



Key Access - Welcome 2017

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A MESSAGE FROM ELLEN MUIR PRESIDENT, CHMSE



On behalf of the Board of Directors, I would like to thank our members for a fantastic 2016 and send well wishes for a wonderful 2017!

We began the second half of our programming year with a bang. Our January After 5 program at the Chelsea Hotel, Toronto proved to be a great success (read more below), and we are excited for the next After 5 learning opportunity which is fast approaching on February 16th.

In speaking to colleagues I know 2017 is starting out at a frantic pace for many of us. Toronto is poised to have another fantastic year and everyone is striving to book every extra piece of business and gain another point in occupancy. I encourage our members to look for balance and take a little time to grow and learn with us. We have some exciting speakers and events still to come and they are a fantastic reason to leave the office on time at least ONCE a month.

Your feedback is always welcome. Please feel free to [drop me a line](#) with any suggestions or comments on how we can make your association better.

I look forward to networking and learning with you in 2017!

CHMSE'S NEXT TRAINING PROGRAM

There is still time to join us for our next After 5 Networking Program:

February 16th, 2017

'The Sales Cycle: Following Up'

featuring Anthony Sam, CCM Consultancy

For more details and to register:

[Click here](#)

Or click here for event pdf:

[FEBRUARY EVENT DETAILS](#)

CHMSE SPOTLIGHT: Colleen Curran-Fotopoulos

The CHMSE Board of Directors welcomes back Colleen Curran-Fotopoulos, Sales Manager of the Courtyard by Marriott Vaughan, as she fills the position of Director, Sponsorship & Fundraising. Colleen has been part of the hospitality industry for 25 years, in various markets and brands. She is also currently completing her MBA and spends the rest of her free(?) time traveling with her partner Gordon and overseeing the lives of five children, two dogs (Doggy Gilmour & Frankie Mahovlich) and a cat. Welcome to the team, Colleen! We are thrilled to have you.



Sponsorships for General Managers Night and May Meeting Planner Matinee Announced

Here are two special ways your company can receive extra visibility while supporting the good work CHMSE does to bring you sales and marketing training and client-facing sales opportunities.

Sponsorships for General Managers Night (March 23 at the St. Andrew's Club & Conference Centre) and the May Meeting Planner Matinee are now available. A discount will be extended if you sponsor both events. Colleen would love to hear from you! Click [here](#) for more information. Respond by **Friday, February 17th** to ensure your logo is included in all promotional materials for GMs Night!

Welcome New CHMSE Member!

Hotel Member

Liliane Wong, InterContinental Toronto Yorkville

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 (not applicable to long-distance, associate or student memberships). The new member completing the membership application is

required to select the "Current Member" option in the How did you hear about CHMSE drop down menu and then enter the current members name in order for you to receive the gift card. If you have any questions regarding this program please contact info@chmse.com.

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.



Featured Member Benefit

Hockey Hall of Fame

With the recent NHL All Star Game and the weather how it is, we couldn't look past our 'member benefit' at the Hockey Hall of Fame. Did you know that CHMSE members receive 20% off admission and 10% off at the Spirit of Hockey Store? Visit CHMSE's member benefit page on the website to take advantage of this and other great discounts for members: [Member Benefits](#). Benefits accessible once you log in!



Recent CHMSE Event

January 2017

CHMSE's After 5 Networking programs commenced again in January after a short Winter break, with an excellent program: 'Site Inspections: From the Planner Perspective' at the Chelsea Hotel. This program was extremely popular (and we can see why), as Kristi Contini (Grant Thornton), Mark Dosman (Strategic Site), Flavia St. Clair (PCM & Associates Hospitality Insights) and Taylor Weinstein (Redstone Agency) joined us for the evening to give their perspectives on Site Inspections. The interactive session gave our attendees a chance to understand what planners think work best (and conversely, what doesn't work at all!), along with memorable site inspections and ideas to win business during that key first impression. A big take-away from this session was that creativity and genuine interest into both the program and the client are both extremely powerful in making that lasting first impression. Thank you to the Chelsea Hotel for hosting, our Program's team (of course) and to all the planner panelists for taking the time out of their busy schedules - we have heard great feedback.

To see more of our event photos click on [Event Photos](#)



Through the Keyhole

People on the Move

Kassandra Bartlett is now Sales Executive for Toronto Downtown Hotel Collection, Silver Hotel Group..

Louis-Philippe Tremblay is now Sales Manager, BT for Toronto Hotel Collection, Silver Hotel Group..

Sarah Russell, formerly CSM at Thompson Hotels becomes Director, Restaurant & Bars at Starwood Hotels & Resorts Worldwide..

Mauriece Dalupang leaves Trump International Hotel & Tower Toronto to become Events Manager for the Globe and Mail Centre..

Serge Kijner joins Freeman Audio Visual Canada as director of venues..

Adam Hart, former Sales Manager and **Rina Hart**, former Conference Services Manager at One King West Hotel & Residence are both now working at Deerhurst Resort..

Susan Welsby, former Director of Sales at the Chelsea Hotel, Toronto has retired and her position filled by **Kate Sullivan**, formerly Director of Sales at the Edmonton Marriott River Cree Resort..

Tania Ferlin, most recently of the Westin Prince and Marriott Canadian Sales Office is now corporate Group Sales Manager at the Hyatt Regency Toronto..

Kevin Robitaille leaves Porter Airlines to become Sales Manager at OUT Adventures..

Kris Knox, formerly with Crowne Plaza Airport joins the Hilton Mississauga/Meadowvale as Association Sales Manager..

Julie Holmen departs Tourism Toronto for a position with Shangri-La Hotels & Resorts as Area Director of Sales and Marketing.

Laura Boyden becomes Director of Sales and Marketing at Delta Hotels by Marriott Toronto East..

Cameron McCullough, formerly with the Hilton Mississauga Meadowvale is Product Advisor at Georgetown Kia..

Carrie Jackson, formerly with CN Tower, is Director of Sales, groups and events for Cineplex.

Jeniffer Bissett, CHSP, CRDE joins the Westin Bristol Place Toronto Airport as Association Sales Manager.

Industry News

A new Ownership Group has purchased **AV-CANADA Inc.** from the **STRONCO Group of Companies.**

IHG has opened its first dual branded property in Canada. The **Candlewood Suites and Holiday Inn Express** property is located near the West Edmonton Mall.

Hilton has launched **Tapestry Collection by Hilton** - a new collection brand offering guests a selection of independent hotels.

The newly renovated **Radisson Suites Hotel Toronto Airport** has reopened its doors.

The **Sheraton Toronto Airport Hotel and Conference Centre** has completed a multi-million dollar renovation.

CBRE has officially launched the sell-off of the majority of Toronto's **Trump International Hotel Tower and Trump Residences**.

The Crystal Ballroom at **The Omni King Edward** will reopen in early 2017 after a \$6.5 million renovation, in time for its centennial.

The **Delta Toronto** has launched The Roof at SOCO, a 4th floor terrace offering great food and panoramic views.

Canada has been dubbed the number-1 place to travel in 2017 on The New York Times newly released list '52 Places to Go in 2017'

'Get Social With Us'

We love hearing from everyone. Please follow us on

Twitter (@chmse)

Instagram (@chmse_toronto)

LinkedIn (<https://www.linkedin.com/groups/3020813>)

for updates from us regarding upcoming events and more.

STAY CONNECTED:



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