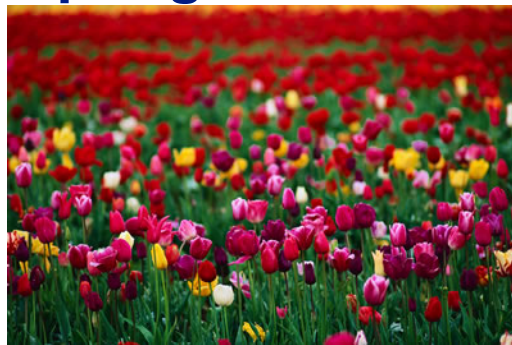


Welcome to CHMSE's e-newsletter... keeping you in the loop with news and updates



KEY ACCESS Spring 2018 Issue



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Upcoming CHMSE Event

May Meeting Planner Matinee

Thursday, May 3, 2018

The Globe & Mail Centre

351 King Street East, Suite 1600

9:30 am - 1:30 pm

Members and their guests only.



- Tabletop Tradeshow to meet and network with qualified meeting professionals
- Luncheon
- Keynote address by Tony Chapman: Moving Your Meetings From the Endangered to the Essential List

Register [here](#)

Special registration pricing for non-members includes annual CHMSE membership.



Welcome New CHMSE Members

Hotel

Nadya Ali, Holiday Inn Toronto Yorkdale
Matthew Delorey, Thompson Toronto
Tanaz Divecha, Tourism Toronto
Juliana Jimenez, Hotel Le Germain Toronto
Jacques Lapierre, Bisha Hotel Toronto
Anne Lex, Westmont Hospitality Group
Victoria MacLean, Bisha Hotel Toronto
Brad Richards, Barcelo Hotel Group
Vincent Tran, InterContinental Toronto Centre
Alexandra Turcan, SoHo Metropolitan Hotel

Affiliate

Wendy Gamble, Aga Khan Museum
Karleen Toyne, The Rec Room Roundhouse

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

Do you know someone interested in joining?

Then we have a gift for you! A \$50 gift card to the retailer of your choice when you refer a new, paid member (sorry, not applicable to long-distance or associate memberships). The new member completing the membership application selects the "Current Member" option in the *how did you hear about CHMSE* drop down menu. Have them type in your name. You receive a \$50 gift card. It's that easy! If you have any questions regarding this program please contact info@chmse.com.

Click here and login for more information and for other member benefits:

[Member Benefits](#)



Community Outreach

Meeting Professionals Against Human Trafficking (MPAHT)



Perhaps you have been hearing the buzz about Human Trafficking lately and how it is becoming a hot topic in the event industry or maybe this is the first you are hearing about it (and you aren't alone). Either way, you might be wondering what this has to do with the meetings YOU are planning (assuming that someone else is responsible for this) or, if you work in a hotel, you might be thinking that surely it isn't happening in YOUR hotel...

To read full article click [here](#).

Canadian Executive Service Organization (CESO)

CESO is a leading economic development organization dedicated to sustainably reducing poverty and fostering economic growth in Canada and globally. Our Volunteer Advisors (VAs) are senior-level professionals and executives who are interested in sharing their knowledge and expertise in meaningful ways.

CESO partners with communities and organizations from the Americas, Asia and Africa, as well as collaborates with Indigenous communities across Canada. CESO is a team of committed volunteers and staff who believe deeply in the power of partnership to foster economic health and stability, and to transform lives.

Tourism & Hospitality is one of the high-demand and high-growth sectors at CESO...

To read full article click [here](#).



Recent CHMSE Events

General Managers Night March 20, 2018

Year over year GMs Night is one of the most anticipated events on the GTA hotel industry calendar. On behalf of the Board of Directors of CHMSE and organizing Committee for General Managers Night thank you so much for attending our event at the Radisson Admiral Hotel on March 20th. GMs Night was a huge success



with over 140 attendees, a fantastic keynote speaker, a wonderful venue with great food & drinks, and a silent auction and raffle that had the whole room buzzing!



Kevin Frank

A big thanks to Kevin Frank, Artist Director with The Second City Training Centre, who helped us to think differently on the spot when being confronted with objections and coached us on how to overcome rejection. We would like to thank Radisson Admiral Hotel Toronto-Harbourfront for hosting this Event, we appreciate your support!

