



## KEY ACCESS Fall 2018 Issue



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Brendan and Nafees at  
General Managers Night 2018

## From Your Co-Presidents

**Nafees Komaravolu, CMP,  
Novotel Toronto Centre &  
Brendan Cullin, The Silver Hotel Group**

As we approach the end of another year, we would like to take a moment to thank everyone who contributes and participates in the logistics and success of CHMSE. This includes our teammates, our fellow Board Members and Executive, whose tireless work and collaboration does not go unnoticed. We are grateful for everything you do. We would also like to thank our members and our partners. You are our teammates as well! We could not be prouder to be associated with each and every one of you.

We are looking forward to 2019 - to bringing you educational programs so you can continue to hone your skills and grow as leaders in the hospitality industry. And we will strive to offer networking opportunities that will help you blossom in your individual and collective roles. The year will be full of new challenges - we

know this. But it will also be full of new successes, more possibilities and considerable probabilities. With CHMSE there will be no barriers, no borders, no walls. It is going to be delightful.

We wish everyone a wonderful holiday season and we are looking forward to 2019!

**Planner Connect**  
**Thursday, November 22**  
**Thompson Toronto**  
**550 Wellington Street**  
**West**  
**11:00am - 2:00 pm**



Keynote speaker  
Emile Studham

There's still time to register for CHMSE's Planner Connect, one of two unique and exclusive client-facing opportunities you receive as a CHMSE member... 67 meeting and event professionals have qualified for this intentional networking + luncheon event. Send a colleague if you can't attend... take advantage of this important CHMSE member benefit.

Sign up by Friday for early bird pricing.

[Register for Planner Connect](#)

Thank you to our Planner Connect Sponsors



Orchestrating Excellence



Live events that create a connection

**Welcome New CHMSE Members**

Hotel

Roberta Amatiello, Delta Toronto  
Ninajoy Banayo, Hotel Le Germain Toronto  
Ed Fernandez, Caesars Windsor  
Brendan Giblin, Marriott Hotels of Canada  
Paula Inocentes, Sheraton Toronto Airport  
Laura Pallotta, Marriott Hotels of Canada  
Jenna Pelechaty, Old Mill Toronto  
Breia Noble, Fairmont Royal York  
Sarah Rau, Thompson Toronto

#### **Affiliate**

Melissa Arnott, Canadian Meetings & Events Expo  
Keryn Houston, MLSE

## **Thank you to our Strategic Partner**



Thank you Robinson Show Services and members Adam and Niels for your year-round support as a CHMSE Strategic Partner!  
Visit them at  
[Robinson Show Services](#)

## **Introducing CHMSE's 2018-2019 Board of Directors**



**Rear L-R:** Melanie Coates of Fogo Island Inn (Director, Web Management), Ellen Muir of Concord Hospitality (Immediate Past President), Nafees Komaravolu, CMP of Novotel Toronto Centre (Co-President), Shelley Macdonald (CHMSE Executive Director), Sandra Herriot of Riot Productions Inc. (Director, Education & Planner Events), Vincent Tran of InterContinental Toronto Centre (Director, Media), Mariya Onikiyenko of Hotel X Toronto (Co-Director, Membership)  
**Front L-R:** Amanat Jaisinghani of Hilton Toronto (Director, Sponsorship & Fund Raising), Yuliya Trybialustava of Chelsea Hotel Toronto (Co-Director, Membership), Brendan Cullin of Silver Hotel Group (Co-President), Natalie Teichmann of Old Mill Toronto (Vice President, Membership), Anna

## Featured Member Benefit

Do you know someone interested in joining CHMSE?



Then we have a gift for you!... a \$50 gift card to the retailer of your choice when a member refers a new, paid member\* to the Association. Have your colleague select the "Current Member" option in the *Howdid you hear about CHMSE* drop down menu and then enter YOUR name. If you have any questions regarding this program please contact [info@chmse.com](mailto:info@chmse.com). (\*Not applicable to long-distance or associate memberships).

Click below and login for more information and for other member benefits:  
[Member Benefits](#)

## Recent CHMSE Events

**October 2018**

**A President's Elite Flow State  
What is Preventing you from Getting  
Better Sales Results?**

What if you could increase your sales by 20% without having to commit significant additional resources? Sound too good to be true? On October 18th, return presenter Anthony Sam provided us with practical takeaways to achieve this goal. He gave us a solid understanding of the sales maze, what prevents us from getting better results, and more importantly, an actionable plan to get them. Through this interactive session, Anthony Sam shared global best practices from the world's most renowned organizations to help you achieve your sales goals.



Anthony Sam



**September 2018**

## Why Culture is the New Winning Formula - Customer Experience is nothing without Employee Experience



Hilton Barbour

Hilton Barbour is a seasoned Strategist and Culture consultant. Having had the opportunity to work with clients as diverse as IBM, Coca-Cola, Hilton Worldwide, EY and Enron, he is a passionate believer that your People, and your Culture, are the best competitive advantage your organization has.

The hospitality industry is famous for its devotion to Customer Experience. But Customer Experience can't be successful without the People to make those experiences magical. Culture, especially with its focus on Employee Experience, is the way. Hilton showed us how organizations from Starbucks to Southwest Airlines create engaged employees who can't wait to deliver amazing customer experiences.

