

PonyXpress



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SACRAMENTO
SOCIETY OF GOVERNMENT
MEETING PROFESSIONALS

A Glimpse Inside the PonyXpress...

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Monthly Meeting Reminders: August 7, 2003

2nd Annual Membership
Planning Retreat
Holiday Inn North East
5321 Date Ave.
Sacramento Ca 95841
12:00 pm – 5:00 pm

Please plan to join the Board of Directors for this interactive ½ day session. This is a *members only* meeting and a working lunch will be provided for those who have made the commitment to stay for the afternoon. Our objectives for the day are:

- Provide an overview and history of the national organization and the Sacramento Chapter
- Membership to take ownership in *their* chapter
- Develop quality program topics for the year
- