

# Government Meeting

# Gazette



January/February 2003

Editor: Rita French

Volume 7, No. 1

## Presidential Thoughts

By Terry Boldt, CMP

I attended the Chapter President's Roundtable Meeting in Las Vegas in January. There was some major concerns regarding membership retention within the chapters. Although our chapter to date is doing fine, thanks to the aggressive approach Lagina Fitzpatrick has taken by implementing a program where the chapter pays half of the planner's membership dues. However, that successful program has come to an end. National has placed a moratorium on chapters paying for planner membership dues. I will be writing a letter to the national board asking them to reconsider and to lift the moratorium, I believe in light of recent state budget developments we will need all the help we can get to assist planners with membership dues.

Another topic of discussion was the 2003 Annual Educational Conference in Orlando. Sounds like they will be offering a lot of great educational sessions plus there will be a training class for Certified Meeting Professionals (CMP) hopefuls and a training program for Certified Hospitality Professionals (CHP) for suppliers. If you are considering testing for either one of the certifications, the training classes are an excellent way to receive a lot of good information in a short amount of time.

Carl even mentioned that Disney will be hosting an evening event and may even come up with a special ticket deal for conferees to visit their parks after the conference is over. He also said there would be some special entertainment but would not elaborate on any details except said it would be extremely good. If you are interested in information on the conference please check the SGMP web-site.

We had a great turnout for our February meeting at Madison's Café. Either a lot of people were interested in getting information on the CMP or it was the good food at Madison's. Whatever the case it was a really good turnout. Don't forget, March's meeting is Bosses Day and we will be meeting at Meadow Lake Country Club, New Bloomfield. Effective March 2003, all members who RSVP after the posted deadline date and member walk-ins to the monthly educational meetings will be charged an additional \$5 late registration. Also any member who gives their RSVP and does not show for the meeting will be billed. Please RSVP in a timely manner to laginaf@hotmail.com or to the SGMP voice mail 573-681-9306.

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## Charity Fundraising Raffle

By Vicky Buschjost, Co-chair

This is your opportunity to win \$100 cash. All you have to do is be the top raffle ticket seller!

The Chapter Board voted to have the charity raffle and reception again; however, the annual charity event has been moved to the spring. This year we invited all member Convention and Visitors Bureau's and Commissions to donate a raffle package for this charity fundraising event. The packages will include overnight stays, meal vouchers, and tickets to area attractions, plus other area mementos from the following areas:

- ❖ Branson Convention and Visitors Bureau
- ❖ Columbia Convention and Visitors Bureau
- ❖ Jefferson City Convention and Visitors Bureau
- ❖ Joplin Convention and Visitors Bureau
- ❖ Kansas City Convention and Visitors Bureau
- ❖ Lake of the Ozarks Convention and Visitors Bureau
- ❖ St. Charles Convention and Visitors Bureau
- ❖ St. Louis Convention and Visitors Commission
- ❖ St. Joseph Convention and Visitors Bureau
- ❖ Springfield Convention and Visitors Bureau

At the March 20<sup>th</sup> chapter monthly meeting, chapter members will be given an envelope containing raffle tickets along with details. The cost of the tickets will be \$2 each or 3 tickets for \$5. Each member will have the opportunity to sell tickets, and the chapter member who sells the most tickets will receive \$100 in cash! So go out and sell!

On May 15<sup>th</sup>, the chapter will have the charity reception and raffle drawing at the Summit Lake Winery, just north of Jefferson City, off Highway 54. The reception will begin at 4:30 p.m. and end at 7 p.m. with the raffle drawings at 6 p.m. Plan to attend. If you don't win a raffle package, you might win one of the many door prizes!

If you wish to sponsor and/or donate to the charity reception (in addition to what you contribute toward the raffle package), please complete the sponsor form on page seven (7) of this newsletter and fax it to Vicky Buschjost at 573-751-6635 no later than March 20.



## 2002 – 2004 Board of Directors

### President

Terry Boldt, CMP  
Dept. of Economic Development  
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Vicky Buschjost  
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Jefferson City, MO  
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573-751-2361

### Immediate Past President

Debbie Alderson  
Supreme Court of Missouri  
Jefferson City, MO  
573-751-7308

## Six Best Tips for Successful Meetings

By Rita French

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### Never Be Angry.

Oh, you may get angry but never *be* angry. Anger clouds the mind and causes judgement to run amok. It drains your energy, interrupts your logical thinking and puts a nasty scowl – and color – on your face. Nothing or no one is so important as to allow you to buy into anger and do such a negative thing to yourself. If appropriate, wait until you go back to the office where you can deal with the issue sensibly and rationally.

### Never Lose Control.

If you are in charge, stay in charge! A host does not complain, bicker, whine or lose their cool in front of guests. A crisis becomes a challenge; a problem becomes a situation. You are in a position to make it whichever you want it. You are in control. Remember, losing control is not like losing your car keys. Most often it is irrevocable; even when you come to your senses, you have lost credibility that cannot be regained during the meeting.

### Never Say No.

These are your guests. Whether they are paying customers or VIP's, they are still your guests. You may not be able to abide by their wishes or give them what they want but you can always try to accommodate them. "That may not be possible, so let's see what else I can do." or "I can't do that *but* I can do this." are much friendlier – and more acceptable – than a curt NO! After all, some type of compromise is always possible. P.S. Finding that compromise stimulates the creative juices and can make you a hero!

### Never Stop Smiling.

Smile until it hurts. Your guests may be fatigued, frustrated, lost, hungry or walking on sore feet. A friendly smile is so welcome at times like these. It's like magic – the more you do it, the more naturally it comes – to you and to others. Bonus: smiling is actually good exercise for the jaw and neck muscles.

### Never Show That You Are Tired.

You're up at dawn, on your feet all day doing a million things and handling what seems to be a million people. You haven't had a decent meal in days, your back needs serious adjustment and your headache is tuning in Mars. The days are long and most times tedious. Of course you're going to be tired. Making sure others know how tired you are makes you a bore. Frankly, my dear, they don't give a darn!

### Hang on to Your Sense of Humor for Dear Life.

A good sense of humor is absolutely essential. Looking for levity in a stressful situation can ease the tension and keep tempers in control...so you remain in control. You may need to stretch to find the humor in the "madcap madness of it all" (or something as ridiculous) but by all means find it somewhere! A word of caution: be careful about directing humor to a particular person. They may not be in a mood to find the "funniness" in a comment and you could make matters worse. If all else fails, direct the humor at yourself.

## Bosses Day Luncheon at Meadow Lake Country Club

By Denise Evans

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You won't want to miss the March educational opportunity at Meadow Lake Country Club. We anticipate attendance will be above normal for this meeting and invite each of you to bring your boss (or bosses if you work for more than one) at no charge. The bio of Bob Berkebile, speaker for the "Bosses Luncheon" was at each place setting at the February meeting at Madison's Cafe. Mr. Berkebile is a big draw speaker throughout the United States and abroad. His unique approach and greenbuilding style provides great insights for the hotel industry in both new development and remodeling projects. If anyone should need an extra copy of his bio, please do not hesitate to contact me @ (573) 522-1594 or email me at: [nrevand@mail.dnr.state.mo.us](mailto:nrevand@mail.dnr.state.mo.us)

## Membership Report

By Lagina Fitzpatrick, CMP  
Membership Chair

**O**ur membership is still growing!! We are currently at 121!! A new chapter high. Thank you to everyone who brought in new members and to all for spreading the word about SGMP!!

Welcome to our new members:

- Mary Bequette, Radisson Downtown St. Louis
- Patricia Kueter, Holiday Inn Express, Jefferson City
- Kimberly Davidson, Hotel Phillips, Kansas City
- Julie Barchenski, Successlink
- Randy Kelley, MODOT
- Beth Thurman, MODOT
- Sally McKee, MO Dept of Health & Senior Services
- Connie Hovis, Hampton Inn, St. Charles
- Sonia McNeely, Hilton St. Louis Frontenac

We have the following changes to our membership:

- Lisa Gibson replaces Tabatha Lenzini @ Division of Professional Registration
- Jim Bailey replaces Ramona Mormann @ Days Inn, Columbia
- Brett Stottoemyre replaces Ronn McLance @ Holiday Inn Sports Complex KC
- Colleen Rahn replaces Melanie Parker @ Missouri Lottery

The following suppliers and planners have applications still to turn in:

- Sarah Trittler, City of Jefferson
- Sheila Armbruster, Sheraton Four Points, St. Louis
- Mary Kay Kellogg, Magers Lodging, Springfield
- Lori Buchanan, Dept of Health & Senior Services
- David Bulson, Monroe Plaza, Jefferson City
- Mary Hiatte, Public School Retirement Systems
- Sue Tozer, Orlando's, St. Louis
- Carron Bean, Adams Mark Hotel, St. Louis
- Sheryl Stratton, Osage Beach
- Ann Parsons, Embassy Suites, St. Louis Airport
- Vicki Hale, Missouri State Board of Healing Arts
- Dave Reynolds, Branson Chamber
- Mary Ann Anderson, Drury Inns, Columbia
- Cindy Neff, Columbia Wingate Inn

Remember you can bring a guest or two to a meeting at no charge. Please let me know if you have any membership questions or suggestions, 573-365-2334 or [laginaf@hotmail.com](mailto:laginaf@hotmail.com). Thank you!!

## SGMP Chapter Shirts

By Carrie Spicer

### PLACE YOUR ORDER TODAY!!

The Missouri State Capital Chapter of SGMP has shirts available for sale! If you plan to attend the national meeting in Orlando, you might want to get a chapter shirt to let other chapters know where you are from at-a-glance. Navy or white golf shirts are available in men's and ladies. Long sleeve denim button-down are also available in men's and ladies. If you are interested in placing an order, please contact Carrie Spicer at 573/635-4175 or by email [gerstnerbw@aol.com](mailto:gerstnerbw@aol.com).



## We Have a Winner – “Government Meeting Gazette”

By Rita French

Did you notice the new name at the top of the newsletter this month? In January, the board decided we needed to name our newsletter so we reached out to the membership for suggestions. I am happy to report, we received suggestions from 22 of our members with a combined 47 suggestions for a new and catchy name. The communications committee had the daunting task of narrowing those suggestions down to three and from there made our final selection. Thank you to everyone who participated in the contest, we received some outstanding suggestions. Stephanie Lehman, Jefferson City Convention and Visitors Bureau submitted the winning entry. Stephanie was rewarded for her efforts with an SGMP Capital Chapter monogrammed portfolio and free registration to the March Bosses Luncheon meeting. ***Congratulations Stephanie!***



Stephanie Lehman

## Membership Drive

By Lagina Fitzpatrick, CMP

Remember our membership drive is still going on!! Your name gets put into a drawing for each meeting planner you bring in for a chance to win \$50. Our next drawing will be March 20!!

Congratulations to Debbie Alderson who won the first quarter drawing for bringing in Maggie Burch. Congratulations also to Brenda Buschjost who won the membership drive drawing to have her registration paid to the National Conference in May at Orlando, FL. Brenda won for bringing in Peggy Henderson. Thank you to our members who brought in planners for our drive; Denise Evans, Carrie Spicer, Terry Boldt, Debbie and Brenda!!

If you have a planner who is interested in joining our chapter, please email or call me and I will send them information about our organization, [laginaf@hotmail.com](mailto:laginaf@hotmail.com) or 573-365-2334. Thank you.

## Upcoming Events

March 20	Bosses Appreciation Luncheon-Meadowlake Country Club
April 10	Supporting Your Local Charity Marine Corp League
May 15 **Reception is an evening event	Why Recycle? Best Western Capital Inn, J.C. – Poolside **Charity Reception** Summit Lake Winery
May 21-25	National SGMP Conference – Orlando Florida
June 27	Awards – SGMP Capital Chapter’s 10 <sup>th</sup> Anniversary Tan-Tar-A Resort
July 15	Joint Trade Show Capitol Plaza Hotel
August 21	Scholarship Recipients Tell All About Nationals Capitol Plaza Hotel
September 11	Lewis and Clark Theme Governor’s Office Building-Jefferson City
October 9	Motivational Speaker Holiday Inn Select - Columbia
November 13	Let Your True Colors Shine Through Ramada Inn - Jefferson City
December 5	Holiday Extravaganza & Silent Auction Location - TBA



## Behind the Scenes, 3<sup>rd</sup>-in-a-Series: Grand Central Station – An Organized Chaos

By Denise Evans

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The January meeting was a huge success. Michele Burrows, Carrie Spicer and Maurine Hill are outstanding actresses and should be commended on a great performance. I don't think that much laughter has ever been heard at a monthly meeting. We are still looking for that hotel that supplies wine, upon check-in. Any hints on a location? GREAT JOB – LADIES!

