Travel  
12:00 p.m.

**June 6, Friday**  
CMP University  
The Stoneleigh Hotel  
1:00 p.m.-5:00 p.m.

**June 7, Saturday**  
CMP University  
The Stoneleigh Hotel  
8:30 a.m.-5:00 p.m.

**June 10, Tuesday**  
Membership Committee Meeting  
Grand Kempinski  
5:30 p.m.

**June 11, Wednesday**  
D/FW MPI Board Meeting  
5:00 pm

**June 11, Wednesday**  
CMP Study Course  
Hackberry Creek Country Club  
6:00 p.m.-8:00 p.m.

**June 19, Thursday**  
Program Committee Meeting  
Adam's Mark Hotel  
5:30 p.m.

**June 23, Monday**  
Public Relations/Marketing Committee  
IGNITION! 201 Regal Row  
6:00 p.m.

**June 24, Tuesday**  
Education Committee Meeting  
Annuity Bd 2401 Cedar Springs  
11:30 a.m.

**June 25, Wednesday**  
PODs Chair Committee Meeting  
6:00 p.m.

**June 26, Thursday**  
D/FW MPI Awards Gala  
Adam's Mark Hotel  
6:00 p.m.

**June 27-28**  
Texas Education Conference  
DFW Lakes Hilton

**See page 9  
for Technology Seminar dates**

Calendar compiled by **O.D. O'Donnell** (Nightlife Talent & Management Agency), 214-691-4417

—Please refer to the calendar before scheduling any committee meetings.—

## CURRENT Deadlines



ISSUE	DEADLINE
June	May 16, Friday
July	June 6, Friday

## MPI

MEETING PROFESSIONALS INTERNATIONAL®

*Committed to Educational Leadership*

**MPI International Headquarters**  
4455 LBJ Freeway • Suite 1200  
Dallas, Texas 75244-5903  
972-702-3000  
FAX: 972-702-3070  
<http://www.mpiweb.org>

# Incentive Travel: Learn about it in Austin!

*continued from page 1*

Chapter partners Miami Air and The Bahama Tourist Centre, along with a panel of professionals who specialize in incentive travel, will join forces to discuss these results-producing programs.

Miami Air has given us the sky—literally! MPI D/FW Chapter members will gather at the Harvey Hotel DFW Airport to register, then board Kerrville Bus Company coaches for transfer to a chartered Miami Air jet.

Next stop: Nassau—well, Austin, actually—but look forward to a re-creation of this popular island destination at the Renaissance Austin Hotel.

“Rewarding employees with incentive travel requires expert planning,” said Dana Nickerson, CMP (Square One Productions), one of several members of the May Program Committee.

“Corporate and incentive get-aways have become a lucrative, multi-billion dollar business,” she said. “Incentive travel produces results. It is used to increase sales, reward employees or recognize special clients.”

“We’ve lined up a panel of incentive professionals who will discuss the ‘Top Ten Musts’ in planning,” Nickerson said.

Moderated by Marti Fox, BTI Americas) the panel will be headlined by Gary Murphy (Miami Air), who specializes in chartered flights for incentive and meetings travel; and Henry Lightborne (The Bahama Tourist Centre), specialist in travel to exotic destinations.

Other panelists include Beverly O’Laughin (Compucom); Phyllis Firebaugh, CMP (SEI Incentives); and Linda Poole (Renaissance Austin Hotel).

Because of limited seating, the charter flight is limited to chapter members only; reservations will be made on a “first come, first reserved” basis.

All other chapter members and guests who can provide their own transportation to Austin are invited to this special program.

The Renaissance Austin Hotel extends a special MPI rate of \$89 for members and guests who wish to drive (or fly on their own) to Austin and stay for some “R&R” or sales calls.

## MPI

MEETING PROFESSIONALS INTERNATIONAL®

*Committed to Educational Leadership*

*May D/FW Chapter Meeting*

*D/FW Chapter Meets in Austin!*

*“Designing Incentive Travel Programs”*

*—Featuring Miami Air Charter Flight to Austin—*

*Charter limited to MPI D/FW Members Only.*

*All other members and guests who can provide their own transportation are invited to this special program.*

*Thursday, May 22*

*Renaissance Austin Hotel*

*9721 Arboretum Blvd. • Austin • 512-343-2626*

*4:00 -4:25 p.m. Registration—Harvey Hotel, DFW Airport Lobby Entrance*

*4:30 p.m.—Miami Air Charter Flight to Austin*

*6:00 p.m.—On-site Registration at Renaissance Austin Hotel*

*6:30-7:15 p.m.—Poolside Welcome Reception*

*7:15 p.m.—Dinner and Program*

*10:45 p.m.—Return to DFW with transfers to DFW Harvey Hotel*

*R.S.V.P. to Joe*

*by noon, Friday, May 16*

*•phone 972-233-9107 x203*

*•FAX 972-490-4219*

*•74742.1725@compuserve.com*

*Registration (all categories) \$35*

Bring plenty of business cards. You’ll need them for networking opportunities with meeting professionals from other areas of the state—and for some special prize drawings.

Upon arrival in Austin, chapter members will be transferred via Gray Line of Dallas/Fort Worth to the hotel. After registration, we’ll join invited guests from

*continued on page 5*

### Chapter Meeting Reservation & Attendance Policy

Registration fees will be collected at the door; advance payments are not accepted. If paying by check, please have check completed before approaching registration table. Reservations must be made by RSVP deadline for advance registration fee to apply. Late reservations and walk-ins will be accepted on a SPACE AVAILABLE basis. Cancellations must be made by the RSVP deadline. **No-shows will be billed.** Members are responsible for “no-show” charges for their guests. Guests are limited to attending three meetings per year (spouses are an exception).

### May Host Facility Renaissance Austin Hotel

The Renaissance Austin Hotel, situated in the heart of Austin’s exclusive Arboretum development, sits amidst 95 acres of specialty boutiques, restaurants, cinemas and exercise paths leading to a scenic 1.5 acre lake.

The hotel offers more than 60,000 square feet of function space. The 12,000 square-foot Grand Ballroom, the 30,000 square-foot Rio Grande Exhibit Hall, a tiered amphitheatre, and a business center are just a few of the meeting and special event offerings.

**Overnighting in Austin?** The Renaissance Austin Hotel extends a special MPI rate of \$89 for members who wish to arrive early or extend their stay in Austin. Call 512-343-2626 for reservations (on space available basis).

