

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



KEY ACCESS Summer 2018 Issue



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From Your Co-Presidents

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

It is always surprising how quickly a year can pass. Time is perceived to go by faster as we get older and our lives get busier but our brains record more captivating memories as we get wiser. What is the old saying - time flies when you're having fun?



*Brendan and Nafees at the
Summer Social June 2018*

Well, CHMSE sure had a lot of pleasure this year making time go fast and creating memories with our offerings of training, educational and networking events throughout the year and around the city. Our events took place everywhere from AGO, Courtyard Marriott Toronto Downtown, Aga Khan Museum, Thompson Toronto, and Hilton Mississauga/Meadowvale.

Some of the highlights included General Managers Night at the Radisson Admiral Hotel where we honoured Suzanne Cinq-Mars and Shelley Macdonald for their years of service with CHMSE; and our May Meeting Planner Matinee Event at The Globe & Mail Centre, where our members and meeting planner guests networked, caught up with old friends, did business and worked together to make a nice donation to the Daily Bread Food Bank.

Our year would not have been successful had it not been for our Strategic Partners, Robinson Show Services and bb Blanc Inc. - thank you for your continued support; our sponsors for all our events throughout the year - your generosity really is quite remarkable; and to all our volunteers who helped throughout the year - your contributions of time, energy and expertise were exceptional. It has been a privilege working with and getting to know all of you. Finally to our 2017-18 Board of Directors - we look forward to having many of you back for our next exciting year and bid fond farewells to Ellen Buchanan, Jaclyn Austin, Chris Dennison and Giovanna Vallejo. Your tireless efforts throughout the year are what makes CHMSE a success. You were all outstanding in your own right and it was an honour to serve on the Board with each and every one of you this past year. The new board will have some big shoes to fill! We look forward to seeing you at our events in the near future.

Please do not forget to renew your membership (and encourage new members) for the 2018-19 term. We have more stimulating and provocative programs and events planned, we look forward to rolling them out in the near future and we are excited to continue serving you, our members, and creating new memories and hopefully helping make everyone a little wiser. In the meantime, we wish everyone an enjoyable summer, we hope it is so fun that "time flies" and we look forward to seeing you in September!

Sincerely,
Nafees & Brendan
CHMSE Co-Presidents

And the survey says...!

Don't forget to complete the annual CHMSE Member Survey. Do so by July 6 and you can enter the draw for a \$50 gift card to the retailer of **your choice!** Your feedback is really important and will guide the Board at its upcoming Strategic Planning Meeting. If you've misplaced your survey email we'll send it again. Click [here](#)



The logo for IncentiveWorks, featuring the word "incentiveworks" in a lowercase, blue, sans-serif font. The letters "i", "e", and "o" have a slight shadow or outline effect. The logo is enclosed in a thin blue rectangular border.

CANADA'S MEETINGS + EVENTS SHOW

AUGUST 14 + 15, 2018

METRO TORONTO CONVENTION CENTRE

CHMSE is proud to partner with IncentiveWorks. Visit us at Booth 2040 to collect your CHMSE name badge ribbon. Register today! [IncentiveWorks Registration](#)

Welcome New CHMSE Members

Hotel

Morgan Da Rocha, Catering Sales Executive, Marriott Hotels International - Westin Harbour Castle

Aminata Diop, Business Development Director, Hotel Le Germain Toronto

Scott Fischburg, Director, Resort & Hotel Sales, Caesars Windsor

Amanat Jaisinghani, Catering Sales Manager, Hilton Toronto

Bruno Rios, Sales Manager, Toronto Marriott Bloor Yorkville

Affiliate

Pamela Laite, Business Development Manager, Fredericton Convention Centre

Marcel Potvin, Director, Global Accounts, Production Resource Group (PRG)

Thank you to our Strategic Partners

As we reflect on our 2017-2018 program term we would like to thank bb Blanc and Robinson for their support as our strategic partners all year round!



Featured Member Benefit

Mariposa Cruises

Enjoy the beautiful Toronto Harbour the Mariposa way! Mariposa Cruises offers CHMSE members 20% off. Visit [Mariposa Cruises](#)



Click here and login for more information and for other member benefits: [Member Benefits](#)

Recent CHMSE Events

Business at Breakfast - April 2018

Michael Caron of Northbound Sales returned for this year's CHMSE Business at Breakfast. It was a great opportunity for those that missed him last year to experience one of his educational sessions. With his informative "Questions are the Answer," program he explained the importance of the fine art of asking the right questions at the right time in the sales cycle - questions that result in useful information and positive momentum. He taught us that questions are powerful tools in the sales process and gave us great examples. Used appropriately they can help move the sales process forward with more information, providing better solutions and building client relationships.

