



# NEWSLETTER

September/October 2002

Editor: Rita French

Volume 6, No. 2

## Presidential Thoughts

By Terry Boldt, CMP

I hope you were able to attend the chapter meeting in September that was held at the Governor's Mansion.

The Executive Director of Mansion Preservation, Mary Pat Abele gave everyone a crash course on dining etiquette. Mary Pat led us through the meal course by course instructing us on the correct thing to do. The mansion staff provided an excellent meal and superior service.



Missouri Governor's Mansion

The chapter received a letter from Michael D. Whitworth, President of the Central MO Chapter Dream Factory, Inc. I have included a copy of the letter (see page 6) in the newsletter for your review. I truly believe they appreciated the contribution the chapter made. We donated \$3000 to the Dream Factory from proceeds of our raffle fundraiser. That will be enough money to fulfill the dreams of two children.

The Holiday Extravaganza will take place on December 6 in St. Louis. The Extravaganza committee is working diligently on the details for the holiday event. Once everything has been confirmed, the Extravaganza Committee will provide the agenda of events and registration information to the chapter. Don't forget to mark your calendar for this special event.

Twenty hotels answered the chapter's bid for a November board retreat. After much deliberation, the board selected Tan-Tar-A for the site of the 2002 board retreat. If you have any issue you would like to have the board address, please let me know and I will add it to our list of discussion items.

I look forward to seeing you at our November chapter meeting on the 14<sup>th</sup> at the Ramada Inn in Jefferson City.

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## SGMP Board Retreat

By Carrie Spicer

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Thank you to all the properties who expressed an interest in hosting the Missouri State Capital Chapter SGMP Board Retreat! We had a wonderful response in which we received 20 proposals. After reviewing all the offers, the board selected Tan-Tar-A Resort as the host for this year's retreat.

SGMP would also like to say "Thank You" to the following properties who have hosted past board retreats:

1994 Holiday Inn SunSpree, Lake Ozark  
1995 Lodge of Four Seasons, Lake Ozark  
1996 Best Western Rustic Oak, Branson  
1997 Inn At The Grand Glaize, Osage Beach  
1998 Days Inn Conference Center, Columbia  
1999 Holiday Inn SunSpree, Lake Ozark  
2000 Chateau on the Lake, Branson  
2001 Ramada Inn, St. Joseph

## History of the Missouri State Capital Chapter of SGMP

By Carrie Spicer

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The Missouri State Capital Chapter began as a simple common sense thought of "why not?" in early 1992. Lil Pfaff, Capitol Plaza Hotel, Jefferson City planted the seed, and it just seemed the natural thing to do. Lil moved to Jefferson City from Denver, where she was a member, and served on the board of the Colorado Chapter. Finding herself located in the heart of Missouri state government, she was surprised to learn that SGMP did not exist here. Teaming up with Larry Kloud, chief of training for the Missouri Department of Social Services, Division of Child Support Enforcement, and a recent member of the St. Louis - Gateway Chapter, they started the ball rolling. Larry and Lil sent out an eye-catching flyer to bring planner and supplier together to determine the interest in establishing a chapter in Jefferson City.

On July 29, 1992 at the historic Lohman Building on Jefferson Landing in the heart of Jefferson City, the first meeting to bring together government planners and suppliers was a tremendous success. The program topic for that first meeting was Meeting Planner Nightmares. Once participants discovered how getting together in one place in an open forum where each could express their concerns benefited everyone, the concept of a Jefferson City Chapter took off. Several attendees immediately volunteered to become a part of the steering Committee that led to the formation of the chapter.

If you are interested in reading more about the history of our chapter and its past leaders, please contact Carrie Spicer for your own copy at 573/635-4175 or by email at [gerstnerbw@aol.com](mailto:gerstnerbw@aol.com). Thank you!

## 2002 – 2004 Board of Directors

### President

Terry Boldt, CMP  
Dept. of Economic Development  
Jefferson City, MO  
573-751-9064

### First Vice President

Denise Evans  
Dept. of Natural Resources  
Jefferson City, MO  
573-522-1594

### Second Vice President

Lagina Fitzpatrick  
Holiday Inn SunSpree Resort  
Lake Ozark, MO  
573-365-2334

### Secretary

Carrie Spicer  
Best Western Capital Inn  
Jefferson City, MO  
573-635-4175

### Treasurer

Brenda Buschjost  
Dept. of Health & Sr. Services  
Jefferson City, MO  
573-526-0451

### Planner Director

Vicky Buschjost  
Dept. of Higher Education  
Jefferson City, MO  
573-751-2361

### Supplier Director

Michele Burrows  
John Q. Hammons Hotels  
Jefferson City, MO  
573-636-0301

### Planner/Supplier Director

Rita French  
Dept. of Higher Education  
Jefferson City, MO  
573-751-2361

### Immediate Past President

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

## Missouri Manners and Etiquette

By Vicky Buschjost

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Mary Pat Abele, Executive  
Director of Mansion Preservation

The Capital Chapter members were given etiquette-eating guidelines at their September monthly meeting. The chapter met at the State of Missouri Governor's Mansion for a meeting on multi-course meal manners. Ms. Mary Pat Abele with Missouri Mansion Preservation, Inc. gave attendees a guided tour in proper table manners when eating a multi-course meal. I've listed some tips below.