*The Renaissance Austin Hotel is situated at the intersection of U.S. Highway 183 and the Capital of Texas Highway, State Highway 360.*



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President's Message

continued from page 1

are familiar with the creative and successful programs, events and new ideas thus far. Expect even more exciting "out of the box" events in the next few weeks!

·A private jet—Miami Air—will whisk us to Austin for the May monthly meeting. Talk about a new and exciting idea!

·This year's President's Appreciation Reception honoring committee chairs, moves from a 30-minute champagne toast prior to the Awards Gala to a full blown dinner party (June 5) hosted by the brand new Lone Star Park Race Track in Grand Prairie.

·The Annual Awards Gala changes from May to June this year and unless you attend you will never believe the "out of the box" decor and presentation planned by Gala Chair Patti Wilke, CMP, along with Event Producer Jim Monroe (Gale Sliger Productions) and David Gisler (Freeman Decorating/AVW). Plan now to bring your boss, spouse, peers—anyone who would enjoy learning more about MPI.

·Expect two major new features at the Awards Gala. Beautiful membership pins (thanks to the vision of O.D. O'Donnell (Nightlife Talent & Mgt.) will be presented to MPI members with 5, 10, 15 and 20 years of service. A memorabilia wall, coordinated by the Council of Past Presidents, will commemorate the 20<sup>th</sup> anniversary of the MPI D/FW Chapter.

·Finally, the year ends with the Texas Education Conference (TEC). All three Texas Chapters have united to provide a fabulous and affordable educational and networking opportunity for MPI members from Texas and the surrounding region. Do yourself a favor and plan to attend the TEC, June 27-28.

WOW! All this in six weeks! A tremendous ending for a tremendous year! Did you expect any less from MPI's Greatest Chapter in the World?!

—MLN

By now you've seen and heard me, so . . . .



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- ✓ *Belief Systems*  
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Call today for other topics, details and to reserve your dates.

Gerry Reid Speaking  
4333 Essex Court, Suite 105  
Flower Mound, Texas 75028-1769  
972-539-4487 greid@onramp.net  
<http://rampages.onramp.net/~greid>



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MPI Days

June 5 and June 6

All MPI Members are invited to preview the newly expanded visitor's center with reception capacity of 250 and dinner capacity of over 100.

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Call Keith Hickman at 214-653-6659

# Rickenbacher Named President-Elect Pynes to Lead in 1997-98 with Seven New Board Members

Seven new board members will join 1997-98 President Greg Pynes (Hand & Associates) and other seasoned veterans in leading the MPI D/FW Chapter next year. New officers assume their duties July 1.

New to the Executive Board are Colleen Rickenbacher, CMP (Dallas CVB), named president-elect, and Marsha Singer (The Dallas Directory, Inc.), who will serve as V.P./ Public Relations & Marketing.

New on the supplier representation list are Tony Cummins (Adam's Mark Hotel); Delinda Dudley (Malibu Speed Zone); and Betty Garrett, CMP (Garrett Speakers International).

Tamara Quilty (Sprint) and Linda Vest, CMP (State Farm Insurance) are new planner representatives on the board.

Other 1996-97 board members who were elected to new positions are Susie Carr, CMP (Annuity Board of the Southern Baptist Convention), who will serve as V.P. Administration; Peg Wolschon (Kerrville Bus Company), V.P. Education; Melissa Parks, CMP (HD Vest Fi-

nancial Services), V.P. Finance; Dean Conwell (Irving CVB), V.P. Membership; and Steven Foster (Gray Line of DFW), V.P. Programs.

Kristi Hollomon (J&S Audio Visual) was re-elected to a board position representing suppliers.

Cheryl Beasley, CMP (SABRE Travel Information Network) and Dana Nickerson, CMP (Square One Productions) return to board service as planner representatives.

Mary Lynn Novelli, CMP (Sterling Hotels & Resorts) will serve as immediate past president.



**1997-98 President  
Greg Pynes**  
Hand & Associates



**1997-98  
President-Elect  
C. Rickenbacher**  
Dallas CVB

## May meeting in Austin

*continued from page 3*

the MPI Hill Country and Houston Area Chapters for a poolside reception.

(See registration form for "Special Instructions" for those on the Miami Air charter flight.)

A number of chapter partners—Miami Air, The Bahama Tourist Bureau, Kerrville Bus Company, Gray Line of Dallas Fort Worth, The Harvey D/FW Hotel, The Renaissance Austin Hotel, and The Trade Group and Presentation Services—are making this special evening possible.

The May Program Committee includes: Chair Steve Kemble (Steve Kemble Event Design), Steven Foster (Gray Line of Dallas Ft Worth), Dana Nickerson, CMP (Square One Productions) and Peg Wolschon (Kerrville Bus Company).

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# MPI

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Meeting Professionals International is the world's largest association of meetings professionals with more than 14,200 members in 45 countries and 56 chapters. MPI serves as the pivotal force in positioning meetings as a primary communication vehicle and a critical component of an organization's success. MPI leads the meeting industry by serving the diverse needs of members and nonmembers alike through its commitment to quality education, continuous improvement and excellence in meetings while upholding high ethical standards.

### D/FW Chapter President

Mary Lynn Novelli, CMP  
Sterling Hotels & Resorts  
972-402-4875

### President-Elect

Greg Pynes  
Hand & Associates  
214-696-9525

### Immediate Past President

Phyllis Firebaugh, CMP  
SEI Incentives  
214-717-1400

### Vice President/Administration

Linda Sergeant  
Bill Reed Decorations, Inc.  
214-823-3154

### Vice President/Education

Susie Carr, CMP  
Annuity Board of the SBC  
214-720-4658

### Vice President/Finance

Melissa Parks, CMP  
H.D. Vest Financial Services, Inc.  
214-863-6160

### Vice President/Membership

Michelle Carter, CMP  
Wyndham Anatole Hotel  
214-761-7200

### Vice President/Programs

Cindy Hamilton  
CityPlace Conference Center  
214-841-6830

### Vice President/Public Relations/Marketing

Dana Nickerson, CMP  
Square One Productions  
214-343-8067

### Board of Directors

#### Planners

Cheryl Beasley, CMP  
SABRE Travel Information Network  
817-963-2025

#### Steven Foster

Gray Line of Dallas/Fort Worth  
214-630-1000

#### Sally Goldesberry, CMP

Meetings & Exhibit Specialists  
281-335-1362

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#### Kristi Hollomon

J & S Audio Visual, Inc.  
972-241-5444

#### Peg Wolschon

Kerrville Bus Company  
214-263-0294

# EDUCATION NEWS



## Educational Opportunities

**May 20**

Walk-a-While  
5:30-7:30 p.m.  
IMAX Theater

**May 21 & 28**

CMP Study Group  
6:00-8:00 p.m.  
Hackberry Creek C.C.

