

# NCCMPI Perspective

VOLUME 23, NUMBER 1, AUGUST 2004

PROFESSIONAL  
EDUCATION PROGRAM  
AUGUST 24, 2004

*The  
Stanford  
Court*



A RENAISSANCE HOTEL  
SAN FRANCISCO, CA

NORTHERN CALIFORNIA  
CHAPTER



A thank you to the following people who have demonstrated commitment and excellence on behalf of this chapter:

**The entire board from 2003-2004 and the new board for 2004-2005:** For supporting me in my transition to President. A special thanks in this transition to **Laurie Sharp, CMP, President, Sharp Events** and **Kehaulani McGregor, CMP, Relationship Travel, Events and Incentives, Carlson Marketing Group.**

**John Koon, President, JEK Consulting / Hotel Carlton:** For sponsoring the President's Reception prior to the Gala.

**Heidi Bianchi, Director of Sales, Hartmann Studios** and **Jeffrey Tucker, Director of Sales, SBC Park:** For doing such a fantastic job chairing and organizing the Annual Gala & Silent Auction and for their companies' continued support of our chapter.

**Charles Bello, Senior Sales Manager, Hilton San Francisco** and **Frank Manchen, Director of Sales & Marketing, DoubleTree Hotel San Jose:** For generously sponsoring the Leadership Retreat.

**Barbara Scotlan, CMP, Senior Meeting Planner, McKesson Corporation** and **Maggie Boyce, CMP, CMM, Manager, National Corporate Meeting Services, Kaiser Permanente:** For defining the goals for the newly-developed Multicultural Initiative Committee.

## president's message

**A**s the current President of NCCMPI, one of the largest MPI chapters in the world, it is



BY JIM  
SKIBA, CMP

my honor to share my vision for the chapter with all 950+ members. In our two Board and Committee Retreats during the past six months, we aligned our chapter's Strategic Plan directly with MPI International's for the next two years, emphasizing our goal of **Defining the Power of Meetings**. Our chapter is committed to embracing MPI's **Pathways to Excellence** and the **360 Degrees of Education**.

The MPI Strategic Plan is a road map for our future and details an action plan for elevating the meeting profession. There are three paths to success described in three clearly defined strategies, each with specific outcomes designed to enhance everyone's success:

- **STRATEGY 1:** Create professional development pathways and resources to support evolution toward positions of strategic understanding and importance
- **STRATEGY 2:** Increase MPI's influence with senior decision-making executives at corporations, associations, and organizations
- **STRATEGY 3:** Enhance business opportunities for supplier members  
(You can read the MPI Strategic Plan in more detail at [www.mpiweb.org](http://www.mpiweb.org).)

In our chapter, there are four areas – Membership, Education, Communication, and Finance – that have outlined their own detailed goals and strategic plan for implementation. We have four Vice Presidents from our Executive Team who lead each of these areas. Details about the chapter's strategic plan and leadership structure are available at [www.nccmpi.org](http://www.nccmpi.org).

Moving into our second 25 years as a chapter, we have a dedicated leadership team comprised of 18 members on the Board of Directors and 40 Committee Chairs, plus dozens of additional Committee Members. Every one of us who volunteers is a valuable member of NCCMPI – *every volunteer is a leader!*

In the 1920s, the French Philosopher Henri Bergson wrote about *élan vital*, the vital energy which is found in every living creature throughout the globe. Each creature is not just trying to survive as Darwin suggested, but attempting to flourish – to be successful and maximize its potential and energy. I challenge you to foster this *élan vital* in your daily life through your work, your family time, and your involvement in NCCMPI. I challenge you to search for a new balance that brings new energy and vitality to your membership and our chapter.

I encourage you to get involved and attend the chapter's various educational programs. Share your ideas and your time and grow with the rest of us in this dynamic chapter. By becoming involved, you will learn new business skills, find new business opportunities, and have deeper meaning in your life, while having some fun at the same time!

I challenge each member of NCCMPI to donate one hour per month this year toward the success of our chapter. At the NCCMPI Gala on June 9, I said that I am here as your servant, to help with this challenging process. I cannot serve you in a vacuum – only together can we really be successful in **Defining the Power of Meetings**.

I welcome your communication with me, as do any of the Board Members or Committee Chairs. I know that together we will have a great year!