- The word “left” has four letters, so all eating utensils with four letters are placed to the left of the plate (such as fork—or should I say forks!). Starting just to the left of the plate is the dinner fork, salad fork, and seafood fork, and continues on depending upon the number of courses requiring a fork.
  - The word “right” has five letters, so all eating utensils with five letters are placed to the right of the plate (such as knife, spoon). Starting just to the right of the plate is the knife, iced teaspoon, and soup spoon.
  - Most importantly, the dessert utensils are placed above the plate—so look there first to see if your host/hostess has ordered dessert!
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- Glassware goes to the right starting with the water glass just above the knife, then the tea glass, then the wineglass.
  - Speaking of tea, did you know that proper etiquette calls for leaving the iced tea spoon (if you stir your tea for any reason) in your tea glass at all times! Yes, that was quite an experience for our tea-drinking members. Luckily, no one lost an eye, although there was some smeared mascara from eye-watering pokes! The exception to this rule is if a saucer is provided.
  - Soup – the proper way to eat soup is to tip the spoon out while filling it with soup. Remember this phrase when eating soup, “Out to sea, and in to me.” Tipping the bowl is also acceptable as long as it is tipped away from you. When finished, the soup spoon is left on the plate beneath the soup bowl or in the bowl if no plate is provided.
  - When serving each course, guests are served to their left and the dinnerware is removed from the right. Women are to be served first at the table, then the men. But no one begins eating until everyone at the table is served.
  - Elbows off the table, please! As well as purses, keys, cell phones—turn them off during meals—“etiquette no-no” to talk on a cell phone when sitting at a table.
  - Keep your napkin in your lap unless you have to leave the table and then fold it neatly and leave it on the chair. Only at the end of the meal, should you place it on the table.
  - Always pass the salt and pepper together.
  - When passing, do so to your right, and hold the container so the person to your right can serve own self, then pass the container to that person so it can be held for the next person to serve own self.
  - Cut one bite of food at a time, if using a knife, it should be placed across the top of plate with the blade facing you. Same thing with bread and butter. Serve yourself butter from the butter plate and place the butter on your bread plate. Break off one bite of bread, butter it and eat it before preparing another bite.

Most of all, enjoy your meal and your time with others. You show that enjoyment by taking an interest in others at the table and complimenting the food and service. Eating is not a race, enjoy your meal, conveying to others at the table you enjoy being with them.

## Membership Report

By **Lagina Fitzpatrick, CMP**

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**O**ur membership is growing again!! With eleven new members this month and two from last month we are now at 108.

Welcome to our new members:

- ❖ Lorie Jaegers, Ramada Inn, Jefferson City
- ❖ Judith Moore, MO AEL
- ❖ Betty Kinney, MOSERS
- ❖ Holiday Inn Sports Complex, Kansas City
- ❖ Barbara Eichholz, Office of Administration
- ❖ Cassi Connors, Hilton Garden Inn, Kansas City
- ❖ Lori Becklenberg, MO Department of Economic Development
- ❖ Jenny Morrison, MOPERM
- ❖ Theresa Flippin, MOPERM
- ❖ Peggy Henderson, MO Department of Health & Senior Services
- ❖ Tom Lufft, Hotel Phillips, Kansas City
- ❖ Jane Lackey, Stoney Creek Inn & Conference Center, St. Joseph
- ❖ Jennifer Walker, Holiday Inn Select Downtown St. Louis

We have the following changes to our membership:

- ❖ Ron Franks replaces Judi Buchanan at Inn @ Grand Glaize, Osage Beach
- ❖ Shannon Gill replaces Veronica Lipps at Embassy Suites, St. Louis
- ❖ Stephanie Lehman replaces Steve Picker at Jefferson City CVB
- ❖ Judi Buchanan replaces Susan Stewart at Hotel DeVille, Jefferson City
- ❖ Tanesia Kirkman replace Tim Brown at Baymont Inn & Suites, St. Charles

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

- ❖ Norm Robinson, Highway Retirement Systems
- ❖ Joyce Wagner, MO Association of Personal Employee Retirement Systems
- ❖ Karen Stockman, MO Department of Transportation
- ❖ Rob Hargis, DNR
- ❖ Mary List, Department of Health & Senior Services
- ❖ Sarah Trittler, City of Jefferson
- ❖ Michael Nighbert, Federal Motor Carriers Safety Council
- ❖ Jessica Kleithermes, Baymont Inn & Suites, Lake Ozark
- ❖ Sheila Armbruster, Sheraton Four Points, St. Louis
- ❖ Angela Gehlert, OA Recycling Program
- ❖ 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
- ❖ Rose Lane, Millenium Hotel, St. Louis

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 still has shirts available for sale! 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 at [gerstnerbw@aol.com](mailto:gerstnerbw@aol.com).



## Newsletter Distribution Change

By Rita French

The newsletter is going electronic as of January 2003. The new electronic distribution of the newsletter will start with the December/January issue to all capital chapter members. If you are not able to receive an electronic version, please let me know and I will make other arrangements to print and mail to those unable to receive it electronically. By offering the newsletter in an electronic format, it not only saves the chapter on postage and printing charges but it allows us to publish a full color newsletter complete with photos and links. If you are not currently receiving the newsletter by E-mail, it could be that I don't have your address or possibly your address has changed. If you need to be added or have updates for me, please contact me by phone at (573) 751-8739 or by E-mail at [rita.french@mocbhe.gov](mailto:rita.french@mocbhe.gov).

## Holiday Extravaganza 2002 Update

By Lagina Fitzpatrick, CMP

It is just around the corner, so mark your calendars. The much-anticipated Holiday event will be on Friday, December 6 at the St. Louis Science Center. The festivities will begin at 5 pm with the silent auction, hors d'oeuvres and cocktails followed by dinner. Watch your mail for your invitation and more details. See you there!!



## Holiday Extravaganza/Silent Auction

By Vicky Buschjost

It's that time of year again for the Capital Chapter's most extravagant event – the annual Holiday Extravaganza, and along with this event is the ever-popular silent auction.

The silent auction committee will be soliciting CVB's, suppliers, and planners this year for donations to the silent auction. Last year there were 68 silent auction items, which helped make it a tremendous success. The committee will be mailing donation letters by the end of October. Again this year, donators will fax the information to me and mail the donation to me. I am asking that donations be mailed to me early this year (November 19<sup>th</sup>) so the committee will have time to tag each item.

## Suppliers-Get Your CHSP

By Lagina Fitzpatrick, CMP

The National Board is considering offering the supplier certification CHSP- Certified Hospitality Sales Professional. The workshop would run in conjunction with the CMP program a few days prior to the National conference. The National Board would like to know how much interest is out there. Please let me know if you are interested or have questions about this certification. You will not be making a commitment, so please call me at 573-365-2334 or email me at [laginaf@hotmail.com](mailto:laginaf@hotmail.com) by November 10. The National Board would like our response before their November board meeting.

## Thank You Best Western Columbia Inn

By Rita French

Thank you Best Western for an outstanding job on the October meeting, your hospitality was outstanding and the program was not only informative but entertaining as well. The decorations and door prizes were well thought out and we appreciate all the time and effort that went into making the meeting so enjoyable.

A special thank you to the Columbia CVB for the centerpieces which became door prizes, how clever.

## Upcoming Events

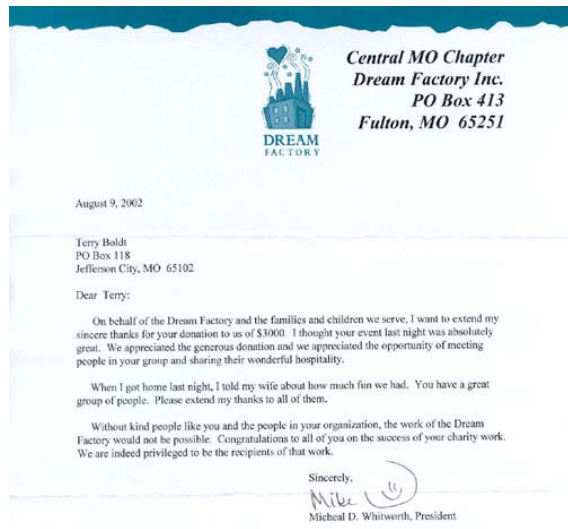
November 14	Disaster Becomes You - Ramada Inn-Jefferson City
November 24-25	Board Retreat Tan-Tar-A Resort
December 6	Holiday Extravaganza - St. Louis Science Center
January 9	Summit Lake Winery Holts Summit
February 13	Governor's Office Bldg.
March	Bosses Appreciation Luncheon-Meadowlake Country Club
April 10	Marine Corp League
May 8	Best Western Capital Inn - Poolside
June 12	Awards - 10 <sup>th</sup> Anniversary Native Stone Winery
July 16	Joint Trade Show Capital Plaza Hotel

## Treasurers Report

By Brenda Buschjost

As of October 10, 2002, the Missouri State Capital Chapter of SGMP is carrying a balance of \$9,594.59. Everyone's effort to pay on time is appreciated and has made my job much easier. Thank you

## Dream Factory--Thank You Letter



## 2<sup>ND</sup> Vice Presidents Roundtable

By Lagina Fitzpatrick, CMP

The 2<sup>nd</sup> Vice Presidents Roundtable was held in Orlando, FL (sight of the 2003 National Conference) on September 13 & 14 in conjunction with the Chapter Presidents Roundtable (CPR).

On Friday afternoon, we conducted a site inspection of the Rosen Centre Hotel and the Convention Center for the 2003 conference. The hotel is beautiful and huge!! All events will be held in the hotel except for the tradeshow, which will take place in the Convention Center, a short 3 minute walk.

The 2<sup>nd</sup> VP's discussed many issues to present to the National Board for approval. We were able to get the tradeshow increased to four hours. The tradeshow will be set up with booths by state and/or region. This will allow planners and suppliers more time on the tradeshow floor and allow planners to find the state they can do business with all in one area. The second issue was national funding for the 2<sup>nd</sup> VP's to attend one of the CPR's. The National Board pays for the Chapter Presidents to attend one of the three CPR's held throughout the year. The 2<sup>nd</sup> VP's ask for the same funding. The National Board approved to pay for the 2<sup>nd</sup> VP's to attend the January CPR. The 2<sup>nd</sup> VP's thought the funding was important so more 2<sup>nd</sup> VP's can attend and be a voice for the suppliers who fund many of the events.

A new meeting planner profile has been designed for the National Conference. The new profile will be easier and quicker for the planner to fill out and still provide the information the suppliers need. The new format is now in the hands of the National Board for approval. If approved, the profile will be included in the National Conference registration.

The next CPR will be January 17 & 18, 2003 in Las Vegas. Please let Terry or myself know if you have any issues for us to express whether on a national or local level.

## Disaster Becomes You

By Denise Evans

Diane Miller, Mid-States Organized Crime Information Center, Springfield, Missouri will make a presentation about how to avoid problems or a "Disaster," in relation to planning conferences and events. A checklist that is inclusive of:

- ❖ Failing to make a hotel site visit
- ❖ Relying on hotel floor plans
- ❖ Ordering the wrong food items
- ❖ Failing to "Steal from the Best"???

You will have to attend to find out what this means – Nov. 14<sup>th</sup>, Ramada Inn, Jefferson City. Looking forward to seeing you then.

Anyone interested in sponsoring a meeting, providing favors and/or door prizes during 2003, or with topics/speakers of interest, please feel free to contact me at (573) 522-1594 or email me @ [nevand@mail.dnr.state.mo.us](mailto:nevand@mail.dnr.state.mo.us)



## SGMP Nationals is Looking for Leaders

By Lynette I. Schick, CMP

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Nominations are now being accepted for the 2003-2005 SGMP National Board. SGMP has devoted considerable time and resources the past few years in leadership development, and we hope the fruits of these efforts will be realized as members step forward to be considered for the next SGMP leadership team.

The term of office will run from July 1, 2003 through June 30, 2005. The National Board meets five to six times a year, usually for two days over a weekend, at various locations across the country. The Board accomplishes much of its work between meetings. While a position on the SGMP National Board requires a considerable commitment of time and energy, you will find the experience rewarding.

Nominations are currently being accepted for the following positions:

- ❖ President: Government Meeting Planner
- ❖ 1<sup>st</sup> Vice President: Government Meeting Planner
- ❖ 2<sup>nd</sup> Vice President: Supplier or Contract Planner
- ❖ Secretary: Government Meeting Planner
- ❖ Treasurer: Supplier or Contract Planner
- ❖ Directors (3): Government Planner  
Supplier  
Government/Contract Planner or Supplier

To be eligible for nomination, a candidate must be a member in good standing for one year prior to nomination. A member in good standing is one whose dues are paid and with no break in membership.

If you wish to run for one of these positions or wish to nominate someone, obtain a nomination packet by contacting:

**SGMP Headquarters Office**  
Kristin Baucom  
703-549-0892  
Fax: 703-549-0708  
[Kristin.Baucom@worldnet.att.net](mailto:Kristin.Baucom@worldnet.att.net)

Complete instructions and the election timetable are included in the packet.

Questions about the nominations and election process should be directed to Lynette I. Schick, CMP, Immediate Past National President, Nominations & Elections Chair, at (303) 692-2101, or email [Lynette.Schick@state.co.us](mailto:Lynette.Schick@state.co.us).

**Completed nomination forms must be received at SGMP National Headquarters or postmarked no later than November 30, 2002.**