CHMSE truly values the support of our Strategic Partners, Platinum and Gold Sponsors, Event Sponsors and prize donors, at GMs Night and year-round. For a complete list of GMs Night sponsors and links to their websites please click [here](#)

A huge thank you to the GMs Night Committee. The event wouldn't have been possible without you! Thank you to Event Co-Chairs and CHMSE Co-Presidents Nafees Komaravolu, CMP (Novotel Toronto Centre) and Brendan Cullin (Silver Hotel Group), Anna La (Omni King Edward), Sandra Herriot (ExperiencePoint), Ellen Buchanan (Hilton Worldwide), Chris Siedel (Freeman Audio Visual Canada), Amanat Jaisinghani (Hilton Toronto), Ellen Muir (Marriott Hotels of Canada), Chris Dennison (Click-it Photography), Jaclyn Austin (Hilton Mississauga Meadowvale), Sonya Padovani (Omni King Edward), Vincent Tran (Intercontinental Hotel), Seneca students Stephanie Gomes and Massiel Sanchez and Shelley Macdonald (CHMSE office).

Special Recognition at General Managers Night

This night was extra special as we presented an Honorary Lifetime CHMSE Membership to Suzanne Cinq-Mars and recognized Shelley Macdonald's 25th anniversary as Executive Director of CHMSE.



L-R Past presidents Ellen Muir, Suzanne Cinq-Mars and Vito Curalli



Suzanne Cinq-Mars
Director, Sales & Marketing
Hilton Toronto
CHMSE's New Honourary Member

Suzanne is a long-time member of our industry, and of

CHMSE for over 25 years. She served on the Board of Directors for multiple terms including a year as president and chair of Hotelympiad. She is a leader in the GTA hospitality community, a mentor to many and a friend to us all. Suzanne becomes CHMSE's first female honorary member, joining current honorary members Robert Babcock, Derek Dodd, David Ogilvie, Hardy Sohl, Ralph Strachan and John Toleck. Click [here](#) to read a note from Suzanne.

Congratulations to Shelley Macdonald who celebrates her 25th year as our Executive Director in 2018. Shelley's dedication to this Association, to our industry and to many board members and presidents throughout the years has been the engine to our growth and success. It has often been stated that Shelley is the



Shelley Macdonald
Executive Director
CHMSE

glue that keeps our Association together. She has seen us through countless years of Hotelympiads, scavenger hunts, golf tournaments, discovery nights, student programs, sales challenges, student day in the lives, educational days, meeting planner matinees...and so many others. On behalf of the current Board of Directors, please join us in congratulating Shelley on this very special milestone. Click [here](#) to read a note from Shelley.

Shelley's photo courtesy of Click-It Photography.



CHMSE Honourary Members L-R
Ralph Strachan, Hardy Sohl, David Ogilvie,
Suzanne Cinq-Mars,
Robert Babcock



Co-Presidents and General Managers
Night Co-Chairs Brendan Cullin, Silver
Hotel Group & Nafees Komaravdu, CMP,
Novotel Toronto Centre



Event photos compliments of Click-It Photography.

After 5: February 15, 2018

Our February After 5 event was held at the Thompson Toronto with sales expert, trainer, speaker and author, Jill Harrington of salesSHIFT. She allowed us to analyze our personal prospecting messages and guided us towards effectively tweaking them to

create a more attention grabbing approach to attract new clients faster. There is so much competition that it is important to differentiate ourselves and boost our sales.

Pick up a copy of Jill Harrington's book on Amazon, UNCOMMON SENSE: Shift Your Thinking. Take New Action. Boost Your Sales was voted Top Sales & Marketing Book



of 2017 by Top Sales World.

Thank you to the Thompson Toronto for hosting our After 5, we cannot thank you enough! We would also like to thank our strategic partners bb Blanc and Robinson Show Services.



Event photos compliments of Click-It Photography.

After 5: January 18, 2018

One of our member favourite events is our annual Meeting Planner Panel, which this year was hosted at the Aga Khan Museum. We had the opportunity to hear from Jocelyn Flanagan, Meeting Planner with e=mc2 events, Heather Reid, Owner and Principal of Innovative Conference & Communications Planner Protect and Carly Silberstein, Chief Executive Officer from Redstone Agency Inc. They shared many important insights from their side regarding their memorable site inspections, contracting talk regarding important clauses for them and tips on how to work with them more effectively for more successful client outcomes.

Thank you for taking the time to speak to us, we truly appreciate your feedback and tips!