---

*Jim Skiba, CMP, is Director of World Incentive Nexus, and this year's Chapter President. You can reach Jim at 415-626-1784 or via email at [jim@worldincentivenexus.com](mailto:jim@worldincentivenexus.com).*

## editor's notes

### Lots of Synergy

**B**eginning last year, I decided to sit down with each of the Committee Chairs and Co-Chairs to discuss how they envision using *Perspective* to help promote their programs. There are twenty-one different committees this year and each of them has some new and exciting ways they plan to provide you with valuable education and resources.

In talking to the various committees, one of the things that struck me is how much synergy there is among them. Here are just a couple of examples of how the committees are working together: The Hospitality Committee

is introducing a new piece in *Perspective* called "Fun Facts". The Networking Committee heard about this, and has incorporated some aspects of this into an activity you will take part in at the August Professional Education Program on August 24. The Women's Leadership Initiative Committee is looking into sponsoring a session at the Leadership Institute in November.

I hope that you will take every opportunity to support and participate in the chapter's programs this year. Your membership is only as valuable as you make it, so generate your own synergy with other members.

---

*Sheryl Sookman, CMP, is Principal of The MeetingConnection, a specialized executive recruiting and placement service for meeting professionals. You can contact Sheryl at 415-892-1394 or via email at sheryl@themeetingconnection.com.*



BY SHERYL  
SOOKMAN, CMP

## upcoming events

**AUGUST 24, 2004**

### Professional Education Program & Committee Sign-Up Day

- Keynote Panel Presentation:  
The Bermuda Triangle: The Link Between Meeting, Travel, and Procurement Departments
- Morning Workshops:  
(1) Enhancing Your Career Through MPI Involvement;  
Presenter: Sheryl Sookman, CMP, Principal, The MeetingConnection  
(2) Independent Planners: How to Work with a Varied Client Base;  
Forum Presentation
- Location: The Stanford Court, A Renaissance Hotel, San Francisco  
*(see page eight for details)*

**SEPTEMBER 14, 2004**

### Professional Breakfast Program

- Topic: Roundtable Discussions
- Location: The Fairmont San Jose  
*(see page nine for details)*

**OCTOBER 23-27, 2004**

### MPI's Institutes I & II

- Location: Saddlebrook Resort, Tampa, FL

To register for events,  
visit [www.nccmpi.org](http://www.nccmpi.org)

**The Annual  
NCCMPI Trade Show  
is on the move!**



Join us for the **17th Annual NCCMPI Trade Show**  
on **February 16, 2005** at our new location –  
the **Oakland Marriott City Center**.

Stay tuned for more information in the months ahead.

**EXHIBITORS:** If you have questions about exhibiting, please contact the NCCMPI staff at 925-472-5902 or via email at [info@nccmpi.org](mailto:info@nccmpi.org).

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1996-97 MPI Best Design

1997-98 MPI Outstanding Overall

1999-00 MPI Best Design

2000-01 MPI Best Editorial Content

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# New to NCCMPI

## Multicultural Initiative Committee

**E**arlier this year, NCCMPI conducted a multicultural survey of all of its members. Aligned with the objectives of the MPI Multicultural Initiative, the survey sought to identify new business opportunities within and outside of our chapter, provide training for cross-cultural communication beyond business protocol, identify the diverse demographic profile of NCCMPI, and celebrate diversity through focused education programs.

Of the 917 members surveyed, 88 responded to questions related to doing business in the multicultural world. Planners and suppliers defined multiculturalism, identified key multicultural issues for meetings, and responded to the importance of etiquette training or hands-on cross-cultural communication training.

Respondents identified a variety of multicultural issues that would improve the success of meetings:

- Awareness of dietary requirements
- Security/safety concerns in this climate of war
- Identification of key business partners in other cultures
- Understanding cultures (customs, language, etiquette and protocol)
- Multi-lingual staff
- Understanding meetings and hospitality protocol in other countries
- Differences in the treatment of women and children across cultures
- Awareness of religious customs and holidays

- Understanding economy and work ethic in different cultures
- Language and physical accessibility
- Theme choice and social interaction of participants
- Technology and meeting protocol

These survey results will be used to help shape future chapter education programs. The newly-formed NCCMPI Multicultural Initiative Committee is planning two very targeted programs focused on doing business in a multicultural environment. Co-chairs Barbara Scotlan, CMP, Senior Meeting Planner, McKesson Corporation and Cici Baker,

President, Sierra Event Company, are organizing the chapter's first Multicultural Education Program in October with a follow-up program at the NCCMPI Trade Show in February, 2005. Additionally, look for guests from different industry organizations and chambers at educational programs throughout the year.

