Meeting Professionals International

April 2001

Dallas/Fort Worth Chapter



## Inside

Calendar Information ..... 2

President's Message 3
April Meeting 5
March Wrap-Up 6
Membership Info 7
CMP Action Line

TechKNOW Corner

Planner's Point	
Dear CMP	11

Grapevine ...... 8

Show & Sell ...... 9

CMP/CMM Breakfast International Seminar ... 12

Information

Log on to our

WEBSITE

www.mpidfw.org

### March Meeting Gets **ENERGIZED**

Amanda Gore asked the group, "What's the best

thing that has happened to you today?". A question she encouraged everyone to ask their staff, family and friends upon greeting them daily. Amanda also talked "energy about zappers" in our lives and how not to let them take the positive energy out of your life everyday. "Build a bridge and get over it," was her come-back to energy zappers.

Amanda talked about the "sparkly bits" we all emit, it's

not what our mouth is saying but "how we say it and the attitude and energy behind it"

Averg

The group learned to greet each other with an unique introduction to build positive energy.



### D/FW Chapter Honors Dallas Policeman of the Month

The March chapter meeting honored Officer Leslie F



South as the Policeman of the Month. Assistance Chief Shirley Gray presented Officer South with his award. This effort was coordinated in conjunction with the Dallas CVB and the D/FW Chapter.

# National Tourism Week

The 18<sup>th</sup> Annual National Tourism Week will be celebrated nation wide from May 6-12, 2001. As a kick-off for local celebrations, the Dallas/Fort Worth Area Tourism Council (D/FWATC) is hosting a special industry event - "Tourism...A Texas Treasure" - on Wednesday, May 2 at Six Flags Over Texas.

The event will start with an educational program featuring a panel of mayors and elected officials from D/FWATC's six founding cities (Dallas, Fort Worth, Arlington, Grand Prairie, Grapevine and Irving). Each will discuss the economic and social impact of tourism on their community. Lunch and other activities – including an opportunity to ride Six Flags' newest rollercoaster Titan – will follow the program. The program starts at 11 a.m.; lunch and Titan rides will run from noon to 2 p.m. Cost is \$25 per person.

Mark your calendars for what promises to be an enlightening, educational and entertaining way to celebrate the tourism industry with peers (all D/FW MPI members will be receiving formal event invitations soon). For more information on this or other National Tourism Week events, please contact the D/FWATC office at 817/329-2438 or via e-mail at dfwatc@airmail.net.

Chapter Meeting • April 26th • 6:00 p.m. • The Ballpark in Arlington



Dallas/Fort Worth Chapter

### CURRENT

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### **MPI D/FW Calendar Information**

#### **APRIL 2001**

- 25 **Board of Directors Meeting** Sheraton Park Central 5:30pm-7:30pm - Steve Kemble (steve.kemble@airmail.net)
- 26 Monthly Chapter Meeting The Diamond Club Networking - Dinner – 6:00pm-9:00pm – Anna Squire

#### **MAY 2001**

- 23 **Board of Directors Meeting** Sheraton Park Central 5:30pm-7:30pm - Steve Kemble (steve.kemble@airmail.net)
- 24 Monthly Chapter Meeting DoubleTree Lincoln Centre – Breakfast – 7:300am-9:30am – Anna Squire

#### **IUNE 2001**

- 23 **Board of Directors Meeting** The Adolphus 5:00pm-7:00pm Steve Kemble (steve.Kemble@airmail.net)
- 24 Monthly Chapter Meeting The Adolphus Awards Gala – Dinner – 6:00pm-10:00pm – Anna Squire

Updated Committee Meetings, other Educational Programming and Contact Information are listed on the website at

www.mpidfw.org

### WEB SITE NEWS\_\_\_\_

www.mpidfw.org

#### **Question of the Month:**

"What are your pet peeves about hotels."

Go to the mpidfw.org website Guest Book, sign in and tell us your thoughts. To read member comments, go to "Read" Guest Book.



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### Want to Earn your CMP?