The Summit Lake Winery was a gracious host for the meeting space and Joplin CVB provided the basket used for the 50/50 raffle. The food was great and the basket was well received. Our thanks to Summit Lake Winery and the Joplin CVB!



Michelle Burrows, Carrie Spicer and Maurine Hill

## What's a CMP

By Denise Evans

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The February event was hosted at the "always memorable" Madison's Café. After a great meal, Terry Boldt, CMP and Lagina Fitzpatrick, CMP provided a PowerPoint presentation on CMP certification. The information was informative and well received, with many attendees making plans to begin studying for the test. A special thank-you to Terry and Lagina on a job well done.

Holiday Inn Sunspree, Lake of the Ozarks, provided the table favors and door prizes. The valentine baskets were beautiful, the calculators are a perfect pocket size, and the chocolate is a definite trademark of Lagina – thank you very much!

There were 75 people in attendance at the February meeting, I believe this is a record number for a monthly meeting. Our numbers are continuing to climb and we are grateful to each and every member for playing an integral part in making the Jefferson City Chapter such a great group. Please continue to attend the monthly meetings as we strive to provide excellent educational opportunities.



Lagina Fitzpatrick & Terry Boldt

## Membership Retention

By Lagina Fitzpatrick, CMP

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NOW is the time more than ever to retain your membership with SGMP. We know how tight the budget is, which is way more important than ever to retain your membership when it is up for renewal.

Where else can you get the education you need to plan cost effective meetings for such a great value? Where else can you network with other planners and suppliers in the same situation as you are? Planners, where else do you have such a great supplier pool who understand what you are going through and are willing to help? Answer: Nowhere!!

If you need assistance with your membership renewal when the time comes please talk to a board member, we are here to help. Next months meeting is Bosses Appreciation and that is a great time for your boss to see how valuable your membership is. We hope to see you there!



**Society of Government Meeting Professionals**  
P.O. Box 105255 Jefferson City, MO 65110-5255

February 2003

The Capital Chapter of the Society of Government Meeting Professionals is hosting its annual Charity Fundraising Raffle. The Dream Factory was again chosen as our charity benefactor. Each chapter member is selling raffle tickets for a basket of goodies, including overnight accommodations from the Branson, Columbia, Jefferson City, Joplin, Kansas City, Lake of the Ozarks, Springfield, St. Charles, St. Joseph and St. Louis areas.

On Thursday, May 15<sup>th</sup>, the chapter is having the charity reception at the Summit Lake Winery just north of Jefferson City, off of Highway 54. The reception is 4:30 pm to 7:00 pm. The raffle drawings will be held at 6 pm. The winery web site is [www.summitlakewinery.com](http://www.summitlakewinery.com) if you wish to view their facility.

We are asking for sponsors to offset reception costs. If you would like to be a sponsor and be recognized at the reception, please complete the form below and fax it to Vicky Buschjost at (573) 751-6635 no later than Thursday, March 20.

Yes, we want to sponsor the following for the SGMP Capital Chapter Charity Reception:

\_\_\_ Food (dollar amount donated \$ \_\_\_\_\_)  
**(Mail check made payable to SGMP to Vicky no later than April 18<sup>th</sup>)**

\_\_\_ Beverages (wine, beer, soda) (dollar amount donated \$ \_\_\_\_\_)  
**(Mail check made payable to SGMP to Vicky no later than April 18<sup>th</sup>)**



\_\_\_ Door prizes, such as mugs, umbrellas, golf balls/tees, shirts, portfolios, overnight stays, etc. Please indicate your door prize donation (this is separate than the raffle basket) **mail or deliver to Vicky no later than April 18<sup>th</sup>:**

\_\_\_\_\_

**VALUE:** \_\_\_\_\_

Contact Person: \_\_\_\_\_

Property Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Vicky Buschjost**  
**Department of Higher Education**  
**3515 Amazonas Drive**  
**Jefferson City, Missouri 65109**

**FAX FORM TO VICKY BUSCHJOST AT 573-751-6635 BY MARCH 20.**