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*If you are interested in becoming part of the effort to bring the multicultural needs of our chapter and community to the forefront, then contact Committee Co-Chair Barbara Scotlan, CMP, Senior Meeting Planner, McKesson Corporation at 415-93-7099 or by email at [barbara.scotlan@mckesson.com](mailto:barbara.scotlan@mckesson.com).*



## Mentoring Program

**T**he three goals of the newly-formed NCCMPI Mentoring Program are:

- 1) Offer ways to achieve Professional Growth (i.e. advancement in career, changing career) and Leadership Growth
- 2) Offer an additional way for all members (new, affiliate, geographically-challenged) to become involved in the Northern California Chapter
- 3) Add value to your MPI membership

The Mentoring Relationships are as individual as the people involved. The program will support the diverse needs of our membership through:

- Guidelines and suggestions with the flexibility to allow the mentoring relationship to develop to meet individual needs
- Reasonable time commitments for both the mentors and the mentees
- Involvement of all members to participate regardless of their geographic location

To make the Mentoring Relationship work, we ask you to commit to one

contact per month. This could be as simple as a phone call or email; if time permits maybe meet for breakfast or lunch, meeting during an educational event or socializing after work. Relationships work better when people have had a chance to meet face to face (isn't that what our industry is all about?) however we recognize it is unrealistic to expect personal meetings every month. We are asking people to make a one-year commitment to the Mentoring Relationship.

The experience in other mentoring relationships is that both parties benefit from their participation and we fully anticipate that you will enjoy and grow from your NCCMPI Mentoring Relationship.

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*To sign up to participate in the Mentoring Program, please contact either Co-Chair Siobhan Coen, CMP, Associate, Professional Relations Division, Genetech at 650-467-7052 or at [scoen@gene.com](mailto:scoen@gene.com) or Co-Chair Sandy Gibbons, President, Gibbons Group, at 707-479-4815 or at [sonomasnde@aol.com](mailto:sonomasnde@aol.com). Indicate whether you are interested in being a Mentor or Mentee and you will be contacted for additional information.*

## What You Should Know About Mitigation of Damages

**E**very meeting planner should insist on a provision in the hotel contract that requires the facility to mitigate its damages when the planner's group is required to pay a penalty because it failed to pick up its agreed room block or because it is required to cancel its facility contract.



BY JIM SEELY

It is the planner's responsibility to see that a mitigation provision is included in the contract because the facility often does not include such a provision in its standard contract.

In the normal hotel contract, the hotel will include an attrition clause that states that the group will pay a specified sum should it fail to pick up a certain portion of its room block. The hotel will also include a provision naming a specific sum the group must pay should it cancel. In some cases, these provisions do not accurately measure the hotel's loss.

### Rationale Behind the Mitigation of Damages Provision

The rationale is to limit damages to those actually suffered by the hotel. Thus, if the hotel resells a substantial portion of the rooms not picked up, it will have substantially reduced its damages. Without a mitigation clause, the hotel would receive double compensation for the rooms that it resold.

The same rationale applies to whether the hotel suffered a loss when compared to its occupancy level for the same week in the previous year. If the group contracted for a week that is normally slow, and total occupancy in the week of the group's meeting was equal to the occupancy for the previous year's same week, then, although the group did not meet its room block, the hotel has not suffered a loss.

When computing the hotel's damages, rooms not available for resale should be excluded.

The mitigation of damages provision requires the hotel to attempt to resell the rooms in the group's room

block not picked up by the group. The group's account receives credit for any revenue from the resale of these rooms, thus lessening the group's damages.

To enforce this, you must include a provision in the contract that requires the hotel to prove to your reasonable satisfaction that it has taken all reasonable efforts to resell the rooms as a condition to the payment of any damages the hotel seeks for attrition or cancellation. (You are required to use good faith. You cannot arbitrarily refuse to accept the hotel's proof.)

