

KeyAccess

V5 • N2 SPRING 2002

T H E H O S P I T A L I T Y N E W S L E T T E R

Go With the Flow



By Tiffany Gilmore

As our society gets back on track and embraces the fresh start of a New Year things seem somehow sweeter. People are kinder, less tired and rejuvenated by contact with their friends (if General Manager's Night was any indication). As tragic events happen around us we usually take stock of our lives and gain better perspective. Family, friends and even strangers are more important to us than ever before. We have new faith in our

fellow man and a new respect for our Emergency Services Workers. Food bank donations were 25 % higher in the last quarter of 2001 than in the previous year. Blood donations and charity volunteer work were also considerably higher. We have gone from a society of monetary values to one of family values.

Our children have changed as well. Instead of dreaming of becoming a basketball or baseball star, they now want to become police and fire personnel. Our definition of hero has

been refined. Last year a hero was someone who could run 30 yards and score a touchdown. This year, a hero is someone who would run into a burning building to save a stranger's life. It makes our sales jobs seem much easier.

Things have changed in the hotel business as well, and it seems for the better! Several hotels will even achieve their January budgets! That's great news considering the weak economic predictions of last year. But, the question remains – will this trend continue? Wouldn't it be great to have a crystal ball and be able to predict the future? Not possible I know, but a nice idea. Doug Fyfe indicated the same in his speech for CHMSE's General Manager's Night in January. "Go with the flow" clichés seem to be fitting for these times. As sales people all we can do is keep selling. Keep selling our city and our hotels. Building partnerships with other "like" or "associated" properties has become and will continue to be very important. Tourism Toronto is even more vital to the well being of the city.

I strongly believe that we have some of the best salespeople working in our city. Judging by the enthusiasm, boisterousness and friendliness of the group who attended GM's Night I am confident that we, as a city, will recover sooner than most think.

Discovery Night 2001 The Weakest Link Goes Medieval

See page 10 for details





Web News

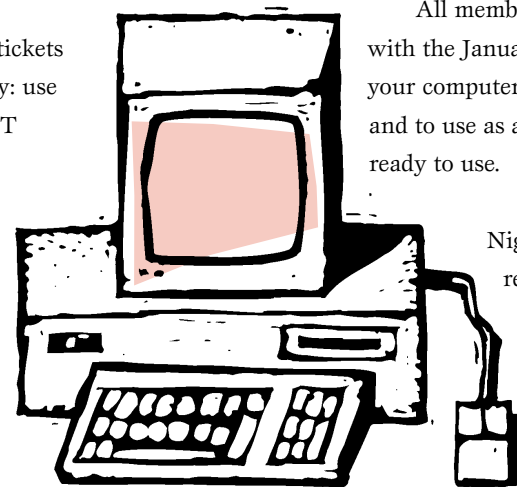
Happy New Year – members! Kick off 2002 by logging onto www.chmse.com to view our calendar of events for the New Year. Every tenth on-line registrant for the CHMSE Gala Awards Night on April 18th will receive two complimentary drink tickets

By Beth Wilkins,
Director,
Web Management

the night of the event. Logging onto the site is easy: use your FIRST NAME as your user id and your LAST NAME as your password.

Key Access issues are also available on-line. Adobe Acrobat Reader is the software required to launch key access electronically. You can download Acrobat Reader by logging onto www.chmse.com, select the news sections, and click on the Acrobat Reader icon. Downloading Acrobat Reader is completely free! Once you have clicked on the Acrobat icon, scroll down to

steps 1-3. Follow the simple instructions by filling in the fields and select “download” in step 3. Opt to run the program from the current location, and continue to follow each simple step until Acrobat Reader is fully installed on your computer. Once you reboot your system, you will be able to launch each Key Access issue within seconds.



All members received a CHMSE screen sweep with the January mail. Stick the sweep directly to your computer to keep your computer screen clean and to use as a reminder that www.chmse.com is ready to use.

Forty per cent of attendees at GM's Night in January used the web site to register... we're hoping to grow that figure with each successive event!