- CMP University
  June 10 11
- CMP Exam Dress Rehearsal June 17

For more details go to www.mpidfw.org (go to events) or contact Jim Monroe, CMP, CSEP at 214-647-5566 or jcmonroe@iname.com

# A Message from the President



"The *Many* Benefits of Being an MPI Member"

I would like to take this opportunity to thank all of you for



Steve Kemble
Steve Kemble Event
Design
D/FW Chapter President

retaining your membership in Meeting Professionals International (MPI) and, in particular, our chapter.

I am pleased to announce that of the ten largest

chapters in our worldwide association, our chapter has the best retention rate of them all. Wow!

When you see our Vice President of Membership, O.D. O'Donnell of Nightlife Talent & Management Agency/Panache, please say "Thank you! Thank you! Thank you!" O.D. and his incredible committee started this year with a campaign entitled "Attention to Retention." The campaign, needless to say, has been an overwhelming success! Thank you, O.D., for this and all you do for our chapter!

We want all of our members to know that we want to continue to provide you what you want out of your membership in our local chapter and from the international association. With now over 900 members in our chapter, we have to appeal to a vast and very diverse audience and this sometimes can be challenging. Please know that we're up to the challenge, so let's hear from you and we will see if we can make it work.

I find that many of you realize the many benefits we offer on a local level, yet I am one who feels it never hurts to remind you of some of the benefits that your membership offers from our international association.

For example:

a. World Education

Congress (WEC). Experience innovations in meeting design and delivery. Interact and exchange ideas in general sessions, plenary sessions, advanced forums and more than 70 workshops and a technology laboratory each July. Each education session carries Continuing Education Units (CEUs).

b. Professional Education Conference – North America (PEC-NA). Every January take advantage of the opportunity to learn new ideas to implement and meet peers from all facets of the industry. Enrich your knowledge and skills through intensive education at individual workshops, general sessions, plenary sessions, the Executive Track and unique networking opportunities.

c. Professional Education Conference – Europe (PEC-Europe). Share ideas and build relationships with other professionals in the European meeting industry in early April. Participate in general sessions and workshops specifically designed to meet the unique educational needs of European members and those who conduct business in Europe.

d. Institutes 1 & 11 – North America. Customized and integrated certificate programs for meeting management planners and suppliers. This five-day, in-depth program is recognized as the most comprehensive training available in the meeting industry.

e. MPI Research Center. The center maintains the industry's largest database, including more than 5,000 records and 500 subject files. Obtain quick answers to your inquiries via telephone or computer and take the effort out of conducting extensive research projects.

f. MPI Bookstore. Save time and money by enjoying special member discounts on educational publications, reference guides and planning tools from the meeting industry's largest collection.

**g. CMP Certification**. Attend MPI educational programs and write

articles for association publications to earn points toward qualifying for the Certified Meeting Professional (CMP) designation sponsored by the Convention Industry Council (CIC). Our local chapter also holds an incredible Study Group this year led by active chapter member Jim Monroe, CMP, CSEP, Gale Sliger Productions. Contact Jim for more information.

h. Global Certification in Meeting Management (CMM). A premier certification program offered to senior meeting professionals to be recognized as integral members of top management, contributing substantially to the corporate bottom line.

i. MPIWEB. This interactive technological tool represents the wave of the future and is updated on a continual basis. Most of the items I have mentioned above can be accessed by using the Web. Visit <a href="https://www.mpiweb.org">www.mpiweb.org</a>

The benefits I have mentioned above are only a few; there are also:

- The MPI Membership Directory
- Subscription to *The Meeting Professional*
- Exhibitor guides
- Direct mail opportunities
- Advertising opportunities
- The MPI Foundation
- · Affinity marketing programs
- The Global Paragon Awards
- Insurance programs management
- ...and more and more and more!

As you can see, your membership is valuable and offers you a lot! As a member you should take advantage of all of these benefits as each will help you grow as an individual and in your professional development.

Thank you for retaining your membership in our association. You are valuable to us! And again, if there is something you would like to see our chapter offer, let us hear from you. We are here for you!



DEFINING THE POWER OF MEETINGS"

Meeting Professionals International is the world's largest association of meetings professionals with more than 18,000 members in 64 countries and 58 chapters and six clubs. 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 non-members alike through its commitment to quality education, continuous improvement and excellence in meetings while upholding high ethical standards.

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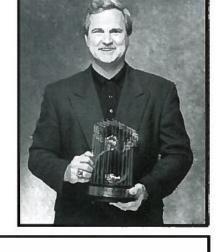
#### **OPPORTUNITY**

### **April Chapter Meeting**

Thursday, April 26, 2001 • 11:00am



### **Team Building**



The topic of Team Building fits like a glove for Jim Sundberg of Sundberg Leadership and Sports Training Systems. Jim has 16 years in Major League Baseball with The Texas Rangers, Chicago Cubs, Kansas City Royals and the Milwaukee Brewers. During his time on the catcher's mound, he has earned six American League Golden Glove awards, is a three-time American League All-Star and was the 1985 World Series Championship catcher with the Kansas City Royals, Mr. Sundberg is the creator of the Practice Planner, fundamentals learning system, as well as the founder and owner of Sports Training Systems. You won't want to miss this wonderful opportunity to hear Mr. Sundberg share his vision of team building while taking in the beautiful view of the Ballpark in Arlington from inside The Diamond

Our April meeting is graciously being sponsor by the Pasadena California Convention and Visitors Bureau. Our April Committee Members are: Peg Wolschon, Tamra Fairbrother, CMP, THE Meeting Planners, Todd Quigley. Designs Behind the Scenes, Jane Richards, The Tribute, Dvorah Evans, Dallas Black Chamber of Commerce and Lori Hall, Southwest Airlines.



Host Facility

### The Ballpark in Arlington

The Diamond Club is a luxurious dining facility located at the Ballpark in Arlington open for the public during The Texas Rangers home games. In addition, The Diamond Club is available for private functions, subject to availability.

Class is modern décor with cherry wood accents and a forest green and burgundy color scheme make The Diamond club ideal for wedding receptions, holiday parties and other corporate and social occasions. The Diamond Club accommodates up to 500 guests seated and 1,000 guests reception style. Small groups may also be accommodated in private suites.

#### **DIRECTIONS**

From Dallas- I-30 west to Ballpark Way south (right curve). Pass the Arlington Convention Center. Turn left at The Road to Six Flags and make an immediate right into The Diamond Club parking lot.

From Fort Worth- I-30 east to Nolan Ryan Expressway, stay right. Pass Copeland Street. Turn left on Randol Mill Road. Cross Ballpark Way. The parking lot on your immediate left is for The Diamond Club. Make a u-turn and proceed to the north end of the parking lot.

March MPI D/FW Chapter Meeting

### "Team Building"

### The Ballpark in Arlington The Diamond Club

1090 Ballpark Way • 817-795-9006

#### **DINNER MEETING**

6:00pm — Chapter Orientation 6:30pm — Registration / Reception 7:00pm — Dinner and Program

Parking is complimentary directly across the street from The Diamond Club

Advance Member Price: \$32.00 Advance Guest Price: \$37.00 Walk-In / On-Site Price: \$42.00

R.S.V.P. to Randie Charnes by 2:00pm, Monday, April 23, 2001

On-Line Registration Preferred

Website Registration: www.mpidfw.org
• rcharnes@msn.com

### March Meeting Wrap Up

### A Day of Sparkly Education

The March meeting at the Le Meridien included 320 Chapter Members who were treated to the Latin sounds of Ricky Martin's Living La Vida Loca, the sizzle of a drawing for a four night stay at the Wyndham El San Juan Hotel and Casino, and the phenonmenal presentation by Amanda Gore. Amanda reminded us to "Let Go," and "Build and Bridge and get over it."

As has been the tradition of MPI D/FW, we honored Dallas Police officer Leslie South for his work in the community. Officer South received the presentation from Assistant Police Chief Shirley Gray, who lauded South for his dedication to the department, the city and the citizens of Dallas.





DFW Members and members of the Dallas Police Department enjoyed Sparkley Bit moments presented by Amanda Gore. It included zoot,zoot,zoot (heart beats to one another), finger talk and other fun filled ways to deal with stress and "get over it" in life.