**May 22**

Incentive Travel  
Renaissance Austin Hotel  
6:00 p.m.

**May 31**

MPI Net  
9:00-5:00 p.m.  
Richland College

**June (TBD)**

Walk-a-While  
5:30-7:30 p.m.  
Lone Star Park

**June 4 & 11**

CMP Study Group  
6:00-8:00 p.m.  
Hackberry Creek C.C.

**June 13 & 14**

CMP University  
6:00-8:00 p.m.  
1:00-5:00 p.m.  
Stoneleigh Hotel

**June 14**

Computer Basics - Windows  
9:00-5:00 p.m.  
Sabre Training Center

**June 17**

Wine Tasting  
6:00-8:00 p.m.  
Tony's Wine Warehouse

**June 18 & 19**

Speaker's Showcase  
11:30 a.m.-1:30 p.m.  
see p. 8 for sites

**June 21**

Computer Intermediate  
9:00-5:00 p.m.  
Sabre Training Center

**June 27-28**

Texas Education Conference  
DFW Lakes Hilton

For more information  
about any of these educational  
opportunities call  
Marti Fox, CTC (BTI Americas)  
214-905-855 or  
Peg Wolshon, CTP (Kerrville Bus Co.)  
972-263-0294

*Walk a While in My Shoes...*

## *What to Do and How to Get There*

### *IMAX Theater at The Science Place*

*May 20, Tuesday • 5:30-7:30 p.m.*

- Become familiar with transportation concepts for small and large groups.
- Learn the ins and outs of moving people safely, timely and economically.
- Find ways to better cost your ground transportation options.
- Identify tour options and attractions as part of meeting or spouse/family programs.
- Use attractions as unusual venues for meeting or event sites.

This Walk a While program will depart from the Wyndham Anatole Hotel (Chantilly Ballroom Entrance) on board a Kerrville bus. Participants will participate in an actual abbreviated tour en route to the **IMAX Theater at The Science Place** for a fascinating behind-the-scenes tour of this amazing attraction. Refreshments will be served on the coach.



**\$10, Members • \$15, Non-Members • \$8, Students**

PGA Scholarship Funds are available for this program;  
fax Eric Newcomb (LeMeridien Hotel), 214-855-1735, for PGA information.

For more information contact:  
Peg Wolschon (Kerrville Bus Company) 972-263-0294

# CMP O R N E R

By CMP Liaison Cyndi Martinez, CMP  
The Stoneleigh Hotel



### Study Opportunities for June 21 CMP Exam

CMP Study Group sessions began May 7. Remaining dates are **May 14, May 21, May 28, June 4** and **June 11** (all Wednesdays), 6-8 p.m. Sessions will be held at Hackberry Creek Country Club, 1901 Royal Lane, Irving, Texas.

The **CMP University** will be held at the Stoneleigh Hotel Friday, **June 13**, 1:00 p.m.-5:00 p.m. and Saturday, **June 14**, 8:30 a.m.- 5:00 p.m. The Stoneleigh is situated at 2927 Maple Avenue, Dallas, Texas.

### A few CLC glossary terms:

- Barn doors:** Movable hinged flaps used on stage lights to control light spill.
- Random access:** Ability to retrieve, in any sequence, visual and taped elements regardless of original placement order.
- Proscenium:** Arch that separates the stage from the auditorium.
- High Jacker:** Equipment capable of lifting a person or persons to a given height.

Questions about the CMP program?

Call CMP Liaison Cyndi Martinez, CMP (The Stoneleigh Hotel), 214-871-7111, ext. 408.

## Italian Gemelli Seminar Participants Express Praise for D/FW Program

By Diane Smith, CMP  
Alcon Labs, Inc.

The Gemelli Seminar—the MPI D/FW Chapter's joint educational event with MPI Italia last October—continues to bring *grazzis* from our Italian friends who attended.

"Thank you and thank you many times. You have all been wonderful hosts to everybody. Your attention, kindness and warmth have impressed us all. We will never forget it," said Nadia Colaiuda, CMM, CMP, Augustea SRL/Rendezvous Italiano.

Ever the Italian poet, Paolo Missiaja, CMP, Servizi Internazionali/Platinum Viaggi E Turismo, Rome, wrote: "Oh charming Texas nights. Oh wonderful people. Oh marvelous atmosphere. Where are you? Still in our hearts, we brought them with us. Thank you for the splendid experience."

"I thank you for the warmth and hospitality during my stay in Texas. I look forward to our continued collaboration," writes Aldo Scoppa, Archaeology Travel Service, Rome.

Our friend in Florence, Giuseppe Lepri, NEWTOURS, wrote: "I want you to know that Texas and the wonderful and perfect hospitality we received are still in

my heart. The seminars we attended were of great interest for all of us. They gave and taught us so much and in particular, the great opportunity of getting always closer to the American market. We wish now to realize a program aimed at developing not only our business relations, but, as I desire, a brilliant future for our newborn friendship."

While the expressions are different and personal, the message is clear. Our second joint seminar was a rousing success and the opportunity to develop our Sister Chapter relationship even further seems limitless.

For more information on the Gemelli Program, contact Bobby Bulger (Bobby Bulger Travel Concepts), 214-341-5876.

Watch for updates on new Gemelli programs in future issues of the *CURRENT*.

Bi-PO'D Meeting  
PO'Ds 8 & 9

### Hotel Pricing & Negotiations

May 20 (Tuesday)  
11:30 a.m. - 1:30 p.m.

Radisson Plaza Fort Worth  
815 Main Street  
Fort Worth

Facilitating a round table discussion will be three leading industry professionals who perform this task on a daily basis. Bring your questions and get the inside "scoop" on the ins and outs of hotel pricing and negotiations.

RSVP  
Debra Rubin, CMP (The Worthington Hotel)  
817-870-1000

## Hands-On Technology Institute

sponsored by MPI D/FW Chapter



Learn to use your computer and software with courses specifically designed for the meeting professional! The Hands-On Technology Institute is a series of 14 all-day (Saturday), intensive courses geared toward the meeting professional. And the price is right! Comparable courses cost more than twice as much—for fewer hours of instruction! May 17 & May 31 classes meet at Richland College, 12800 Abrams Road, Dallas. All other classes meet at American Airlines Sabre Training Center, 4200 American Blvd., Ft. Worth.

Internet-Using it for Business	May 17
MPINet	May 31
Computer Basics/Windows Applications Beginner	June 14
Computer Intermediate - Networks & Laptops	June 21
Windows 3.1 vs. Windows '95	July 12
MS Excel for Windows 7.0 on Win '95 Beginner	July 26
MS Excel for Windows 7.0 on Win '95 Intermediate/Advanced	August 16
Meeting Mgmt. Software (Peopleware, Trak, Prosoft, Lotus Notes)	August 23
MS Word for Windows 7.0 on Win '95 Beginner	September 6
MS Word for Windows 7.0 on Win '95 Intermediate/Advanced	September 20
MS Access 7.0 on Win '95 Beginner (Event Mgmt. Software)	October 4
MS Access 7.0 on Win '95 Intermediate/Advanced (Event Mgmt.)	October 18
MS Powerpoint 7.0 on Win '95 Beginner	November 1
MS Powerpoint 7.0 on Win '95 Intermediate/Advanced	November 15

for more information or to register for classes:  
O.D. O'Donnell (Nightlife Talent & Management Agency) • 214-691-4417

### Meeting Planning TIP

A slide projector can be used as an inexpensive spot light when the budget is tight. Be sure to have some colored gels.

—submitted by  
Dana Nickerson, CMP  
(Square One Productions)

## MPI D/FW PO<sup>4</sup>Ds Present 'Speakers Showcase' June 18 and June 19

MPI members and guests will have two opportunities next month to witness some of the best professional speakers in this part of Texas.

Don't miss the Speakers Showcase June 18 (Wednesday) at LeMeridien Hotel or June 19 (Thursday) at Omni Park West Hotel (LBJ & Luna).

Both are "noontime" events with registration beginning at 11:30 a.m. and the program beginning at noon.

The Showcase is a great way for meeting planners to check out some talented speakers—and a great opportunity for these speakers to display their expertise to individuals seeking professional presenters.

Five speakers, supplied by Mary Shiroma (Southwest Speakers Bureau), will showcase their skills in a 10-minute presentation on topics ranging from customer service to leadership to teamwork.

The speakers are Bill Matyastik, Ken Nietenhoefler, Jim Sundberg, Larry Traudt and Jim Wacker.

The June 18 Showcase is a "Brown Bag" event; bring your own lunch and drinks will be provided.

Lunch (\$10 at the door) will be provided June 19 at the Showcase at Omni Park West Hotel.

All chapter members (and guests) are invited to attend either program. Professional Growth Association scholarship funds are available through the PGA Committee.

The Speakers Showcase events are organized through the MPI D/FW Chapter's PO<sup>4</sup>Ds program, organized to reach more MPI D/FW members by offering educational programs in various geographical regions throughout the metroplex.

Reservations may be made by returning a broadcast fax form.

Rob Keating, fax 214-748-4546, is

reservations manager for the June 18 Showcase.

Bill Matyastik, fax 817-858-2020, will oversee reservations for the June 19 Showcase.

### Bill Matyastik



*What is the Score?* The answer to this question can motivate athletes to come from behind to win the game in the final minutes. It can also improve productivity in business and quality of life. Bill Matyastik combines his experience as a tennis professional with his years in sales management to offer some powerful insights. Find out why he says, "If work were more like sport, people would be far more productive and complain about the arrival of the weekend. Give success a sporting chance."

### Ken Nietenhoefler



Based on his hot-selling book, *Don't Shoot the Customer*, Ken Nietenhoefler's lively presentations motivate audiences to reload service-strong attitudes into any organization. *The San Antonio Express-News* calls his approach "the blueprint to success in customer relations." Nietenhoefler also delivers a thought-provoking, humor-tinged presentation, *Mission Made Possible*, to inspire audiences to achieve lifetime dreams.

### Jim Sundberg



Nicknamed "Iron Man" by the media for his consistent play and phenomenal stamina, legendary former Texas Ranger Jim Sundberg now brings the same success, consistency, drive and determination to creating exciting, customized presentations for corporate audiences. He speaks with conviction and integrity on a variety of topics including *What is Success*, *How to Improve Your Effectiveness* and *Principles of Self-Management*.

### Larry Traudt



President of the Waco-based American Leadership Institute, Larry Traudt is a highly successful speaker who takes audiences through a step-by-step program that improves leadership skills. The process results in a better understanding of self and of others, and the ability to immediately use higher leadership skills. In his highly motivating, *Excel in Pride*, Traudt helps audience members discover their own leadership paths.

### Jim Wacker



Former head football coach of TCU, Jim Wacker has returned to Texas after coaching at the University of Minnesota. Recognized twice during his career as the top football coach in the nation, Wacker now brings to corporate audiences his powerful message about believing, achieving, teamwork and winning. "Teamwork," he says, "requires that we accept and respect others who are totally different from ourselves. A group with a wide diversity of backgrounds and beliefs is like a quilt with a wide variety of shapes and colors – components must be sewn together with love and understanding."

### Speakers Showcase

June 18

LeMeridien Hotel

11:30 a.m. Registration  
12 noon Brown Bag Lunch & Program

FAX your reservation to  
Rob Keating 214-748-4546

### Speakers Showcase

June 19

Omni Park West Hotel

11:30 a.m. Registration  
12 noon Lunch & Program  
(\$10 at the door)

FAX your reservation to  
Bill Matyastik 817-858-2020



# EDUCATION NEWS

## 'On the Right Track'

# Texas Education Conference Set June 27-28 at DFW Lakes Hilton

By Sally Goldesberry, CMP  
*Meetings & Exhibits Specialists*

Ensure that your career stays "On the Right Track" by attending MPI's Texas Education Conference—a joint effort of the D/FW, Hill Country and Houston Area MPI chapters—June 27-28 at the DFW Lakes Hilton & Conference Center.



Sally Goldesberry,  
CMP  
TEC Co-Chair

The TEC is an opportunity for local and regional MPI members to attend an affordable in-depth and networking confer-

ence. The conference registration fee is \$85.00. The DFW Lakes Hilton is offering a special hotel room rate of \$79 single/double.

A special highlight of the conference will be the MPI TEC Trade Show. A limited number of booths are available \$350—first come, first reserved.

MPI D/FW Chapter member Brenda Miller, CMP (The Trade Group) is one of several guest speakers. Miller will discuss "Effective Trade Shows and How to Work a Trade Show."



Brenda Miller, CMP  
The Trade Group

Dallas Attorney Steven Rudner, also a member of MPI D/FW, will discuss legal and liability issues of the meetings industry.

Rebecca Morgan, CSP, will discuss "TurboTime: Maximizing Your Results Through Technology." Morgan has been a guest on television's "Oprah" show.