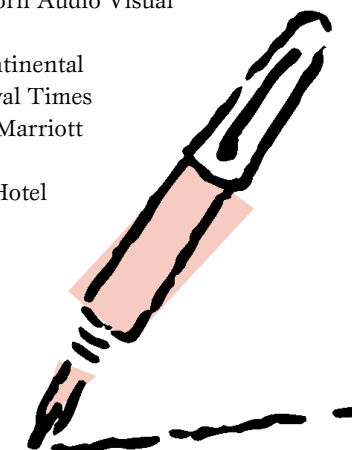
Log onto the site and watch for more website incentives, job postings, CHMSE events and much, much more!

Welcome New Members

Jasin Azzopardi, Jim Peplinski's Leasemaster National
Melanie Beson, AVW TELAV Audio Visual Solutions
Amy Currah, Toronto Marriott Bloor Yorkville
Harley Freedman, Arcadian Court
Feiona Gobin, International Plaza Hotel
Tricia Gooding, Days Inn & Conference Centre Toronto Downtown
Susan Laurin, Utell Canada
Blake Mintz, GES Canada
Sandra Piacentini, Frischkorn Audio Visual Rentals
Brian Pope, Hotel Inter-Continental
Marianne Sandvall, Medieval Times
Valarie Simmons, Toronto Marriott Eaton Centre
RaeAnn Skerrett, Quality Hotel Downtown, Toronto

New Student Members

Andy Ardila
Luke Cameron



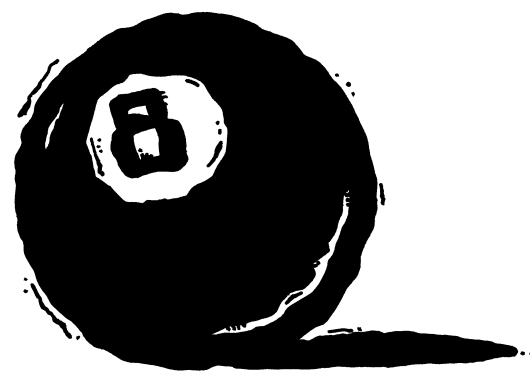
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 persistently **unsolvable**
 should **always** be
 suspected as **questions**
 asked in the wrong way.”

– Alan Watts

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One of the most powerful – and least understood – breakthrough marketing techniques available to all of us is the art of asking questions. Many of the leading thinkers of this and past centuries have suggested that most marketing problems are substantially solved as soon as the correct question has been devised. But how do you translate that tidbit of philosophy into a practical, useable marketing practice on a day-to-day basis?



In this case, plenty. TELAV and AVW, two of North America's most successful audio visual providers, have come together to create “AVW-TELAV Audio Visual Solutions”. This is not just any company, but one that takes the inherent strengths of each organization and combines them into a seamless, North American service delivery network. We provide an extensive array of services for corporate, association, and trade show clients. So next time you're hosting an event, trust the best name in audio visual solutions.



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CHMSE Educational Day a Tremendous Success!



By Sandra Moniz, CMP,
Director of Education

The CHMSE Educational Day took place on Friday, February 22nd at The Days Inn and Conference Centre, Downtown Toronto. For a quick recap to those of you that could not join us, our group experienced a fact-filled day at a centralized meeting-friendly hotel with wonderful 'out of the ordinary' food selections and friendly hotel staff presence.

The morning began with a tabletop exhibit of information about how to pursue professional accreditation through sales manager certification and CHMSE's own Designated Hospitality Sales Professional program. These are ongoing opportunities for sales people in the hospitality industry.

The day offered our attendees new and diverse insight, which provided fresh yet practical tips and ideas on **How to Overcome Adversity in Today's Market**. As one of our speakers reminded us, the most practical yet forgotten tip is to not only bring this information back to the office, but be sure to share and use it! Do not file it away neatly on your bookshelf. Be sure to make use of what you have learned and share it with others so that they can also benefit from the latest industry trends and tips.

Our presenters, Steve Gillick from the Canadian Institute of Travel Counselors, Cathy Smart, of Tourism Toronto, Elyse Allan of The Toronto Board of Trade, and one of our very own hoteliers, Avo Oudabachian of the Westin Harbour Castle were all crowd pleasers based on some of the following feedback comments collected from our Feedback Forms.

"The Toronto Board of Trade offered informative and helpful tips on how to better our business. Very beneficial to know about all the different types of networking events. Will visit website first thing Monday morning!"

