

Welcome to CHMSE's e-newsletter... keeping you in the loop with news and updates



KEY ACCESS Spring 2019 Issue



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From Your Co-Presidents

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

General Managers Night is coming up next week on March 28, 2019! Remember to register as seats are selling quickly. Marc Gordon is going to entertain and engage us with the benefits of *Selling Happiness*.

Last month we announced your new President-Elect is Amanat Jaisinghani (AJ) of the Hilton Toronto. We are all thrilled AJ will be our President in 2019-2020! See you soon.



Nafees and Brendan at the Feb 2019 Real Sports After 5

General Managers Night

Thursday, March 28
Novotel Toronto Centre
45 The Esplanade,
Toronto
5:15 - 9:00 pm



Keynote speaker
Marc Gordon
He demonstrates the fundamental steps for delivering relevant and memorable experiences that inspire customer loyalty. Don't miss Marc and this industry-favourite event!

Selling Happiness: How to create customer experiences that inspire loyalty and drive referrals. Be engaged with Marc Gordon's award-winning keynote. Marc dispels some of the biggest customer loyalty myths while showing you what really makes customers happy. He demonstrates the fundamental steps for delivering relevant and memorable experiences that inspire customer loyalty. Don't miss Marc and this industry-favourite event!

Early bird registration prices close at 5:00 pm Friday, March 22.

5:15-6:30 Reception & Silent Auction

6:30-7:00 Marc Gordon

7:00-9:00 Dinner

[Register for General Managers Night](#)

Thank you to our General Managers Night Sponsors



Welcome New CHMSE Members

Hotel
Holly Armstrong, Fairmont Royal York
Melanie Carr, Hockley Valley Resort

Lori Hamel Johnson, Westmont Hospitality Group
Kayla Hunter, Toronto Airport Marriott
Carol Parrott, Hyatt Regency Toronto
Jimin Shin, SoHo Hotel & Residences
Enza Velocci, Manga Hotels
Serena Wong, Hilton Garden Inn Toronto Airport

Affiliate
Gordon Browning, FMAV
Natasha Euteneier, Woodbine Entertainment

Associate
Christopher McCarthy, George Brown College

Thank you to our Strategic Partner



Thank you Robinson Show Services and members Adam and Niels for your year-round support as CHMSE's Strategic Partner!
Visit Robinson Show Services

Recent CHMSE Events

*Visit www.chmse.com for more event photos!

November 2018 Planner Connect At Thompson Toronto

This month featured our sought after November Planner Connect Event and it was held at the Thompson Hotel. We had over 110 people attend and a 1:1 Member/Planner ratio! We kicked off the event with an interactive Networking session facilitated by Emile Studham of Performance by Design. The experiential networking was a huge success and people had a great opportunity to intentionally meet each other.



Planner Connect Speaker Emile Studham





January 2019 After 5 The Meeting Planner Panel At The Broadview Hotel



The panel of planner experts with Moderator Sandra Herriot

The new year kicked off with an incredibly successful After 5 at The Broadview Hotel. CHMSE Director, Education and Planner Events Sandra Herriot moderated a Planner Panel that included three of the industry's best planners: Mariella Irvarren of BMO, Bettyanne Sherrer of ProPlan Conferences & Events and Harpreet Atwal of Executive Platforms. As always, this session was extremely informative and gave our members and guests insight on different perspectives from the planners' experience.



February 2019 After 5 Best Practices for Sales Success: The Industry Expert Panel At MLSE Real Sports

In February we turned the tables and facilitated a panel of industry superstars with Sandra Herriot again extending her substantial expertise as a moderator. What a wonderful way to share the experiences and best practices of our very own successful mentors! The panel was comprised of Christopher Ashby of the Shangri-La Hotel Toronto, Suzanne Cinq-Mars of the Hilton Toronto, Ellen Muir of Concord Hospitality and Toni Frankfurter of The Waterside Inn. Questions were asked, incredible insights were offered and some great stories were shared. Thank you to the MLSE for hosting our Super Star Member Panel evening.



L-R Brendan Cullin, Panelist Ellen Muir, Panelist Toni Frankfurter, Panelist Christopher Ashby, Panelist Suzanne Cinq-Mars, Moderator Sandra Herriot, Nafees Komaravolu





Upcoming CHMSE Events

Business at Breakfast: Negotiate to Win-Win!