Betty Garrett, CMP, Garrett Speakers International, President-Elect filled in for President, Steve Kemble at the March chapter meeting



Photos courtesy of Jim Woods, Jim Woods Photography

### March **Hall Of Fame**

March Meeting Sponsor Puerto Rico Convention Bureau

#### Prize Drawing

Wyndham El San Juan Hotel & Casino

> Host Facility Le Meridien Dallas

> > Speaker

Amanda Gore

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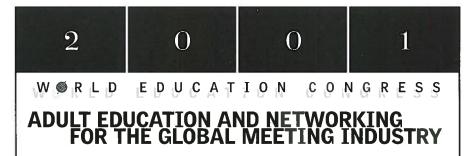
Presentation Services

#### **Entertainment**

**Encore Productions** Entertainment



CORRECTION: Costumed entertainers from February's Showcase 2001 were compliments Encore Productions Entertainment.



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- Intuitive General Sessions
- MeetingPlace 2001 Trade Show

For information and registration, phone 1-972-702-3051. Or log on to MPIWeb at www.mpiweb.org



vegas

New Kids on the Block

# MPI D/FW New Members for March 2001

To obtain more information about a member, please refer to the website at: www.mpidfw.org/memdir

Announcement from the Vatican Post (times running out) Noah's filling up his ark two by two!

Have you recruited *your* two new mpi members?



R	EMEMBER	FATHER	$\mathbf{V}$ itoʻ	's W	ORDS!
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	Samsung Telecommunications America
Howard S. Berg	Megalearning
Mark P. Birchall	Starwood Hotels & Resorts
	Brink's Home Security
Jennifer R. Burns	i2 Technologies
	Acxiom Corporation
Elise G. Colson	Palm Springs Desert Resorts CVA
Calinda S. Corbett	Physician Sales and Service Inc.
Frederik Danielson	WynTrac
Stephen R. Davis	QC2 Multimedia
Judy E. Deaver	Acxiom Corporation
Chad D. Enloe	American Airlines Training & Conf. Ctr.
David J. Erkel	Nortel Networks
Lisa K. Fleischer	Wyndham Jade
Nedra S. Forrest	A Moments Notice
Holger Frehde	Hotel Inter-Continental Dallas
Maria S. Gallenmore	Etc Travel and Promotions
Evern Garcia	Grant Thornton
Sheryl L. Gilliland	Delta Air Lines, Inc.
Michael G. Gongre	LeMeridien Dallas

	i2 Technologies
Don. A. Harris, CMP, CAE	INNMUG
	Raytheon
	Texas Motorplex
	Deloitte & Touche Tax Technologies
Darlie P. Kee, CMP	Ericsson, Inc.
Jennifer L. Linberger	Software Spectrum Inc.
Ellen G. LoCurto	Chaos & Co.
Teresa L. Lovich	Student
Sara N. Mann	1 Global Inc.
Susan L. Moore	Brookhaven Country Club
Florence L. Morliere	American Airlines Training & Conf. Ctr.
Danielle L. Oakley	i2 Technologies
Jo Rivers	Plano Centre
Deborah K. Saverance	Pivotal Productions
Lori A. Shirpke	ADSC
Sharon L. Scott	American Airlines Training & Conf. Ctr.
	3GPC Printing Co.
Kristie N. Vento	Embassy Suites Dallas Park Central
Kimberly L. Woodson	Cowboys Golf Club



### **CMP ACTION LINE**

The DFW Chapter saw some CMP ACTION with the exam this past January. Kudos and congratulations to our new Dallas/Fort Worth CMPs! Bring on the confetti & party hats, the champagne and trumpets to honor!

Charles Berkhimer, CMP, Sol Melia Hotels

Jennifer Cates, CMP, Scholtzsky's, Inc.

Cecilia Daddio, CMP, Lennox Industries

Sherry DeLaGarza, CMP, Society of Petroleum Engineers

Dvorah Evans, CMP, Dallas Black Chamber of Commerce

Marti Fox, CMP, Global Goals

Linda Gentzkox, CMP, Alcon Laboratories, Inc.