The opening reception, hosted by DFW Lakes Hilton, will be held in the trade show area. Saturday's luncheon will also be held in the trade show area for both suppliers and attendees to get the most out of the show.

Daily prize drawings will be held as well. Bring plenty of business cards!

Begin the conference by joining industry peers and friends for a Golf Tournament Friday, June 27, at Grapevine Golf Club. See box at right for educational programming topics.

Sponsorship opportunities are available. See the registration form in this newsletter for more details or to register.

## TEC

 On the Right Track 

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(as of 4/18) 

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Wyndham Anatole  
Texas Business Magazine  
Dallas Business Journal  
Freeman Decorating  
The Trade Group  
Holiday Inn Hobby Airport &  
Conference Center, Houston

Texas Education Conference

## TEC

a joint effort of the  
*Texas MPI Chapters*

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June 27-28

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Legal & Liability Issues

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Golf Tournament

Hotel Revenue Strategy

PowerPoint Presentations

Conference Registration Fee  
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For more information:  
Betty Garrett, CMP, 972-513-0054  
Sally Goldesberry, CMP, 281-335-1362

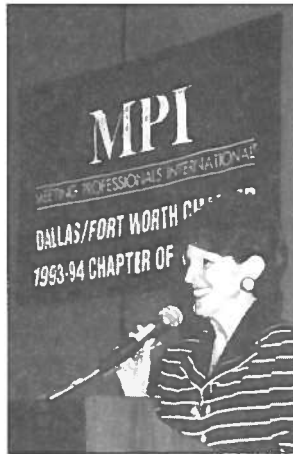
# April Meeting Highlights

## Richland Scholarship Recipients, Revolutionary Letter Writing, Focus at Omni Richardson Hotel



LEFT: Twelve graduating seniors from three Dallas Independent School District high schools are the recipients of one-year scholarships to the Travel, Exposition and Meeting Management Program at Richland College. The students are pictured with members of MPI D/FW's Richland College Committee. The scholarships were made possible from the proceeds of The Kids Charity Ball.

On hand for the presentation at April's MPI D/FW Chapter meeting were **Richland College President Stephen K. Mittelstet** (below, left) as well as a number of Richland and DISD faculty and staff. Presentations were made by **Colleen Rickenbacher, CMP** (Dallas CVB).



**Deronda Jones** (Automotive Oil Change Association) and **Nancy Slaughter Monroe** (Gale Sliger Productions).



LEFT: April Program Committee members were **Marsha Singer** (The Dallas Directory), **Ginny Paxton** (Ginny's Gifts) and **Patty Stern** (Five Star Limousines).



**Eric Newcomb** (LeMeridien Hotel) and **Stephanie Clem** draw attention to the Professional Growth Awards program. Their colorful costumes make an editor wish the *CURRENT* could be printed in color!

*Photos by*  
**Lazarow Photography**



"Come on along to Nimon!" said **Steven Fox** (Line of Dallas/Fort Worth by **Dana Nickerson**, C One Productions). **O. O'Donnell** (Nightlife Management), right, e sentiment.

The trio appeared in c island attire to publici Miami Air flight to Au educational program i incentive travel.



**Peg Wolschon Jablonsky** (DFW Lakes H



**Delynn Upde** CMP (Annuity and **Norb De** College).



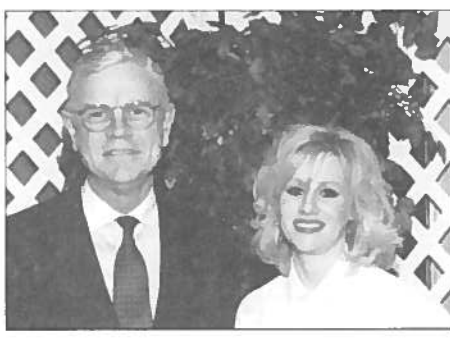
**Jan Jones** (Business Letters Unlimited), challenged "straight-jacket" writing habits and urged MPI members and guests to employ creative substitution to "energize writing and revolutionize the way you write letters."



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*Photos by Lazarow Photography*



**Chuck Hornick** (Earnest & Associates) and **Charlotte Bostwick** (Charlotte Event & Meeting Planning) were among the guests at the April meeting.



**Kristi Dean** (Creative Promotional Advertising) and **Ann M. Stetson** (LeMeridien Hotel).



(The Bus Company), **Rosemary** (Hilton) and **Tamara S. Adkins**



**Gary D. Jackson, Jr.** (Marriott Solana, Westlake) and **Lisa Alderson** (Marriott Solana, Westlake).



**Laura Prittie**, **Cynthia Bras** and **Carol Woods** were among the hosts at the Omni Richardson Hotel.



Omni Richardson Hotel), **Susie Carr**, of the Southern Baptist Convention), **PhD, CMP** (Tarrant County Junior



**Elizabeth Hartman** (Medieval Times) and **Marina Klein** (Wyndham Garden Hotels).

**Hall of Fame**

*Please salute the following companies and individuals for their contributions to the April meeting at the Omni Richardson Hotel.*

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Omni Richardson Hotel  
**Sherry Graham**  
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**George Primo**  
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## CURRENTly Editor's Notes

Some organizations "wind down" with activities and projects near the end of an administrative year.

Not the MPI D/FW Chapter!

"Committed to Educational Leadership" is a must-include part of the official MPI logo. And even though the chapter year is near its 1996-97 end, educational opportunities are as prolific as ever.



**Gracie Hilton**  
*The Write Stuff*  
Editor, the CURRENT

The headliner is the statewide Texas Education Conference (TEC) June 27-28 at the DFW Lakes Hilton.

A joint effort of the Texas MPI Chapters—Texas Hill Country, MPI Houston Area and MPI D/FW—the TEC is an "opportunity for local and regional MPI members to attend an affordable in-depth networking conference," stress the conference co-chairs.

Read about it on page 9 and expect more details in next month's *CURRENT*.

There's more! This month's installment of the popular "Walk a While in My Shoes" educational series takes participants to the IMAX Theater via a Kerrville bus May 20.

Then there's a plethora of possibilities at the **Hand-on Technology Institute!**

Don't forget **CMP University** June 13-14—and other study opportunities!

Or the **Speaker's Showcase** June 18 & June 19.

Or the June 17 **Wine Tasting**. ?! ☺

Peruse all of these educationally enriching projects on pages 6-9—and on page one! "Next Stop: Nassau"—the May 22 chapter meeting in Austin via Miami Air—is a "hands on" lesson on incentive travel.