"Great insight was provided on the new upcoming markets. Good to know that Tourism Toronto encourages hotels to tap into these markets by offering sensitivity training"

"Steve Gillick provided useful information that was fun, practical and interactive."

"Avo was a great speaker and inspiration to us all."



Congratulations Sandra from all of CHMSE on your recent MPI Award for Toronto Chapter Supplier Member of the Year.

Content from our speakers ranged from how to stay away from travel scams, how your local Chamber of Commerce can help you build your business, and also helpful hints to capture new markets by attending training sessions offered by Tourism Toronto. The fact-filled day ended with a good talk from one of our very own. Avo Oudabachian, provided us with a humorous yet real-life look at how to get you to the next level. We all need a glimpse at a real-life success story once in a while to remind us how real our chance at success can be.

As Director of Education, I would like to thank the attendees for choosing to expand their knowledge. I would also like to extend many thanks to our kind sponsors, supporters and those that made our event a great success: Stagevision (www.stagevision.com), the Days Inn & Conference Centre (www.toronto.com/daysinntoronto) and of course our "what would we do without her," Shelley Macdonald (www.chmse.com).

What a Generation Gap...



By Tiffany Gilmore

Change usually happens very slowly, so slow in fact we hardly notice. When change occurs suddenly we are shocked and stunned. At General Manager's Night in January, Doug Fyfe touched on the "generation gap" between the current sales people and the next generation born in the 80's. Here are some of his points and a few that I collected:

- the next generation will probably never have known black and white television
- they will not know that Snuffleupagus on Sesame Street was invisible to everyone except Big Bird
- they have probably always had a microwave and an answering machine
- they have probably always recycled
- there has only been one Coke
- they did not see the space shuttle destroyed
- they did not see Lady Diana marry Prince Charles
- they probably don't remember a time without video games
- for them police cars have always been white
- they probably will never or have never sent a wire or telex

Are You Making These Mistakes at Networking Events?

By Helen Wilkie

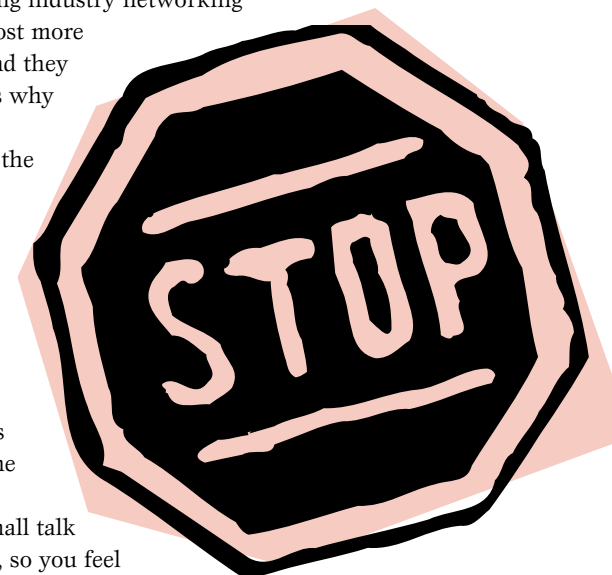
As a hotel salesperson, you know how important it is to attend all those meeting industry networking events. You know the ones I mean: MPI, CSAE, ASAE, etc. These folks probably host more meetings, conferences, training seminars and other events than any other group, and they need venues in which to do so. In short, they are great prospects for you, and that's why you attend.

As a speaker and marketing expert, I have attended a few of these myself over the years, and I have made two observations:

1. Of the "affiliate" members there – i.e. not the planners, association executives, etc. but those who hope to sell their services to them—the vast majority are hotel sales reps.
2. Most of them spend their time talking to each other instead of networking with those they hope to do business with.

With all those prospects milling around, why are there little knots of hotel reps standing together during the networking time, and sometimes even gravitating to the same tables for lunch?

Well of course it's easy to see why this is tempting. First, it's easier to make small talk with people with whom you have something in common. You speak the same lingo, so you feel part of a group within a group, and you feel comfortable. Not only that, but once a month or so, you can catch up on industry gossip!



Continued on next page...

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But I believe the main reason for chatting to peers is that these sales reps then don't need to face the daunting task of chatting up the real prospects! After all, the meeting planners and association executives are there to network among themselves, and past experience may have made them wary of hotel reps, whom they perceive as only interested in selling their services. So they may not be entirely welcoming to reps who try to break into their little groups. Still, those are the people you are there to meet. Your hotel hasn't paid for your lunch so that you can shoot the breeze with the competition. This is work, and you need to approach it that way.

Here are eight tips to help you get more value out of these events

1. Arrive early to allow maximum time to meet and greet.
2. Be polite and friendly to other hotel reps, but don't spend your precious networking time chatting to them. If one of your peers approaches you, chat for a couple of minutes only, then say something like, "Well, must move on and meet some future clients! Catch you later." Then move on.
3. When you join a group of people you haven't met, listen a great deal more than you talk. If they stop talking to welcome you, say your hellos briefly and then urge them to continue the topic of conversation. Listen and observe.
4. Don't immediately ask new conversation partners if they hold meetings – and yes, I have heard people do this! That's a surefire way to turn them off. Instead, ask questions to learn about their association and its members.
5. Get their business cards before you leave the group. Make notes on the back about anything you need to do or remember about them.
6. Back at your desk, research the organizations on the Internet. What can you learn about their members – age, sex, occupation, interests, financial status, standing in the community, etc.? Now, think of the amenities your hotel offers in terms of these particular people. What would be of interest to them if they stayed with you? Those are the features you can turn into benefits in the sales conversation – and they won't be the same for all your prospects.
7. Call them on the phone and tell them you've been having a look at their website. Now is the time to ask about their meetings and set a sales appointment. If they don't want to meet, or it's the wrong time, ask if you can send some information for future use.



But don't send the whole promo package. Just compose a friendly letter talking about the one or two services that would be benefits for their members. Ask them to keep this in mind when they are in the market for a hotel venue for their meetings. If you follow this process, you truly will be sowing the seeds of future business.

8. Go often to the same organization's events so that you can build relationships with potential clients. Divide your time between friendly, non-threatening conversation with those you have already met and those who are new to your network. Then, if you want to catch up with your peers, why not arrange for a coffee after the meeting is over? That way you can enjoy their company without losing out on the business-building possibilities of the meeting itself.

Networking at events can be a little daunting, but don't take the easy route of chatting too much with the wrong people. Instead, if you follow these guidelines you'll soon find it's not so hard after all, and you'll reap the twin benefits of enjoying the social interaction and at the same time forming the relationships that will bring future business.

Helen Wilkie is a communication and marketing expert who speaks, trains and writes on how to do better business through better communication. For information on "The Fine Art of Networking" and her other programs, call 416-966-5023, e-mail her at hwilkie@mhwcom.com or visit her website at www.mhwcom.com.

UPCOMING EVENTS

Thursday, April 18, 2002

2002 Derek Dodd Awards Gala at Arcadian Court

Thursday, May 16, 2002

Membership Dinner Meeting at Toronto Colony Hotel

Thursday, June 20, 2002

Membership Dinner Meeting at International Plaza Hotel



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PLAN ON ATTENDING THE 5TH ANNUAL CHMSE DEREK DODD AWARDS GALA THURSDAY, APRIL 18, 2002

This is the association's event of the year, not to be missed! This year's Gala will be held at the award winning, exclusive Arcadian Court, 401 Bay Street in the heart of the Hudson's Bay Company buildings.

Watch the CHMSE website (www.chmse.com) for your chance to nominate fellow CHMSE members for awards like the Hotel Member of the Year, Affiliate of the Year, and GM of the Year. Start putting together your presentation for Sales Initiative of the Year and Marketing Concept of the Year. The exclusive President's Award will also be presented this year!

If you have any questions or would like to be on the Gala Committee, please contact

Danielle Richardson, 2002 Gala Director at

416-947-4940

or by email at danielle.richardson@sheron.com.

Affiliate Members Company Profiles

Chair-man Mills Inc., a Canadian owned and operated business founded in 1911, provides a full range of products and services to serve the Exposition Industry.

GES Canada is Canada's leading service contractor, specializing in Canadian Conventions and Tradeshows. Complete decorating services, custom exhibits, furniture rental, accessories, carpets, signage, material handling, customs and logistics services.

HelmsBriscoe is the largest conference and event resource firm with over 65 offices worldwide.

Jim Peplinski's Leasemaster, leases all makes and models of vehicles across Canada to individuals and corporations.

Medieval Times Dinner and Tournament is conveniently located at Exhibition Place. The castle is available for meetings, special events and trade shows.

Mendelssohn Customs & Transportation Services is Canada's oldest and most experienced customs brokerage and transportation provider specializing in the convention and trade show industry.

Robinson Show Services Inc. - Drapes, draped booths, skirted tables, easels and furniture including delivery and set-up.

SER Event Solutions - supplying - Trade/Consumer Shows; Corporate Functions and Sporting Events. Offering drape booths, exhibitor furnishings, system exhibits, and more.

Stagevision Rentals supports the hotel/convention centre industry with quality AV equipment and helpful technicians. We

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The best plans start with **Toronto Tours Ltd.** Event Management, Transportation, Sightseeing Tours and more. Exceptional service has made us one of Canada's finest DMC's.

The CBC Atrium offers 10,000 square feet of unique space for sit-down dinners of 500 or receptions for 900.

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The Toronto Board of Trade - Meeting, Conference and Reception Centres is a partner for all your overflow meeting needs. We operate 3 locations, Downtown Toronto, Airport Strip, and our Country Club in Vaughan.

Toronto Special Events (TSEvents Resource Directory) is Toronto's stand-out guide to event venues, resources, ideas and more! Over 2,000 listings in eight major categories + news, tips, trends & Toronto events.

For contact information on any of the above CHMSE's Affiliate Members log onto www.chmse.com. If you are an affiliate member and would like the opportunity to insert a company profile in our Spring Issue contact Michelle Julien at michelle.julien@thekingbridgecentre.com.



By Michelle Julien,
Director,
Communications

An Up and Coming Trend?

There is a great new product from Delphi that will allow a salesperson to book any hotel. The technological advances of Multi-Property Delphi will go a long way in assisting with a true one-stop shop. Metropolitan Hotels have restructured their entire sales team and are currently using this method to cross-sell all three of their properties.

The concept is similar to corporate representation, however it takes on more. This technology enables the sales person to search for availability, reserve, and take the booking to fruition.

How often is too often when trying to contact a prospect?

The concern for many is how do you demonstrate interest without being in their face? Here's my rule of thumb. Call twice the first week and then once a week for the rest of the month. For the next month call every two weeks. After that, call once a month. This demonstrates concern, interest and a desire to help (qualities you want to feel and communicate).

Improve your professionalism, your sales results and reduce your stress. Develop and use a systematic approach when trying to contact prospects.

Tom Stoyan words of wisdom can be found at www.CanadasSalesCoach.com

Ten Meeting Industry Trends Observed by Benchmark Resorts, Hotels, & Conference Centres

1. Staying closer to home
2. Booking pace - "Short-term becoming even shorter".
3. Decreasing meeting budgets, meeting length, meeting size.
4. Increase of third party meeting planners.
5. Utilization of videoconferencing.
6. Meetings being held tend to have a serious training component.
7. Teambuilding remains popular.
8. Technology demands increase.
9. Internet bookings rise
10. Significant cutback in food & beverage events.

Remember, a lack of reliable and flexible electrical power can leave a black mark on any event.

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Discovery Night 2001 The Weakest Link Goes Medieval

The feedback we received from this event on November 22, 2001 was outstanding. The success of this event was due to two very extraordinary Affiliate Member Companies: Medieval Times and Frischkorn Audio Visual Rentals.



*By Paula Jordan,
Director, Affiliates*

King Arthur's Court was set up for a feast, and a feast it was, with an array of fabulous foods surrounding a beautiful ice sculpture of a Knight on a Horse! Speaking of horses, the famous Andalusia Horses that perform at Medieval Times, gazed through the window of their stalls eyeing us as we enjoyed our sumptuous dinner. This is truly a unique venue, with a multitude of options for receptions, dinners, meetings and all around good fun, with the recent addition of King's Quest. Our hats go off to Marianne, John and the Food & Beverage Staff for making this a very memorable Discovery Night!

"Who's ready to Play... The Weakest Link", I bellowed to the guests as they mingled about. Within minutes we had everyone's attention, they were very eager get the game underway. We had eight teams participating: Knights, Serfs, Kings, Wenches, Jousters, Lances, Crowns and Sorcerers. Just like the live TV show, we incorporated several rounds of elimination... the twist after each round is that all teams got to vote out The Weakest Link (Team), regardless if they had been voted out in the previous round. Questions regarding our member's businesses were incorporated into each game, making it a little more challenging then they thought. The competition was fierce and the banter back and forth between the teams was common practice throughout the games, even though they were warned repeatedly by "Anne the Host" (aka Paula) not to be offensive or they could get voted out. Famous "Anne'isms": who left their brain at the door, who's a fry short of a happy meal and who fell off the ladder of knowledge, were commonplace after each round and no team was safe from

her scornful glares. In the end, it was the all girls team "The Knights" who won the Gold Goblet.

The visual, sound and effects throughout the show were second to none, thanks to Frischkorn who made our "Medieval Times Weakest Link" studio look similar to the real one. We realized in the early planning stages that we would need multiple screens, data projectors, lighting, labour to run the follow spot light and the computer program with the Weakest Link questions, plus a host of sound equipment to pull the show off. Frischkorn kindly provided us with absolutely everything, including a great team of guys to work with us through the show.

I believe you will all agree that in this current economic climate, sponsorship is difficult for many as we all watch our bottom lines. We sincerely appreciate and thank the sponsors of Discovery Night 2001, for their support and going above and beyond the call to make this event one that will be remembered for years to come! Thank you Medieval Times, Frischkorn, HB, Stagevision, Toronto Tours and Freeman Decorating.



*By Paula Pfeiffer,
Director,
Membership Meetings*

General Manager's Night – A Great Start for 2002!

Thursday, January 17th proved to be a successful evening at the Hotel Inter-Continental Toronto for our General Manager's Night.

Despite concerns that recent world and economic events would negatively impact participation, we had a strong turnout. Twenty-five General Managers came to hear Tourism Toronto President Doug Fyfe share his insight into the workforce of the future, the current economic state of the country and city, and how we can all work towards ensuring that Toronto is the destination of choice. Doug certainly left us laughing with some of his observations.

Thanks once again to our host property for contributing to the success of our evening. The décor was elegant and the menu was wonderful! We couldn't have asked for a better way to start the year.



L-R Tony Cousens, Le Royal Meridien King Edward Hotel; Jill Thompson, Four Seasons Toronto; Ralph Strachan, The Stronco Group



L-R Stacey Cairns, Westin Harbour Castle; Eric Chou, Tourism Toronto



L-R Mary Ellen Tristram, Welcome to the City; Scott Sibley, Toronto Marriott Eaton Centre



L-R Lisa Contino-Moran, Freeman Decorating; Beth Wilkins (CHMSE's Director, Web Management), Sheraton Centre Toronto; James Datlen, Best Western Carlton Place Hotel; Mary Jane Caleca, Freeman Decorating



L-R Frank DiRocco, Delta Meadowvale Resort & Conference Centre; Natasha Melanson, Delta Meadowvale Resort & Conference Centre; Louis Loranger, Delta Chelsea Hotel; Michael Pettler, Virtual Visit Presentations



L-R Brian Pope, General Manager, Inter-Continental; Paula Pfeiffer, Director of Membership Meetings; Elisabete Rodrigues, Inter-Continental; CHMSE President Tiffany Gilmore; Back – Guest speaker Doug Fyfe, Tourism Toronto



Through the Keyhole

Victoria Szakter, previously with the Metro Toronto Convention Centre joins the Sheraton Centre as corporate sales manager... **Danielle Richardson** becomes director of business travel sales for Sheraton Centre, Sheraton Gateway Toronto Airport and Westin Harbour Castle... **Adam Robinson** leaves GES Canada to form his own company, Robinson Show Services... **Carol Ann Girodate** departs Starwood Hotels & Resorts to partner with The Meeting Encore Group... **Tom Price** leaves Renaissance SkyDome to become director, business transient sales at Crowne Plaza Toronto Centre... **Judy Mahoney** leaves Holiday Inn Airport East to become director of sales at the Renaissance SkyDome... joining Judy at the Renaissance is... replacing Judy as director of sales at the Holiday Inn East is **Rey D'Cunha**... **Mary Sessa**, formerly with Quality Hotel is now corporate sales manager at Hilton Toronto... also joining Hilton Toronto is **Alison Kelly** as tour and travel sales manager. Alison was previously with Jonview... **Nick Diano** departs the Marriott Bloor Yorkville to be director of catering sales at the Toronto Colony Hotel... in another Marriott update, **Jennifer (Lewis) Warden** leaves the Toronto Airport Marriott to become director of sales and marketing at the upcoming Courtyard by Marriott and Residence Inn by Marriott in Markham... another departure from the Airport Marriott is former director of catering **David Hopper** who becomes general manager of the soon to open Courtyard by Marriott Vaughan at Highway 7 and 400... new at the Airport Marriott is **Lesley Simpson** as director of sales and marketing. Lesley leaves the Best Western Carlton Place Hotel... leaving Four Seasons Toronto is **Lina Farrell** who joins the Inter-Continental as corporate group sales manager... moving from the Inter-Con to the Park Hyatt as sales manager is **Christine Mulligan**... also joining Park Hyatt as director of sales and marketing is **Dorothy Hatt**, who used to be with the Metropolitan... **Roy Duarte** leaves Park Hyatt to join Novotel Toronto Centre as corporate sales manager... **Scott Mawhinney** relocates to Toronto from Bora Bora to become general manager of the Soho Metropolitan, opening November '02... other new additions to the Metropolitan crew – **Jill Severs** leaves the King Edward, **Jeff Dixon** departs Crowne Plaza Toronto Centre and **Sarah Pezzack** bids adieu to The Granite Club. All three are new regional sales managers for Metropolitan Hotels... **Elizabeth Benitez**, formerly with Ramada Don Valley is now at the Inn on the Park as corporate sales manager... doing double duty as director of sales at Travelodge on Dixon Road plus Keele & 401 is **Eric Proskurnicki**... **Dina Dickson** leaves Travelodge to become director of tour and travel for Royal Host... joining the Crowne Plaza Don Valley from the Hilton Niagara is **Margaret Martin** as corporate group sales manager... **Yola Marshall** leaves Sandalwood Hotels to join Deerhurst as director of sales... Yola replaces **Jannett Ioannides** who departs Deerhurst to form her own company, JCI Hospitality Sales & Marketing and is serving as director of sales development for Canadian Niagara Hotels... new at Deerhurst is sales manager **Michael Welsh**...

Drew Williams departs a PR post with Choice Hotels to become corporate sales manager at Sheraton Parkway... also at Sheraton Parkway **Nichola Royle** is promoted to senior sales manager and **Susan Adair** becomes association sales manager... **Harold Ho** departs The Kingbridge Centre as director of sales... **Lucy Liberatore** departs The Arc Hotel (Ottawa) and the industry to become sales manager for Liberty Health... **Amy Ho**, formerly senior events manager at the Marriott Bloor Yorkville is now director of catering at Hotel Inter-Continental... **Steven O'Brien** leaves the Courtyard by Marriott to become national director of sales for Larco Hospitality... **Daniel Shalchi**, previously association sales manager at Inn on the Park joins Holiday Inn Markham as sales manager.

Industry News

The **Howard Johnson Triumph North York** is now a Travelodge.

The Ramada Plaza Hotel Kingston becomes the **Radisson Hotel Kingston Harbourfront**.

The **International Plaza Hotel & Conference Centre** has received a Pinnacle Award for the second year in a row.

The **Courtyard by Marriott** and **Residence Inn by Marriott** in Markham will open in May 2002.

The Courtyard by **Marriott Vaughan** at Highway 7 and 400 opens in June – July 2002.

Congratulations

Jacquie Lafayette of the Toronto Colony Hotel welcomed her fifth child, daughter Isabel, on December 30, 2001.

Nina Howell of the Delta Meadowvale announced the arrival of daughter Meghan Alexis on January 17, 2002.

Karen Heese of The Sutton Place Hotel and husband **John Grech** of the Radisson Suites Hotel Airport announce the arrival of their second baby boy, Justin, born January 31, 2002.

Ruth Howorth of The Kingbridge Centre welcomed her first baby, Jessica, on February 2, 2002.



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