MT Hickman, CMP, Richardson College

Jennifer Hyle, CMP, Fairmont Hotel

Jane Ann Ito, Nortel Networks

Tracie Houston Mihaila, CMP, Renaissance Mts and Incentives

Nicole Northrop, CMP, Omni Mandalav

Judy Puckett, CMP, Judy Puckett & Assoc.

The Spring 2001 DFW Chapter CMP Study Group has begun. The Guest Lodge at The Cooper Aerobic Center is graciously hosting these sessions which are taking place over seven weeks from 6 to 9 on Mondays. Twenty-three candidates are participating.

These new Certified Meeting Professionals will be honored, along with all of the CMP's and CMM's in the Dallas/Fort Worth Metroplex, at the CMP/CMM Breakfast at The Four Seasons Hotel and Resort, Las Colinas, June 15, 2001.

See Back Page for more details



### **TECH**KNOWcorner

### "E-Kudos"

Email and company intranet can help build trust and develop positive work relationships. Consider these strategies for using them to recongize employees, clients or vendors.

- Leave positive, detailed voice mail messages to thank others for something they have done well. A great voice mail can be transcribed and distributed.
- 2. When you send or receive an email praising someone, copy that person's manager or others in their work group.
- 3. Use your mobile phone for positive communication, especially immediately following a great job. Timing is important.
- Create a screen saver that has one or more messages reminding you to recognize people and performance.
- 5. Company intranets can provide space for recognition.
- Send virtal postcards, greeting cards or flowers from such sites as: www.wildflower.com; www.bluemountain.com; www.hallmark.com; www.ivillage.aboutwork.com.
- 7. Order a book or gift on the Internet as a special thanks.

Recognition is most effective when used immediately to reinforce desired behavior or performance. Make the most of the moment by using technology to thank others even when you're not arround.



## Heard it through the Grapevine!

Alainna Palmer, CMP Excel Communications, Inc. 'Grapevine' Columnist

**Denne Johnson** has left *MTZ Meetings* to pursue other opportunities.

**Alan Sims** is now the director of sales and marketing for the *Crowne Plaza Suites Dallas* and *Harvey Hotel Dallas*. He was formerly with *EventSource.com*.

Helen Nelson, formerly with *Speedzone*, had identical twin girls on February 13<sup>th</sup>. Their names are Mary Teresa and Claire Elizabeth. Congratulations to the busy parents!

**Suzanne Silver** with *Doubletree Campbell Centre* has been promoted to director of sales at the *Hampton Inn Downtown*.

**Dawn Roberts** with *Excel Communications* has been promoted from events specialist to a project manager.

Karen Fogle has taken the national sales director position at WB Ranch Conference Center.

**Sherry DeLaGarza**, CMP has accepted a position as event planner for the *Society of Petroleum Engineers*, she was formerly with *INNMUG*.

To submit information to *Heard It Through the Grapevinel*, please contact: Alainna Palmer, CMP at 214-863-8926 (phone) 214-863-8576 (fax) or email: apalmer@excel.com.



### How to Run Effective Committee Meetings

At one time or another we have to run a meeting, either a staff meeting or head up a committee meeting. This is also effective in your involvement in MPI or other professional associations.