*Meeting Professionals International: Committed to Educational Leadership.*

ghh ☺

P.S. Meeting professionals have experienced all kinds of local and regional festivals. But how many of you have attended the **World Cow Chip Throwing Championship**® ?!—a recent pleasure in Beaver, OK!

## Heard it through the Grapevine!



**Judy Benaroch, CMP**, has been promoted to director of meetings and marketing at *E. Harden & Associates*. Judy is pleased to announce her engagement to Michael Johnson; a fall wedding is planned.

**Delinda Dudley** is the new director of sales at *Malibu Speed Zone*. She was formerly with Six Flags Over Texas.



**Sally Gibbons** is moving to Las Vegas to accept the position of director of sales at *Caesar's Palace Hotel*. She was formerly with the Wyndham Anatole Hotel.

**Sue Ferguson-Fry** has been named sales manager at *Rough Creek Lodge* in Glen Rose, which will open in December. Sue was formerly with Hard Rock Cafe.



**Phyllis Tackett** is the new director of events for *The Singles Foundation*. Prior to this position Phyllis freelanced for the Exxon Corporation.

**Cindy Stanley-Plotkin** is the manager of incentive sales for *Dallas Fan Fares*. She was formerly with Marketing Equities International.

**Julie Roberts** has accepted the position of meeting planner with ADSC. She was formerly with CEI Association Management.

As the new director of *Tourisme Quebec*, **Sandy A. Mukitarian** will promote Quebec, Canada to planners and tour operators in the southeastern region of the United States.

Keep up with personal news about fellow MPI chapter members—job changes, promotions, awards or special recognitions, weddings, or births—through "Heard it through the Grapevine." Please contact Mary-Therese Gnad (A Bunch of Grapes), 972-866-8640; FAX 972-613-4523, or [gnadt@airmail.net](mailto:gnadt@airmail.net) about items of interest for this column. Please submit photo ("head shot") with your news item.

# MPI D/FW Chapter Board Notes

## -----April Highlights-----

### Public Relations Projects

A group of MPI D/FW Chapter representatives met with "News 8 Listens" to discuss how the meetings industry impacts the local economy.

The *Dallas Business Journal* has another meetings industry insert scheduled for October 97 release, and MPI D/FW is working on a special project for advertising and editorial support. Upcoming issue will highlight MPI.

*Texas Business* has agreed to be a sponsor of the TEC.

MPI D/FW Chapter Member Steven Foster was on the radio recently discussing the Brimer Bill.

Because of The Kids Charity Ball 1997, MPI D/FW was able to designate \$9,000 for continued educational programming and donate \$5,000 to the MPI Foundation. Final figures will be presented at the May meeting and proceeds will be distributed to the designated charities at the June Awards Gala.

*V.P./P.R. & Marketing  
Dana Nickerson, CMP*

### 1997-98 Directory Contract Approved

A motion was made and accepted to approve the contract to handle the sale, contracting, and collection of money and artwork for the MPI D/FW Chapter's 1997-98 membership directory and handbook.

The BOD will review the chapter secretary's contract in May.

*V.P. Administration  
Linda Sergeant*

### May Meeting in Austin

The May monthly meeting to be held in Austin will have an early registration of May 16 and air transportation will be limited to 150 members. The registration fee for this meeting will be \$35.

*V.P./Programs Cindy Hamilton*

### MPI D/FW Has Five New CMPs

The Dallas Chapter has five new CMPs, bringing the MPI total to more than 3,597.

*Director of Education  
Peg Wolschon*

### Richland Scholarship Recipients Honored

Twelve DISD students selected to receive Richland College scholarships from proceeds of The Kids Charity Ball were recognized at the April meeting. All will be members of MPI D/FW and will be assigned a mentor who will help encourage them to continue with and succeed in school.

*President-elect  
Gregory Pynes*

### Community Services Project

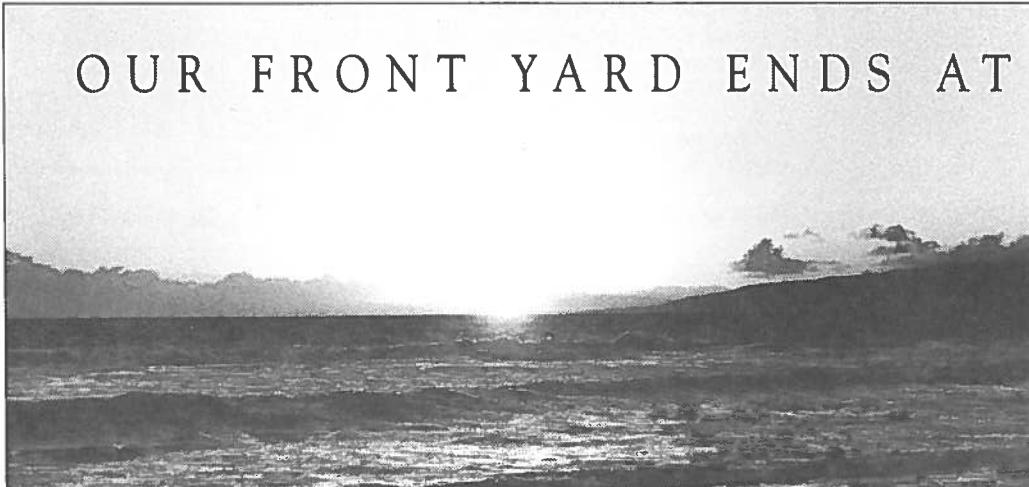
Community Services Committee members met in early April to volunteer time and talents to Bryan's House. Keith Hickman, M.T. Gnat, Cheryl Beasley, CMP and her husband Jimmie painted six offices and a large upstairs hallway.

*Chair, Community Services  
Cheryl Beasley, CMP*

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## MPI D/FW Shares Ideas with WFAA's 'News 8 Listens'

By Dana Nickerson, CMP  
Square One Productions

At the invitation of WFAA-TV, the Community Awareness Committee recently coordinated a group of MPI D/FW Chapter representatives to meet with "News 8 Listens" to discuss how the meetings industry—the third largest employer in the state of Texas and the largest in Dallas—impacts the local economy.



Dana Nickerson, CMP  
Chair, Community Awareness Committee

A goal of the Community Awareness Committee is to create opportunities for MPI D/FW Chapter members to meet with all types of media to showcase the meetings industry.

An enhanced industry awareness enables all planners and suppliers to better market services and products, and develop improved educational and marketing opportunities for the MPI D/FW membership.