When the hotel presents its standard agreement, you counter with your own standard addendum, which should include an adequate mitigation of damages provision.

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*Jim Seely is a San Francisco attorney specializing in meetings/hospitality law issues. He is very active in the industry, a frequent contributor to industry publications, and is a member of NCCMPI, ASAE, CSAE, NCSAE, and the Academy of Hospitality Industry Attorneys (AHIA). You can contact Jim at 415-989-1122 or via his web site at [www.assnlegalservices.com](http://www.assnlegalservices.com).*



**ONE OF THE GREAT THINGS** about the meetings industry is that we are a fun bunch of people to

get to know. This year, the Hospitality Committee is pleased to announce a new section in *Perspective* that will introduce you to some “Fun Facts” about your fellow NCCMPI members. As Co-Chairs of the Hospitality Committee, we thought we would kick-start the section with some interesting information about ourselves:

**PLANNER: ERIN FITZGERALD, Conference Services Manager, UCSF Office of CME; NCCMPI Hospitality Co-Chair**

■ **Favorite Food:** Cheese, period.

■ **Favorite Travel Destination (and why):** New York City. NYC is the only place that makes me feel alive and energized.

■ **Favorite Movies:** *The Godfather* and *Lord of the Rings*. Just two amazing movies!

■ **One Thing People Do Not Know About You:** I like to write.

**SUPPLIER: ANTHONY FARMER, National Sales Manager for Alliant Event Services; Hospitality Co-Chair**

■ **Favorite Food:** Southern Soul food and Thai food

■ **Favorite Travel Destination (and why):** Atlanta, GA. The people are so friendly and it does not cost an arm and a leg.

■ **Favorite Movies:** *Ordinary People* and *It's a Wonderful Life*

■ **One Thing People Do Not Know About You:** I took voice lessons for 15 years.

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*Tell us about your own “fun facts” so we can feature them in Perspective. Limit your replies to a few words in response to each “fun fact”. Submissions must be received by email no later than the 15th of each month, and will be selected based on the date received. Email your information to Anthony Farmer, National Account Executive, Alliant Event Services, Inc. and Co-Chair Hospitality Committee at [anthony.farmer@alliantevents.com](mailto:anthony.farmer@alliantevents.com).*

## Seeking **NEW** NCCMPI Members

**IF YOU ARE AWARE** of a person who is interested in membership, please provide their name and contact information to Melanie Mueller, Membership/Events Coordinator for NCCMPI.

She will send them a prospect packet and then the Membership Committee will follow up with them. Please let us know of colleagues you think could benefit from NCCMPI membership!

*All inquiries regarding NCCMPI membership should be referred to Melanie Mueller, Membership/Events Coordinator, at [info@nccmpi.org](mailto:info@nccmpi.org) or 925-472-5902.*

Tuesday, August 24, 2004

The Stanford Court,  
A Renaissance Hotel  
San Francisco, CA



## KEYNOTE PRESENTATION

### The Bermuda Triangle: The Link Between Meetings, Travel, and Procurement Departments

One of the biggest challenges facing corporate meetings departments today is how to work in concert with the company's travel and procurement departments. For many planners, this is unfamiliar territory, somewhat like drifting into the Bermuda Triangle, and not knowing how to maneuver through it with success. A panel of industry experts will discuss how they have navigated through this process, and offer tips that you can take back to your work setting. They will also discuss how this impacts suppliers who may be equally unfamiliar with working with a company's procurement department.

Begin the morning by participating in one of the Workshops, presented by your own NCCMPI members. Sheryl Sookman, CMP, Principal, The MeetingConnection, will lead a discussion about How Involvement in MPI Can Enhance Your Career. Linda Mansouria, CMP, CMM, President of Make It Happen, LLC, and Pat Zollman, Regional Director, Helms Briscoe, will facilitate a forum about Independent Planners: How to Work with a Varied Client Base.

**For more information and to register, see the enclosed registration form or visit the website at [www.nccmpi.org](http://www.nccmpi.org).**

This is also your opportunity to find out which committee you would like to get involved with this year. Stop by and meet with Committee Chairs and Co-Chairs during the Committee Day Trade Show (*see page nine for details*).