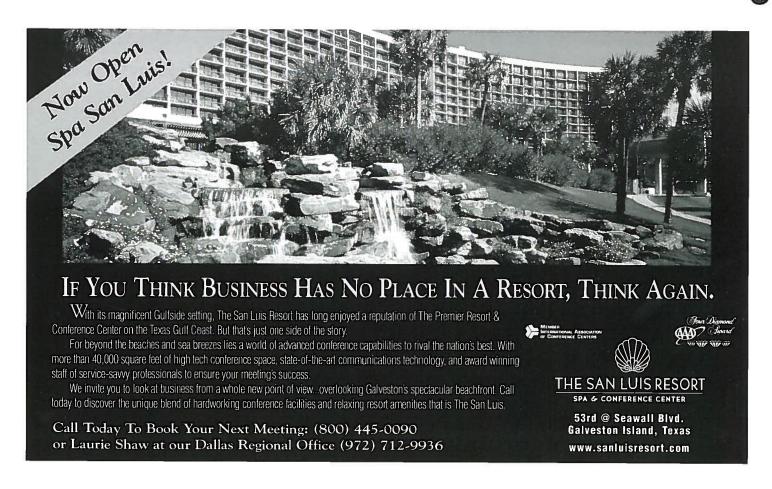
- 1. Open the meeting on time.
- 2. Announce the business to be conducted.
- 3. Recognize members who are entitled to talk. Discourage breaking in.
- 4. Restate the issue to be voted on before calling for a vote, and explain the consequences of the vote (in an unbiased format)
- Put all issues to a fair vote. Don't make assumptions about how committee members feel.
- Announce the results of actions taken and explain the follow-through to be taken and by whom.
- 7. Help expedite business. Don't let discussions drift or go on too long.

- 8. Stay with the agenda. seek the full committees' agreement to change the agenda.
- Close the meeting on time, or seek the committee's agreement regarding extending the time if necessary.

#### FACILITATING THE MEETING:

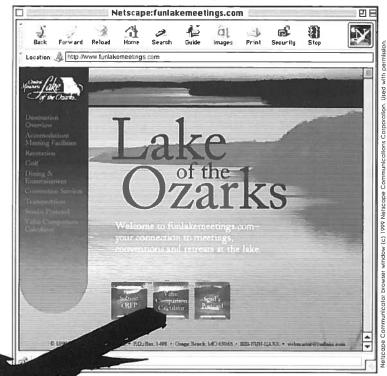
- 1. Be a facilitator. Do not "hold court". The committee or board belongs to the entire organization.
- Guide, mediate, probe, and stimulate discussions. Let others thrash out ideas. Remember, committees are not formed to validate the thinking of the chair or staff.
- Encourage a clash of ideas, but not of personalities. Good decisions are made when committees examine all sides of an issue, but don't let members personlize the debate.

The above suggestions from John Schlegels 30 page handbook "Enhancing Committee Effectiveness"



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# Are You Prepared For the Gavel?

By Percy Sales, Manager, Software Spectrum

Let me take you to a familiar nightmare that I have right before every major event... I'm in a room with 12 empty juror seats to the right of me. Slowly like a bad B-Movie the jurors stumble out of a room one by one, giving me that...it wasn't me look. The judge asks the jury foreman to stand and to read the judgment. His words seem to stream out slowly, so I can grasp each of them individually. I don't even hear the amount that I owe, but I know it's out of this world. Then the crack of the gavel, it hits hard against the wood block of the judge's desk, which creates an even more sick feeling in my stomach. My worst fears have come true, I've been sued and I lost!

I have found a great reference guide for my legal matters through the MPI bookstore; it's called *The Meeting Planners Legal Handbook*, by Jim Goldberg. It covers a wide range of legal concerns facing planners and a great reference point for all your legal questions. The price is \$64.00. This little bit of knowledge goes a long way. It has really helped me in diminishing my reoccurring pre-meeting nightmares.

Take the time to understand the legal matters of you meetings and don't wait until something happens. Educate yourself on how you can stop the nightmares. Learn the legalities of your meetings and protect not only the company that you plan for, but yourself as well.

For detailed article, visit our website: mpidfw.org and click on "NEWS"



# Dear "Current" Meeting Professional



\*Current Meeting Professional\*

Q:

On several occasions, our executives will wait until the very last minute to let us (the meeting/events dept.) know that they need a hotel room or small meeting space to conduct business or do some work on site during our conference. This always presents a problem because while we want to please the Executive, we rarely have the luxury of "extra" space available at that late date. Any ideas how to resolve this issue?

Regards, Executive Excellence

#### A:

Funny how it's always those "last-minute" details that'll put you in the middle of situations which invariably involve the "executives" in your company! As a planning professional who specializes in working with corporate Executives, here are two words to live by...EXECUTIVE ADMINISTRATORS! While your best bet is to always be proactive during the planning development by taking the initiative with communication (sometimes quite brazenly), I have found the following method to be quite successful in protecting planners from uncomfortable situations that can cause unnecessary stress when dealing with Executive needs.