Among the participants in the "News 8 Listens" idea exchange were MPI D/FW Chapter President Mary Lynn Novelli, CMP (Sterling Hotels & Resorts); official spokesperson for MPI D/FW; President-elect Greg Pynes (Hand & Associates); Immediate Past President Phyllis Firebaugh, CMP (SEI Incentives); V.P. Public Relations & Marketing Dana Nickerson, CMP (Square One Productions); and Heather Barton (MPI International).

Other participants, representing planners, included Tracey Smith (Computer Language Research); Linda Hill, CMP (Meetings Management/Festivities); Phil Crouse (Phillip C. Crouse & Associates); LeeAnn Harle (Renaissance Meetings & Incentives); and Sherri Cook, CMP (Sherri Cook & Associates).

Other participants, representing suppliers, included Tony Cummins (Adams Mark Hotel); Denise Howieson (IGNITION! Creative Group); Bill Gilchrist (DFW Lakes Hilton); Joe Diaz (Delta Air Lines); Steven Foster (Gray Line of Dallas/ Fort Worth); and Don DeFeo (Raddison Fort Worth Hotel).

## Opinion, Please!

**Q: As a participant of "News 8 Listens," did you feel this initial meeting helped the media understand the issues we are concerned about as meeting professionals in this community?**



**Don DeFeo**  
Radisson Plaza • Director of Sales

A: Judging by the reaction of Nan Goplerud, our interviewer, I would say this was a very good first step for us. She exhibited a genuine curiosity about our industry, asked probing follow-up questions and was surprised at the scope and impact of the meetings business. Hopefully, this will act as a "door opener" for further media exposure.



**Tracey Smith**  
Computer Language Research, Inc. • Marketing Programs Lead

A: I think Channel 8 definitely has a better idea of what we do and the impact we have on local revenues and taxes. Do they understand? I'm not sure we as a group fully understand our own issues. I'm just beginning to grasp them myself! But, with continued educational updates, I feel MPI D/FW membership is on the right path to enlightenment and knowledge.



**Phil Crouse**  
Phillip C. Crouse & Associates • President

A: This meeting just set up contacts and helped Channel 8 to recognize MPI as a resource for issues facing our industry. Outside of the Brimer Bill it was evident from our discussions that there were no newsworthy issues pending at this time. However, it is important to build media relationships for when newsworthy events occur. This chapter has planned a good strategy for the future.



**Sherri Cook, CMP**  
Sherri Cook & Associates • Owner

A: Yes, definitely. Not only did the media learn who we are and what we do, but also the importance of our jobs to the city's economy. Additionally, we demonstrated the vastness of our industry and scope of our work force. I think we had an impact on the media in attendance and opened an area of mysticism unknown to the media.

*"Opinion, Please" is a question and answer feature column prepared by Denise Howieson (IGNITION! Creative Group).*



# Star of the Month



"Star of the Month" is a recognition program honoring chapter members for involvement in committees and special programs. All Stars of the Month are eligible for a special drawing for two educational scholarship awards to attend the MPI International Conference or other MPI educational opportunities.



**Tony Cummins**  
Adam's Mark Hotel

**Tony Cummins** (Adam's Mark Hotel) is known for his dedication to the chapter's PO<sup>4</sup>D Program. Cummins was responsible for getting the PO<sup>4</sup>D Handbook together. Thanks to his persistence, this innovative educational program has flourished, enabling chapter members to participate in more educational programs.

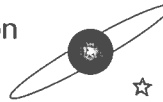


To nominate a Star of the Month, call Paige Braun (Dallas Conventioneer), 214-691-8073.

<http://www.mpiweb.org>

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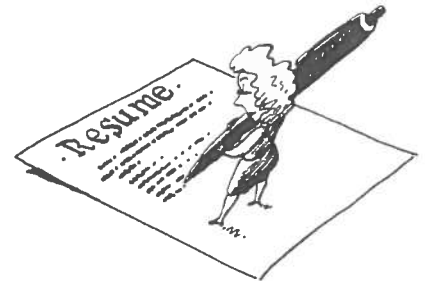
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## D/FW Chapter Mentor Program— a 'Win-Win' Relationship

By Diane Smith, CMP • Alcon Labs, Inc.

When I was first asked to become a mentor in the MPI D/FW Chapter's Mentor Program, I hesitated. "Just what I need, one more project!" I thought.

At a time when I was trying to "retire" from my MPI duties, the last thing I wanted was to take on another challenge. I knew the commitment required time and I didn't have a lot of that to spare.

However, Fred Knieberg, CMP (AFK & Associates, Inc.), finally convinced me that it was an opportunity I shouldn't pass up. Fred, co-chair of the Mentor Program, was right!



**Diane Smith, CMP**  
Alcon Labs, Inc.

It's been said that "you can't teach an old dog new tricks." I'm living proof that's not true! Having been in this business of planning meetings for several years now, I feel my "how to" is comprehensive. But don't be fooled ... you can never know it all.

That's what the Mentor Program has taught me. Asher Lortz (IBM/Tascor) and I began our mentoring relationship last November. Once we got through the holiday crunch, we put in place a program that included weekly communication and a monthly face-to-face—hitting high gear in January.

While the program sets no limits on telephone communication, our busy schedules really haven't allowed for much more than a weekly phone visit and our monthly face-to-face. But those sessions have been invaluable.

As the "mentee" in our relationship, Asher identified specific goals she wanted to achieve when we first began. I did the same. At our first meeting, we reviewed our goals and determined that they were realistic and quantifiable. It was obvious that I had insights that might be valuable to Asher—and that she had ideas and views I could learn from as well.

What have I learned? Different ways of looking at things is probably what's been most insightful for me. While I've "been there, done that," looking at problems and opportunities from Asher's viewpoint has opened my eyes to alternative solutions, ways of doing things I might not have considered before.

Helping her work through the process has been a learning experience for me as well. And, while I have many friends that I count on in this business, the mentorship relationship provides me the opportunity to work one-on-one with someone who can benefit from my experiences—and teach me new things in the bargain.

While I can't speak for Asher, I believe she'd agree we've both profited from this relationship—and will continue to.

If you believe, as I do, that "time is money," then you certainly agree that time should be spent wisely. Investing your time in the Mentor Program can be a profitable experience and a great way to increase your "net worth."

I encourage everyone to seriously consider being a part of the MPI D/FW Chapter Mentor Program.

It's a win/win situation.