## Through the Keyhole



### People on the Move

CHMSE co-president **Nafees Komaravolu, CMP** is promoted to Conference and Event Manager at Novotel Toronto Centre.

CHMSE immediate past president **Ellen Muir** departs Marriott Hotels of Canada to join Concord Hospitality as regional director of sales and marketing - Canada.

CHMSE director, affiliates **Chris Siedel** is promoted to national director, strategic partnerships for Freeman Audio Visual Canada.

CHMSE director, communications **Nadya Ali** is departing the Holiday Inn Toronto Yorkdale to

join the DoubleTree by Hilton Toronto Downtown as catering sales manager.

CHMSE co-director, membership **Mariya Onikiyenko** departs the Residence Inn Entertainment District to join Hotel X Toronto as sales manager.

**Matt Black** joins Hotel X Toronto as director of brand management.

**Nick Prattas** is director of social catering at Hotel X Toronto.

**Celso Thompson** leaves Hotel X Toronto and is president at Tristan Hospitality Consultants Inc.

**Enza Velocci** leaves Hotel X to join Manga Hotels as senior corporate sales manager.

**Kim Galligan** joins Silver Hotel Group Toronto Downtown Collection as sales account manager.

**Shaun Pearson** is promoted to executive assistant manager/director of sales and marketing at InterContinental Toronto Yorkville.

**Paula Carcamo**, previously group sales manager at the InterContinental Toronto Yorkville, is area sales manager at Westmont Hospitality Group. Paula is replaced by **Leanne McCartney**, formerly with The Adelaide Hotel.

**Fadi Sibani** leaves Toronto to become director of sales and marketing at the Renaissance Toledo Downtown Hotel.

**Jimin Shin** returns to Toronto from Vancouver and is group sales manager at the Soho Metropolitan Toronto.

**Jamie Leitch**, most recently with Rose Reisman Catering is sales manager at Ruth's Chris Steak House.

**Eric Proskurnicki** is promoted to VP of sales at Holloway Lodging Corp.

**Anston Mendes** is senior sales executive at Delta Hotels and Resorts.

**Leila El harmaneh** is group sales manager at Fairmont Royal York.

**Carol Grant** moves from Westin Toronto Airport to join Sheraton Toronto Airport Hotel and Conference Centre as sales manager.

**Serge Micheli** is executive director of the Ontario Association of Osteopathic Manual Practitioners.

**Betty Wolowiec** leaves the Crowne Plaza Toronto Airport to join the Sheraton Centre Toronto as senior sales executive.

**Denise Ethier** is director of loyalty operations for Le Club in North and Central America.

**Matthew Delorey** departs the Thompson Toronto to join the Halifax Convention Centre handling corporate sales in Toronto. Replacing Matthew at the Thompson as corporate sales manager is **Steven Dagenais**.

**Barbara Cyzon** leaves the Thompson to be regional marketing manager for Remy Cointreau.

**Felicia Mongelli** is promoted to senior sales executive at Westin Harbour Castle.

**Peter Gillis** is general manager at the Westin Harbour Castle.

**Tommy Park** departs the Westin Harbour Castle to join Springhill Suites Vaughan as director of sales.

**Anston Mendes** departs the Delta to become director of business development at the Shangri-La.

**Jennifer Babbini** is business activation specialist at IHG Canada.

**Catherine McAuley** is manager, global airline and cruise sales for IHG.

**Tammy Leblanc**, formerly general manager of the Hilton Toronto Airport is now GM of the Hilton Barbados Resort.

The opening team at the Hilton Garden Inn/Homewood Suites by Hilton Ottawa is

**LA Palamar** as director of sales and marketing, **Monica Hailstone** as senior sales manager, **Julie Aziz** as sales manager, **Jenna Bodnoff** as conference services manager and **Pascale Belanger** as sales coordinator.

## Congratulations

To **Niels Pierik** of Robinson Show Services on his marriage to Trish on August 25, 2018.

To **Shiela Carreon** of the Old Mill Toronto on the arrival of her son Blake Carlo on September 7, 2018.

To **Zenobia Pereira** of Hilton Toronto on her marriage to Miguel Serrano on October 27, 2018.

To **Colleen Curran-Fotopoulos** on completing her MBA.

## Industry News

**PSAV** acquires **FMAV**. FMAV, now a wholly-owned subsidiary of PSAV, will continue to operate under the FMAV brand name.

**AV-CANADA** announces expansion into the US Market with the launch of **AV-AMERICA**. **Rita Plaskett**, **CMM**, **CMP** is VP, business development for the new venture.

**Meetings & Incentive Travel** ceases operations. **IncentiveWorks** is rebranded **Canadian Meeting and Event Expo (CMEExpo)**.

The **Toronto Marriott Markham Hotel** opened in May.

The **Hilton Garden Inn/Homewood Suites by Hilton Ottawa** will open later this fall.

The only **Canopy by Hilton** hotel in Canada will anchor The Rosedale on Bloor mixed-use condo when it opens in 2019.

The **Radisson Admiral Hotel Toronto-Harbourfront** will be converted to Canada's first **Radisson Blu** by June 2019.

# GET SOCIAL WITH US!



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