## SPONSORS

The **NEWPORT BEACH CONVENTION & VISITORS BUREAU** and its partners – including **The Balboa Bay Club**, **Four Seasons Newport Beach**, **Radisson Hotel**, **The Sutton Place Hotel** and **Whirl a Round Tours** – are pleased to host the August Professional Education Program. Come meet our team and learn about the exciting changes being made to our Colorful Coast, including the multi-million dollar renovations underway. We offer world-class hotels, dependable weather, all levels of affordability, and much more.



## ACTIVITY:

### Birds of a Feather

IT IS ALREADY AUGUST again, and your Networking Committee is busy developing creative and interactive networking activities that will engage and energize members for success.



Our committee goal is to build solid relationships and create business opportunities between NCCMPI Supplier and Planner members, by creating an environment that fosters communication through interactive activities at Professional Education

Programs and other NCCMPI events throughout the year.

We will be introducing new and effective networking activities that support one of this year's strategic plans: *Intensify business opportunities for supplier members ... Buy MPI.*

Are you ready? At the August Professional Education Program, you will be looking for **Birds of a Feather**. This is an opportunity for members to flaunt their favorite pastime. The object is to seek out and find others who share similar interests.

**Please come prepared with a small wearable that communicates your passion ...**

- Giants Fans: Wear your baseball cap
- Gardeners: Consider wearing a flower or gardening tool
- Dancers: Tap or toe shoes rule
- Chefs: Think about hanging a spatula or sausage around your neck
- Musician: A hat made of sheet music or a large musical note ... *Get the idea?*

Now, we are not through with you yet. We want your input and feedback. Please send us your networking ideas, and let us know what you feel works and does not work for these type of activities.

*Heather Shatz, Networking Committee Chair is Director of Business Development, Fusion Productions. You can reach her at 650-837-9020 or by email at [hschatz@fusionproductions.com](mailto:hschatz@fusionproductions.com). Pam Stevens, Networking Committee Co-Chair is an Event Strategist, Pre Event Services, Source One Network, an event resource company. You can reach Pam at 415-454-1160 or by email at [pamstevens@sourceone-network.com](mailto:pamstevens@sourceone-network.com).*

## **OPPORTUNITY: Committee Day**

**LOOKING FOR A WAY** to get more involved in NCCMPI? Joining a committee is a winning proposition for both yourself and the chapter. By becoming part of a committee, you have the opportunity to build upon your existing skills and background, as well as learn something new (and we are all young enough to learn a few new tips and tools!) that may help you down the road. Another valuable reason to join a committee is that you build important relationships with fellow planners and suppliers.

Visit the **Committee Day Trade Show** tables at the August Professional Education Program (10:30-11:30am). It will be well worth your time!



**PROFESSIONAL BREAKFAST PROGRAM**  
Tuesday, September 14, 2004  
The Fairmont San Jose

### **HOT TOPICS ROUNDTABLE DISCUSSIONS**

The September program offers you the opportunity to discuss some of the hot topics concerning the meetings industry today. Join with fellow planners and suppliers to discuss issues such as Determining best practices for dealing with meeting spend consolidation; How to develop menus for attendees' new diet requirements; Learning timesaving tips and techniques such as checklists and forms; and Evaluating the pros and cons of outsourcing. You will get the chance to participate in two different roundtable discussions. Professional Breakfast Programs end by 9:30am, so you can get in some valuable education and still get in a productive day's work! **For more information and to register, see the enclosed registration form or visit the website at [www.nccmpi.org](http://www.nccmpi.org).**

## awards & recognition



### MEETING PROFESSIONAL OF THE YEAR 2003-2004

**Kris Hillard, Inn Marin**

Although we do not have the space to list



EVERYTHING that Kris has done for NCCMPI, during the last three years, she has attended just about every activity the chapter has sponsored. She has also Chaired and Co-Chaired the Outreach Committee leading them in the creation of one of NCCMPI's most successful events, *Heart, Hand and Hope – The Tastes, Sounds and Spirits of Northern California*. Since its inception three years ago, this event has raised over \$22,000 and helped to increase public awareness of NCCMPI.

To members that are considering joining a committee, Kris says, "Getting involved on an NCCMPI committee is a great opportunity to foster business

relationships, develop professional and leadership skills, and self confidence. You will make friends for life and gain far more than you give if you get involved. To the Committee Chairs & Board Members: Always recognize the contributions of all of the members of your team, thank them; most people are motivated by appreciation. The success of this chapter and each committee lies in teamwork and mutual respect".



