

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



## KEY ACCESS Fall 2017 Issue



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## The next CHMSE Event

*Learn and network with qualified meeting professionals...*

### Member-Planner Event

Thursday, November 23, 2017

Courtyard Marriott Toronto Downtown

475 Yonge Street, Toronto

11:45 am - 4:00 pm



*Enterprise - Collaborate/Communicate/Create a Culture of  
Accountability*

Presented by Floworks Training



Open only to members and their associates! For

## Message from the Co-Presidents by Nafees Komaravolu, CMP & Brendan Cullin

Time flies!

For the year 2017-2018, we have already held two successful "After 5" events and we are excited to announce the November Member-Planner Event on Thursday November 23, 2017. We would be delighted to have you join us for lunch and an afternoon of experiential learning presented by Floworks. Enjoy this learning opportunity alongside QUALIFIED meeting planners. We strive for a 1:1 ratio of industry to planners.

For non-members, we offer special event registration pricing, including a specially-priced annual membership. Do invite your friends and colleagues to become members!

Our heartfelt "thanks" to the very dynamic board members, who have been working hard to bring in valuable speakers at amazing locations. As co-presidents, we truly appreciate your memberships, participation and sponsorships at special events. We would also like to extend our gratitude to our strategic partners, bb Blanc and Robinson Show Services.

We are looking forward to another successful year and we invite each of you to participate, and most importantly, to become involved!

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## Welcome New CHMSE Members

### Hotel

Sean Metcalfe, Holiday Inn Toronto Yorkdale  
Mascia Michalakos, Novotel Toronto Mississauga Centre  
Erin Reid, White Oaks Resort  
Zenobia Pereira, Hilton Toronto  
Dino Vespi, Courtyard Marriott Toronto Downtown

### Affiliate

Danielle Monaco, Woodbine Entertainment Group

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## Thank you to our Strategic Partners

Thank you to both our Strategic Partners for everything they do. Our Events would not be possible without your participation and the continuous support and commitment does not go unrecognized.



# The Human Side of Change Management



By Ellen Muir,  
CHMSE Immediate Past President

Having recently joined an organization that is undergoing a game-changing metamorphosis, it would be very easy to get caught up in my own crazy learning curve and forget that everyone around me is going through the same thing. Having had dozens of conversations with my peers and partners across the country this last few weeks, I have heard varying levels of stress, self-doubt and angst. We know that everyone handles change differently - some roll with the punches, others take everything to heart. What we, as agents of the change cannot forget, is that regardless of how a person may seem to be handling the situation, there is always that human side to keep in mind.... [continue reading](#)

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## Introducing your new Board of Directors

The 2017-18 Board of Directors was voted in at the September 21st Annual General Meeting. For a list of board members click [here](#).

L-R: Chris Dennison, Ellen Buchanan, Anna La, Yuliya Trybialustava, Giovanna Vallejo, Shelley Macdonald, Chris Siedel, Sandra Herriot, Brendan Cullin, Ellen Muir, Nafees Komaravolu (Missing Jaclyn Austin and Mariya Onikiyenko)



## Featured Member Benefit

### Member-Get-Member Referral Bonus

Do you know someone interested in joining CHMSE? Then we have a deal for you! A **\$50 gift card** to the retailer of your choice when you refer a new, paid member (not applicable to long-distance or associate memberships). To receive this \$50 gift card the new member completing the online membership application selects the "Current Member" option in the *How did you hear about CHMSE* drop down menu and then enters your name. It's that easy! If you have any questions regarding this program please contact [info@chmse.com](mailto:info@chmse.com). Click here and login for more information and for other member benefits: [Member Benefits](#)



## Recent CHMSE Events

**After 5 @ The Globe and Mail Centre**  
**Digital Marketing Trends: What works in the Hotel Industry & How to Implement**  
featuring Lee Gaul of HEBS Digital

On Thursday September 21st, Lee Gaul of HEBS Digital provided an overview of digital marketing trends to watch out for in 2018. With a focus on the GTA, he provided many tips and tricks in digital technology and marketing initiatives to increase brand image and overall boost revenue. We would like to thank The Globe and Mail Centre for hosting this event, in which we enjoyed beautiful city and lake views. We would also like to thank our strategic partners bb Blanc and Robinson Show Services



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## **After 5 @ AGO Art Gallery of Ontario How to Improve Focus and Sales Results through Time Management featuring Kellan Beck of Stige Consulting**

On Thursday October 19th, 2017, Kellan Beck of Stige Consulting provided our attendees great insights on how to increase personal awareness of how we spend our time and how we can improve our sales results. We learned strategies for reducing low value work so we can set priorities and spend more time on higher value work.

We would like to thank AGO for hosting this Event and for kindly offering CHMSE guests complimentary admission to the Gallery that day! Additionally, the AGO also generously hosted the bar during the networking reception, we cannot thank you enough!

This After 5 program was generously sponsored by member Craig Gruzd and our friends at DT Floral and Décor.





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Thank you to all of our guest speakers, venues, strategic partners, sponsors and of course our programs team for continuing to produce such high level, interactive and educational events. For more event photos, taken by Chris Dennison from Click-It Photography, click [Event Photos](#)



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## Through the Keyhole

### People on the Move

**Jaclyn Austin** departs the Novotel Toronto Mississauga Centre to become catering and event manager at Hilton Mississauga/Meadowvale.

**Mariya Onikiyenko** leaves the Holiday Inn Toronto Yorkdale to join the Chelsea Hotel, Toronto as corporate group sales manager.

**Jennifer Luke**, formerly of Woodbine Entertainment Group joins Groupe Germain Hotels as business development manager.

**Judi Pressman** is associate director of development with The Canadian Stage Company.

**Pat Cluett** is sales and marketing consultant for Courtyard by Marriott Burlington (opening June 2018) and the Burlington Convention Centre.

**Lisa Pileggi, CMP** is now group sales leader with Marriott International.

**Robert Kawamoto** departs Tourism Toronto to join Tourism Kingston as executive director. He is replaced as Tourism Toronto's director of sales, Canada and international congress by **Loren Christie**.

**Lynette Holloway** is sales consultant for Tourism Toronto.

**Julie Shorrock**, previously sales leader with Starwood Hotels) is regional director of sales and marketing at Westmont Hospitality Group.

**Aboud Haboury**, previously with Element and Holiday Inn Express Vaughan, is

director of corporate sales for byPeterandPauls.com

**Hélène Moberg** departs Destination Halifax to become general manager, Atlantic Canada for Freeman Audio Visual, Canada.

Formerly with Delta Hotels, **Leila Emami** is sales manager - corporate group at Omni King Edward Hotel. Leaving the Omni is **Leanne McCartney** who joins The Adelaide Hotel (formerly the Trump, soon to be the St. Regis) as sales manager.

**Carla Olivier**, recently with Trump International Toronto, is global account director at Conference Direct.

**Ameera Azad** moves from Hilton Toronto Airport to become business travel sales manager at Sheraton Toronto Airport Hotel. Also joining the Sheraton Toronto Airport is **Sanjeev Jadhav** as account director, corporate group.

**Christina Sheppard** moves from the Hilton Toronto to join Hilton Worldwide in global business travel sales.

**Jamal Jordan** is manager, brand sales account development for All Suites Brands by Hilton.

**Felicia Mongelli**, previously sales manager at the Courtyard Marriott Toronto Downtown is sales executive at the Westin Harbour Castle.

**Katrina Woodhouse** has joined Gillis Consulting as business development manager.

**Christine Mulligan**, previously with the Hazelton Hotel is corporate partnerships officer at Alzheimer Society of Toronto.

**Shannon Hill** leaves the Holiday Inn Toronto Airport East to join the Crowne Plaza Toronto Airport as sales manager.

**Eric Chou** is national director, sales and marketing for Mendelssohn Commerce.

**Steve Yates** joins team Novotel Toronto Centre as their General Manager, from regional operations with IHG.

**Olivia Miranda** is the new catering sales manager at the Radisson Admiral. Olivia formerly worked at the Trump Hotel Toronto.

**Erin Plezier** joins Marriott Canada Sales Office from Gillis Consulting.

**Stuart Joliffe** is the new general manager of Toronto's Westin Harbour Castle. The Sheraton Centre Toronto has announced **Shane Downey** as its new hotel manager.

**Douglas Brennan** takes the reins of the Sheraton Gateway Hotel at Toronto International Airport as its new general manager.

## Industry News

The **Air Canada Centre** is becoming **Scotiabank Arena**.

The **Trump Toronto** becomes the **St. Regis Toronto** in early 2018.

**Hilton Montreal/Laval** just completed a \$10 million dollar renovation.

**Avendra** is acquiring **Aramark**. As part of the agreement, Marriott, Hyatt, Accor and ClubCorp have agreed to commit to a five-year procurement agreement with Aramark and Avendra.

In Montreal, **The Fairmont The Queen Elizabeth Hotel** has unveiled its redesigned suite 1742 - the suite where John Lennon and Yoko Ono spent eight days during their now-famous "bed-in for peace."

**Hilton Honors** members can now redeem their Hilton Honors Points for purchases at Amazon.com - making Hilton the first hotel brand to offer customers the ability to shop with points at Amazon.

The **Renaissance Toronto Downtown** has reopened as the **Toronto Marriott City Centre** following a multi-million dollar renovation

**Group Germain Hotels** celebrates the 10th anniversary of its **Alt** banner.

The **Quality Inn Dixie Road** is now the **Doubletree by Hilton Mississauga West**.

The **Travelodge Hotel Toronto Airport** is soon rebranding to **Doubletree**.

The new **Toronto Marriott Markham** is opening January 2018.

The new **Bisha Hotel Toronto** opened on Blue Jays Way.

**Hilton, Accor** and **Hyatt** made the top 25 list for 2017 World's Best Multinational

## GET SOCIAL WITH US!



Editor: Giovanna Vallejo, CHMSE Director of Marketing & Communications  
Canadian Hotel Marketing & Sales Executives (CHMSE)  
25 Avonhurst Rd., Toronto, ON M9A 2G8 416.252.9800 [www.chmse.com](http://www.chmse.com)