From the early stages of planning, get the Executive Administrators involved. I just completed a conference that fully utilized the Executive Administrative talent effectively by actually implementing a separate, technology-loaded "show office" that was staffed full-time by the Administrators and designed as a private place exclusively for Executive use. This proved successful because it kept the Executives away from the space of the real "behind the scenes" work area of the Meetings/Events department (remember, as professionals we're supposed to make the planning image "look" easy and effortless!). Rather than Executives approaching the core planning team with requests, they went straight to the Executive show room to have last-minute details handled by the dedicated Administrative staff. I was so impressed by the smooth flow over 5 days during that conference and the camaraderie witnessed amongst the Executive Administrators that I will always make it a point to recommend and implement this small (but vital) component for every client I serve.

Hope this helps, CMP

The answer to this question was submitted by: Patty Stern Markley Dallas Meeting Management

To submit a question to Dear CMP

Attn: Alainna Palmer, CMP

Excel Communications, Inc.

Fax (214) 863-8576

apalmer@excel.com



### www.mpidfw.org

Dallas/Fort Worth Chapter PMB 259 7750 North MacArthur Blvd. Suite 120 Irving, TX 75063-7501

CMP's and CMM's Mark Your Calendar

### ChaMPion's Breakfast 2001

The Education Department of the MPI D/FW Chapter, in appreciation for the professional endeavors of CMP's and CMM's in the North Texas area, is proud to once again present the eagerly anticipated Annual CMP/CMM ChaMPion's Recognition Event for 2001!

The Recognition Event for 2001 will be held at The Four Seasons Hotel & Resort on Friday, June 15, 2001.

Please plan to attend! What a wonderful opportunity to visit with industry peers during breakfast, hear an astounding keynote speaker and partake in the presentation of the Colleen Rickenbacher, CMP, Leadership Award! Look for your invitation in May.

May 1st, 2001, 8:00am-Noon

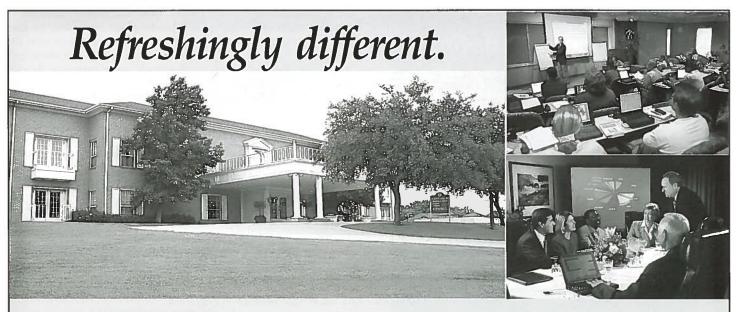
## **International Planning Half-Day Seminar**

More and more frequently, planners are entering the arena of planning international meetings and conferences and suppliers are traveling abroad with clients to provide services. While the prospect of being responsible for developing International programs may initially appear thrilling, the reality is a whole lot of hard work, patience and daily learning!

The Education Department of MPI D/FW Chapter is pleased to offer members the opportunity to learn from industry experts about the trials and travails of International Planning.

REGISTER VIA THE WEBSITE AT: www.mpidfw.org

Contact Person: Jan Gillin, Chair, Dallas Convention and Visitors Bureau, (214) 571-1081 or Patty Stern Markley, Co-Chair, Dallas Meeting Management, Inc., (972) 233-8524



**Right in the heart of Dallas** — a resort-like hotel with 62 rooms, distinctive conference facilities, and a day spa. Enjoy complimentary use of the world-rated Cooper Fitness Center, walking trails amidst 30 scenic acres, and a convenient location near downtown and both airports.

The Guest Lodge has more than 5,000 square feet of meeting space, including the 3,300-square-foot Berkley Room and a 74-seat, state-of-the-art tiered amphitheater. Call 972-386-0306 or 800-444-5187.



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