Thank you to Hilton Mississauga/Meadowvale for hosting this event, the breakfast was absolutely delicious!



Event photos by Click-It Photography.

May Meeting Planner Matinee - May 2018

It has to be one of the best views in the city! The Globe & Mail Centre was our venue for the 8th Annual MMPM 2018. We had over 25 exhibitors who wowed and delighted our Meeting Planner Guests. There was a contagious buzz in the room with a high volume of

members attending. Tony Chapman captivated our audience with a fresh approach to the future of meetings. If you have any suggestions for next year, send them our way! We are grateful and humbled by your continuous support! Lastly but certainly not least, thank you to CHMSE's May Meeting Planner Matinee sponsors:



PLATINUM



GOLD



EVENT





Event photos by Click-It Photography.

Summer Social - June 2018

To conclude the 2017-2018 CHMSE season, a complimentary annual summer social for members was held to catch up with friends and welcome Summer. The evening took place at brand new The Roof at SOCO at the Delta Hotel. Nibbles were provided compliments of the Delta Hotel and it was a fantastic evening celebrating a successful 2017-2018 season of training sessions and meeting planner sales opportunities. Thank you to all who attended, and to the Delta Hotel for hosting.





Event photos by 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.

CHMSE's 2017-2018 event photos were taken by Chris Dennison of Click-It Photography. For more event photos visit [Event Photos](#)



Through the Keyhole

People on the Move

Latoya Small departs her Sales and Events Manager position at Doubletree by Hilton Toronto Airport West and joins Hilton Toronto as Executive Meeting Manager.

Anston Mendes departs Marriott Bloor Yorkville Hotel as Senior Sales Manager and joins Delta Toronto as Senior Sales Executive.

Jennifer Watanabe is leaving Marriott Markham to focus on her floral and event business.

Alex Filiatrault leaves the Silver Hotel Group to become the CEO of CANFAR.

Juliana Jimenez leaves Hotel Le Germain Toronto to join The Broadview Hotel as sales manager.

Alison Kelly is global sales director - TAM Canada at Wyndham Hotels & Resorts. Jennifer Gendron is director of sales and marketing at Holiday Inn Burlington Hotel & Conference Centre.

Robert Lamoureux joins Revera Inc. as executive director.

Judi Pressman departs the theatre world to become program manager at Lawrence Park Community Church.

Rachelle Roberts is director of sales at the Cambridge Hotel & Conference Centre.

Lisa Grech, previously director of business travel at InterContinental Toronto Centre is now corporate sales manager at Delta Hotels by Marriott Toronto Airport & Conference Centre.

Vishal Malhotra is new director of sales at the Courtyard Marriott Toronto Downtown.

Zena Laing is the new Hotel & Sales Executive at The Anndore House.

Congratulations

To **Jaclyn Austin** of the Hilton Mississauga/Meadowvale on the arrival of Abigail Georgina Wilma on May 8, 2018.

Congratulations to **Melanie Fong** of Hockley Valley Resort on her marriage to Ted Carr on April 21, 2018.

Industry News

The **Delta Toronto East** is purchased by Sunray Group.

The **Hilton Toronto** opened Level Two, a new restaurant on the 2nd floor terrace.

The **Roof at SOCO** opened at the Delta Toronto.

The **Kimpton Saint George Hotel** Toronto opened June 19th.

Group Germain Hotels has announced a \$20-million renovation to its Le Germain Hotel in downtown Montreal- the hotel will close in October 2018 and reopen in May 2019.

Atlific Hotels has completed renovations of the guestrooms and fitness centre at the **Courtyard by Marriott Toronto Airport**.

The **Courtyard by Marriott Prince George** has opened in Prince George, B.C.

The 209-room **Toronto Marriott Markham** Hotel has opened in downtown Markham, Ontario

Cadillac Fairview acquires 100-per-cent ownership of **Ritz-Carlton, Toronto**.

WestJet's Swoop will take off in June with low-cost flights between Abbotsford, B.C., and Hamilton, Hamilton and Halifax, Hamilton and Edmonton and Hamilton and Winnipeg.

GET SOCIAL WITH US!



Editor: Giovanna Vallejo, CHMSE Director of Marketing & Communications
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