With Patti Pokorchak, MBA

Thursday, April 11, 2019

7:30am - 10:30am

Delta Toronto Airport

[More Info](#)



May Meeting Planner Matinee

Friday, May 10, 2019

9:30am - 1:45pm

Shangri-La Hotel, Toronto

[More Info](#)



Through the Keyhole

People on the Move

CHMSE past president **Marisa Goncalves** is promoted to senior sales executive at the Delta Toronto. CHMSE past president **Katrina Woodhouse** joins Cineplex as national account manager. CHMSE past president **David Scholefield** joins the 4 Seasons Resort Scottsdale at Troon North as director of sales. **Sasha Saladziak** is promoted to senior manager, catering sales at MLSE (Maple Leaf



Sports and Entertainment Partnership). **Sean Metcalfe** joins InterContinental Hotels Group as key account director. At the Hilton Toronto former director of events **Jennifer Sioutis** has accepted a position as director of events at the Hilton Cleveland. Hilton Toronto hotel manager **Mark Ive** has accepted a position as General Manager at Hilton Oakland. **Mark Kelly** departs The Rec Room to join IMG as senior sales manager. **Johanne Belanger** departs her position as president and CEO of Tourism Toronto for a relocation to Chicago. **Zenobia Pereira** has relocated from the Hilton Toronto to return to the Hilton Toronto Airport. **Breia Noble**

departs the Fairmont Royal York and is teaching hospitality sales and marketing at two Toronto schools. **Farnaz Mirza** is promoted to sales executive - Canadian association and corporate meetings at Tourism Toronto. **Anna Lee** is promoted to marketing executive at Hilton Toronto/Markham Conference Centre and Spa. At InnVest Hotels LP **Keri Walker** is regional director - sales and **Saverio Gioffre** is national sales manager. **Katrina Ong See** is sales and marketing associate at Delta Hotels by Marriott. **Murray Kelsey** departs the Marriott Toronto Airport to become general manager at the Courtyard by Marriott Toronto Downtown. **Scott Smith** is promoted from event coordinator to sales executive handling business travel at Delta Toronto. **Celso Thompson**, formerly with Hotel X, is general manager of the Hyatt Place Mississauga. Joining Hotel X Toronto is **Luke Nixon-Janssen** as director of sales and marketing. **Crystal Stephenson** is association and entertainment sales manager with Silver Hotel Group. **Sanjeev Jadhav** becomes cluster director of group sales at Marriott Hotels. **Hughena Walsh** is regional director of sales and **Bevan Marsh** and **Wendy Chant** are sales managers for Larco Hospitality representing Sheraton Toronto Airport Hotel and Conference Centre and the Marriott Toronto City Centre. **Ameera Azad** is sales manager, corporate group for Larco Hospitality. **Ryan Peddigrew** is promoted to director, business development at Quest Audio Visual Inc. **Jennifer Babbini** is sales specialist at IHG Canada. **Kimberley Wilmer** returns to Toronto from Edmonton and is now director of sales and marketing at DoubleTree by Hilton Toronto Airport. **Jill Samson** leaves the St. Regis Toronto to become dual sales manager for the Courtyard and Residence Inn Markham. **Katherine Ross** is sales manager at the St. Regis Toronto. **Donna Lee Rosen** is VP, marketing at Spectrum. **Helen Stukator** is promoted to director of sales and conference service at Blue Mountain Resort/Westin Trillium House. **Melissia McQueen**, formerly with The Waterside Inn, joins the Crowne Plaza Toronto Airport as group sales manager handling corporate and government.

Congratulations

To **Alexandra (Sklierenko) Taylor** of Fogo Island Inn on her marriage to James on November 10, 2018.

To **Hotelier Magazine** on celebrating 30 years.

Industry News

This June **Woodbine Racetrack** will open a new event space: an infield paddock event venue with outdoor trackside patio to accommodate 500 for a seated dinner, or up to 800+ reception style.

The **St. Regis Toronto** officially opened its doors on November 28, 2018.

The **CN Tower** has completed a \$16-million renovation of its LookOut Level.

The **Freeman Company** and **PSAV** have entered into a purchase agreement for PSAV to acquire **Encore Event Technologies**.

The **SoHo Metropolitan** is rebranded **SoHo Hotel and Residences**.
In September Toronto's **Sony Centre** will be renamed **Meridian Hall** and the
Toronto Centre for the Arts in North York will become the **Meridian Arts
Centre**.

GET SOCIAL WITH US!



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