And a big thank you to the Aga Khan Museum for hosting our members and meeting planners, what a stunning venue!



Event photos compliments of Click-It Photography.

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.

All CHMSE event photos were provided courtesy of Click-It Photography. Here's a rare photo of our photographer, and CHMSE Director, Web Management Chris Dennison **in front** of the camera!

For more event photos visit [Event Photos](#)



www.CLICKITPHOTO.com

Through the Keyhole

People on the Move

Sandra Herriot joins ExperiencePoint, an experiential training organization, as director of events.

Mariya Onikiyenko departs the Chelsea and joins the Residence Inn by Marriott Toronto Downtown/Entertainment District as sales manager.

CHMSE past president **Colleen Curran-Fotopoulos** is promoted to director of sales at the Courtyard by Marriott Vaughan.

CHMSE past president **LA Palamar** is director of sales and marketing at the soon-to-open Hilton Garden Inn/Homewood Suites by Hilton Ottawa.

Ralph Shengsters leaves the Old Mill Toronto, the GTA and the industry to be sales representative - Realtor at Chestnut Park Real Estate Ltd. Brokerage.

Jennifer Kazlauskis departs her regional S&M position at Concord Hospitality to join Sheraton Gateway hotel as DOSM.

Irina Belotserkovsky joins Marriott Canada Sales Office from Courtyard & Residence Inn Mississauga Meadowvale. **Paulina Fernandes**, formerly of Courtyard Downtown also joins the Marriott Canadian Sales Office. **Darin Favel** departs Sheraton Centre to rejoin the Marriott CSO. **Jacob Hornstein** also joins Marriott CSO from Westin Trillium House, Blue Mountain.

Glenna Mitchell departs Hilton Mississauga Meadowvale to become the new director of sales at Embassy Suites Toronto Airport.

Shelley Santos becomes senior manager, sales support international, airline, leisure & luxury group sales for Hilton Worldwide.

Juliana Ma is the new sales executive at Strathcona Hotel.

Jack Nestor joins the Silver Hotel Group as group & entertainment sales manager.

Nicola Boyd is sales manager, meetings & events for Bond Place Hotel & Pantages Hotel.

Laura Marin is sales executive, Downtown Toronto Hotel Collection - Silver Hotel Group.

Lucie Akouete joins the Bond Place Hotel as group reservations executive.

Isidora Perisic is sales coordinator at Radisson Admiral Hotel - Toronto Harbourfront.

Veronica Alvarenga is the new catering sales manager at the Radisson Admiral Hotel - Toronto Harbourfront.

Denis Gilles becomes general manager for the company's Hilton Garden Inn and Homewood Suites by Hilton, Ottawa Downtown development.

Sunny Joseph has taken on the role of general manager of the Fairmont Palliser Hotel in downtown Calgary.

Priya Khullar-Supaul as the new SMERF sales manager at the Hilton Mississauga/Meadowvale.

Trelyn King is new event manager to cover Jaclyn Austin's maternity leave at the Hilton Mississauga/Meadowvale.

Melanie Fong is now corporate sales manager for Hockley Valley Resort.

Loren Christie leaves Starwood to join Tourism Toronto as director of sales, Canada and International Congress.

Shauna Jaskot moves from the Hilton Mississauga Meadowvale to the Hilton Toronto as business travel sales manager.

CHMSE past president **Jeniffer Bissett, CHSP, CRDE** is corporate sales manager at the Hilton Mississauga Meadowvale.

Maria Chung is director of sales and marketing at the soon-to-open Kimpton Saint George Hotel Toronto.

Heidi Pawlyshyn is the new director of sales at the Sheraton Centre Toronto.

Ron Pellerine returns from Boston to become general manager of the Shangri-La Hotel Toronto. He is joined by **Christopher Ashby**, who leaves the Courtyard Marriott Toronto Downtown to be area director of sales and marketing Toronto and Vancouver for Shangri-La Hotels and Resorts.

Marisol Pena is promoted to regional account director with Silver Hotel Group.

Pat Cluett becomes social media specialist at Courtyard by Marriott Burlington (opening in June) and the Burlington Convention Centre.

Lucy Byrne, formerly with The International Centre, joins Atlific Hotels as senior area sales manager.

Carol Grant moves from the Courtyard Marriott Toronto Downtown to the Westin Toronto Airport as sales manager.

Ryan Peddigrew, formerly with bb Blanc Inc. is now account manager with Quest Audio Visual.

Anston Mendes departs the Toronto Marriott Bloor Yorkville to join Delta Toronto as senior sales executive.

Debbie Hastings, formerly Toronto Airport West Hotel is now director of sales and marketing at Delta Hotels by Marriott Toronto Airport.

Michelle Leroux, previously with Marriott Vancouver Downtown is now director of sales at the Vancouver Convention Centre.

Robert Scott is event sales and hospitality manager for Kings College at the University of Western Ontario.

Nicoletta Vella departs her EMM position at Courtyard Toronto Mississauga West to be director of sales at the new Courtyard by Marriott Burlington

Julie Shorrocks, formerly of Sheraton Toronto, is now Canadian vice president of sales for ConferenceDirect.

Catherine McAuley is now DOS at the Westin Prince.

Kaelan Henderson will be joining the Scotiabank Convention Centre team and Niagara Falls Business Events as the account director focusing on the Canadian Corporate Market. Also joining the Scotiabank Convention Centre is **Eric Chou** as account director, international markets.

Congratulations

To **Imogen Christie**, Sales Manager, Hilton Mississauga/Meadowvale for winning the Ontario Hospitality Institute's Top 30 under 30!

To **Irish Daguio** of the Holiday Inn Toronto International Airport on the arrival of her son on January 5.

To **Crystal Stephenson** of the Novotel Toronto Centre on the arrival of daughter Sienna Maryam on January 24.

To **Richard Elliott** of Ignite on his retirement.

Industry News

The **Metro Toronto Convention Centre's** south building has undergone a \$23 million renovation.

Ruth's Chris Steak House Toronto Airport has opened.

Brookfield Asset Management Inc. has purchased the **Sheraton Centre Toronto Hotel** and has plans to renovate the lobby and public spaces.

The **Park Hyatt Toronto** has temporarily closed to undergo renovations. It is scheduled to reopen in late 2019.

Hotel X is now open in Toronto.

The **Ontario Hospitality Institute (OHI)** has released its annual Top-30-Under-30 list. Congratulations to the winners!

A new 4% **Municipal Accommodation Tax (MAT)** on temporary accommodation was effective April 1, 2018 in the City of Toronto.

Opening fall of 2018 in the core of Ottawa's prominent Sparks-Street promenade, the dual-branded **Hilton Garden Inn and Homewood Suites by Hilton, Ottawa Downtown** will be the first Hilton property in downtown Ottawa.

A new **Radisson** Hotel opens in Fredericton

Sandman Hotel Group has opened its first hotel in Atlantic Canada, the **Sandman Signature St. John's Hotel**.

The 395-room **The Westin Prince, Toronto** is now under new management, with New Castle Hotels & Resorts taking the helm

Kimpton is opening its first-ever Toronto hotel, **Kimpton Saint George**, on Bloor Street W. this summer.

The **InterContinental Toronto Centre** has opened its renovated Club InterContinental

Marriott International's Delta Hotels brand recently debuted in the Asia-Pacific market with the opening of the 339-room **Delta Hotels by Marriott Shanghai Baoshan** in China

Remembering Friends



Stuart Jolliffe

Stuart Jolliffe, General Manager of the Westin Harbour Castle passed away on April 11, 2018. Stuart was a leader within Marriott and the Delta brands for many years holding numerous hotel and above-property executive positions. He was well recognized in the hospitality industry and made countless connections and trusted relationships along the way.

Bill Lougheed

After years with the Sheraton Corporation and Canadian Pacific Hotels and Resorts Bill joined Ryerson's School of Hospitality and Tourism Management as a professor in 1974 where he taught generations of students for 32 years. In the process Bill chaired the department at Ryerson for 5 years. Bill also was the proprietor of Lougheed Group a successful management placement company for Hotel and Tourism professionals and served as its President from 1974-2006.

Bill passed away on April 10, 2018



Michael Jackson

Mike died on March 27, 2018 at the age of 63. Most recently SVP at Easton's Group of Hotels, Mike also served on numerous industry boards including HAC and CPSA.



Alain Sutton

It is with great regret that David Sutton announces the sudden and tragic passing of his father, Alain Sutton, the Founder and CEO of the Toronto Congress Centre.

It was very important to Alain that his legacy be passed onto his children. Over the past decade he has worked very closely mentoring David as he now takes on the role of CEO at the Toronto Congress Centre.

GET SOCIAL WITH US!