*EDITOR'S NOTE: The Mission Statement of the Mentor Program is: "To encourage experienced professionals, to nurture and assist in the development of newer members of the meetings industry and to provide a structured environment for this effort."*

For more information about the Mentor Program, contact  
Fred Knieberg, CMP • 214-361-4316

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# Nominees for '96-97 Awards Announced; Chapter Winners to be Honored at June 26 Awards Gala

## Chapter Planner of the Year Nominees



**Greg Pynes**  
Hand & Associates



**Dana Nickerson, CMP**  
Square One Productions



**Patti Wilke, CMP**  
Independent Planner

## Chapter Supplier of the Year Nominees



**Michelle Carter, CMP**  
Wyndham Anatole Hotel



**Mary Lynn Novelli, CMP**  
Sterling Hotels & Resorts



**Linda Sergeant**  
Bill Reed Decorations

Chapter Planner of the Year and Chapter Supplier of the Year awards are presented for lifetime contributions to the Chapter in committee and board involvement, meeting industry service, recognition and awards, industry-related speaking engagements and community service.

## Rising Star Nominees



**Tamara Quilty**  
Sprint



**Gerry Reid**  
Gerry Reid Speaking



**Esther Wigley**  
Appointments

The **Rising Star** award is presented to a chapter member who has made a significant contribution over the course of the past year and who has been an MPI member for three years or less and has not served on the Board of Directors. Chapter award winners are selected by the Board of Directors and past award recipients.

## International Award Nominees

Winners, selected by the International Awards Committee, will be announced at the World Education Conference.



**Nominee for International Planner of the Year**  
**Sally Goldesberry, CMP**  
Meetings & Exhibits Specialists

## Nominee for International Supplier of the Year

**Colleen Rickenbacher, CMP**  
Dallas CVB



International Planner and Supplier of the Year awards are based upon service at the international level as well as the chapter, industry and community; published articles, speeches, professional recognition, certification and continuing education.



**Nominee for International Chapter Leader of the Year**  
**Phyllis Firebaugh, CMP**  
SEI Incentives

The **International Chapter Leader** award recognizes one who has the ability to motivate others, stimulate volunteer functions and act as a catalyst for exceptional results.

## Nominee for International 'Tomorrow's Leader'

**Kristi Hollomon**  
J & S Audio Visual



The **International Tomorrow's Leader** award is presented to a "new" member who has made contributions through involvement, commitment, and achievement over a four year period.

Many thanks to Awards Committee Co-chairs Susie Carr, CMP (Annuity Board of the Southern Baptist Convention) and Pat McCain, CMP (Krisam Hotels & Resorts), who coordinated the nomination and selection process for all chapter level awards and the nomination process for international awards.

## 178 Long-Term Members to be Honored in June at Inaugural Membership Pin Presentation

Five MPI D/FW Chapter members will receive 20-year membership pins at the "Celebrating the Vision" gala June 26. A total of 178 members will be recognized for long-term membership in this inaugural presentation. Twenty-one (21) members will receive 15-year pins; 31 members will receive 10-year pins; 121 will receive 5-year pins.

### 20 Years

Ellen Beckert  
Douglas Heath, CMP, CAE  
Suzann Oliver, CMP  
H.C. Olson  
Ron Trammell

### 15 Years

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J. William Boyd, CMP  
Dick Champ, CHSE  
Norbert Dettman, CMP  
Greg Elam  
Sally Gibbons  
David Gisler  
Rosemary Hall  
Linda Hill, CMP  
Bruce Jaster  
Gene Johnson  
Melody Lavagetto  
Marilyn McGuire, CMP  
Lesley Meyer, CMP  
Bob Mitchell  
Alan Powdermaker  
Nita Sisul  
Pat Smith  
Charlotte St Martin  
Mary Upton, CMP

### 10 Years

Jay Allen  
Maurine Allen, CMP  
Kay Burkhardt  
Susie Carr, CMP  
Mary Cowart  
Phyllis Firebaugh, CMP  
William Gilchrist, CMP  
Sally Goldesberry, CMP  
Paulette Good-Lindsay  
Carolyn Hopper  
Hugh Hunt  
Phyllis Jannusch  
Vicki Kempe  
Fred Knieberg, CMP  
Gail Lemaire  
Cheryl Lilley  
Michele McDonald  
Kevin McMahan  
Kimberly Mudrone  
O.D. ODonnell  
Lodi Palmer, CMP  
Sherri Pizitz, CMP, CSEP  
David Powdermaker  
Colleen Rickenbacher, CMP  
Eugene Rondeau  
Judith Rondeau  
Susanne Ruffner, CMP  
Michele Sanseverino  
Lisa South, CMP  
Dorrit Turner  
Robert Walker  
Patti Wilke, CMP

### 5 Years

Holly Adams  
Tom Beene  
Judy Benaroch, CMP  
Paige Braun  
Judith Brills  
Margaret Brown, CMP  
Nancy Bryan  
Bobby Bulger  
Deborah Burleson  
Bitsy Burns, CMP  
Norma Byers  
Thomas Calhoun  
Faye Cantrell  
Carolyn Carey, CMP  
Michelle Carter, CMP  
Gary Clark  
Sherri Cook, CMP  
Anne Copeland  
Phares Corder  
Phyllis Cox  
Judy Crow  
Marty Dahlgren  
Robert Darden  
Don Defeo  
Erin Donohue  
Vincent Elorza  
Gretchen England  
Lori Farris  
Francy Fellman  
Sue Ferguson-Fry  
Marc Finley  
James Follett, CHSE  
Steven Foster  
Wendy Foster  
Jeff Fountain  
Martha Fox  
Linda Gant  
Betty Garrett, CMP  
Richard Gilland  
Patty Habeeb  
Cindy Hamilton  
Elizabeth Hartman  
June Herold  
Eddie Heyland  
Ron Hiatt  
Gracie Hilton  
Debra Hood-Koch  
Les Hudson  
Tracy Johnson  
Clairene Jorella  
Steve Kemble  
Barbara Kemerer  
C. W. Kendall  
Peggy Labounty  
Debra Lakin, CMP  
Gary Larr  
Lynn Larson, CMP  
Mark Lazarow  
Helen Lemay  
Jana Liles  
Katheryn Louth  
Marie Malloy

Carol Marks  
Debra May  
Cherrie McBratney  
Pat McCain, CMP  
Karen McCollough  
Susan McElroy  
Dana McGoveran  
Jeffery Means, CMP  
Charlotte Merrill-Davis, CMP  
Jonna Moody  
Sandra Moten  
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Deborah Muszynski  
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Dana Nickerson, CMP  
Mary Lynn Novelli, CMP  
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Brenda Sayegh  
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Tracey Smith  
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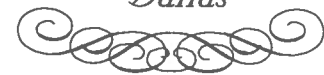
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