### ROOKIE OF THE YEAR 2003-2004

**Meredith Scarfone, Cisco Systems**

Rookie [definition] 1. An inexperienced recruit 2.

*Any novice.* Meredith has definitely changed the definition of "Rookie". She was already involved in the meeting profession and NCCMPI long before she became a full-fledged Member. Since her involvement with NCCMPI, she has made a point to attend as many programs as possible, even though it often meant taking personal time

off work and paying for them out-of-pocket. Meredith was involved with the Outreach Committee for the past two years and is the Educational Programs Committee Co-Chair for the second consecutive year.

Meredith's message to members considering taking the next step in NCCMPI, "I have never been part of an organization where I have felt so connected to so many other members. Through my committee work, I have felt challenged and empowered and it has boosted my confidence as a team player in the industry. Working with a diverse group of people helps you to grow personally as well as professionally through all the chapter's educational opportunities. The learning experience I have been lacking in previous positions, I have gained in other ways through my work with NCCMPI".

*Patsy Rusich, a Promotional Products Consultant with the Anderson Resource Group, was Co-Chair of the 2003-2004 Awards & Recognition Committee. She can be reached at 800-499-4101 or via email at pat@arg-i.com.*



INSTALLATION OF 2004-2005 OFFICERS



**KEHAULANI MCGREGOR, CMP**  
(BOARD MEMBER OF THE YEAR)



NCCMPI STAFF: LEA MATHEWSON, ANDI MOORE, SABRINA RITCHIE, CMP (PRESIDENT'S AWARD)



MPI FOUNDATION CHECK (KEHAULANI MCGREGOR, CMP, LAURIE SHARP, CMP, DAVID DUBOIS, CMP, CAE)



STEVE REVETRIA AND DENISE LOONEY (SUPPLIERS OF THE YEAR)



THE OUTREACH COMMITTEE PRESENTS HEART, HAND AND HOPE CHECKS

## Women's Leadership Initiative



**T**he Women's Leadership Committee, co-chaired by Marin Bright and Kim Stoermer, CMP, is excited to announce some new additions to their program this upcoming year. We are committed to keeping The Women's Leadership Initiative in the forefront of our chapter, and truly believe that we all benefit from the expanded education and growth of our membership.

To that end, we have extended our committee goals to include a NCCMPI "Woman Leader of the Year" award for the outstanding effort made by one of our members by demonstrating leadership and bringing women to a new professional level.

We will be offering an additional workshop session during one of the monthly programs that highlights a current issue, and a topical women's forum as part of the annual Leadership Institute.

Please save all your great suits and professional attire that you have outgrown or become tired of, as we will be calling on your donations for our clothing drive to benefit a local community organization and assist under-privileged women in their pursuit of career success!

We will be looking for volunteers to help us throughout the year, so if this is something that you're interested in, please indicate it on your Committee Interest Form.

Stay tuned because we will be bringing you up-to-date every other month with topics guaranteed to spark your interest and growth – and make leaders out of all of you.

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*For more information about the Women's Leadership Initiative Committee, contact either of the Co-Chairs: Marin Bright, President, Smart Meetings, at 415-339-9355 or by email at [marin@smartmtgs.com](mailto:marin@smartmtgs.com) or Kim Stoermer, CMP, Conference Manager, Western Arts Alliance, at 408-273-4588 or by email at [stoermer@westarts.org](mailto:stoermer@westarts.org).*

## movers&shakers

**JOIN IN CONGRATULATING** the following members who are now serving on International Committees. We applaud them for their continued contributions to MPI and the meetings industry, by helping to define the Power of Meetings:

- **CMM Advisory Board: Committee Chair, Maria Dempsey, CMP, CMM**, Regional Director of Sales, Pan Pacific Hotels & Resorts; **Member, Linda Mansouria, CMP, CMM**, President, Make It Happen, LLC
- **MPI Foundation Board of Trustees: Jan Hennessey, CMP, CMM**, Manager, Meeting and Conference Services, Kaiser Permanente
- **Multi-Cultural Initiative Committee: David Kliman, CMP**, President, The Kliman Group
- **Women's Leadership Initiative Committee: Sheryl Sookman, CMP**, Principal, The MeetingConnection
- **Corporate Circle of Excellence: Sharon Marsh, CMP**, Manager, Corporate Meeting Services, PeopleSoft, Inc.; **Maggie Boyce, CMP, CMM**, Manager, National Corporate Meeting Services, Kaiser Permanente; **Linda Gonzales, CMP, CMM**, Corporate Meetings Manager, Clorox Company

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*Email your news & updates to Sheryl Sookman, CMP, Principal, The MeetingConnection at [sheryl@themeetingconnection.com](mailto:sheryl@themeetingconnection.com). Sheryl must receive your information no later than the 15th of the month. Submissions are limited to 45-words and are subject to approval by the Perspective Advisory Committee.*

**newmembers**

Cherie Allen	Bio-Ops, Inc.	415/572-6043
Jane Ambrose, CMP	Guidant Corporation	408/845-3832
Lindsey Bacciarini	Fess Parkers Doubletree Resort	805/884-8505
Ravishankar Balasubramaniam	Embassy Suites South San Francisco	650/246-3193
Mark Battatt	Convention Management Resources	415/979-2255
Michelle Berrios	Kaiser Permanente	510/625-2836
Angela Brown	Suede Lounge & Nightclub	415/399-9555
Christine Carchia, CMP	San Jose CVB	408/792-4118
Sharon Compton	Yahoo!	408/349-6155
Deborah Dutra	Synergy Learning Systems	831/479-0235
Amy Evans	Mervyns	510/727-2426
Bernardine Fitzsimmons	PeopleSoft, Inc.	925/694-8393
Alicia Fox	Cisco Systems	408/853-6023
Denise Fricano	Genentech, Inc.	650/225-6120
Bonnie Holzer	City Club of San Francisco	415/362-2480 x224
Ethan Hughes	The Argent Hotel	415/974-8717
Drue Hulmer	Maritz Travel	925/287-5221
Faye Ishikawa	Pan Pacific Hotels and Resorts	415/732-7747
Sarah Jaffke	Tri Valley CVB	925/846-8910
Kristen Jordan-Wood	Clift Hotel	415/929-2365
Jean Kemp	Professional Meeting Planners Network	919/419-8242 x22
Gary Klausner	Friendlyway, Inc.	415/248-8016
Karla Krause-Miller	RSA Security, Inc.	650/295-7699
Gail Kulick	PalmOne	408/503-3182
Paul Lechner	PeopleSoft, Inc.	925/694-8355
Lance LeDrew	Organized Chaos Event Management	415/337-7770
Ruth Leis	MGM Grand Hotel & Casino	702/891-1229
Justine Lesch	Oracle	650/607-6408
Jill Liszewski	PGI, Inc.	415/433-7722
Lisa Lopez	Marriott International	707/545-6203
Diane Major	International AIDS Society USA	925/461-1833
Noel Mateo	Wynn Las Vegas	702/770-2706
Laura Matthias	Woodberry Events, Inc.	415/277-3211
Chuck McPherson	Interactive Meeting Solutions LLC	707/569-3168
Elaine O'Neill	Clift Hotel	415/929-2315
James A. Pappas	Certain Software, Inc.	415/353-5330 x111
Narumol Pineda	BTW Consultants	510/665-6100 x304
Steven Powell	San Jose Earthquakes	408/288-2655
Shannon Roberts	Hotel Monteleone	504/681-4450
Steve Sajadl	Orchard Hotel	415/365-0303
Anna Shaw	San Francisco Marriott	415/442-6136
Lauren Siring	Portola Plaza Hotel	831/649-2691
Esther Soh	City Club of San Francisco	415/362-2480 x213
Hazel Stabinsky	Monterey Plaza Hotel & Spa	650/701-0883
Nolan Treadway	Oakland Marriott City Center	510/466-6420
Crystal VanBrug-Pauhl	Cisco Systems, Inc.	408/525-4763
Julie Vant-Hul	Marriott Lodging	415/460-0136
Jennifer Volckmann	Openwave Systems	650/480-7471
Tiffany Wallace	PeopleSoft, Inc.	925/694-1632
Meida Wang	Radisson Miyako Hotel	415/922-3200
Julie Wegner	Wells Fargo Bank	415/396-6616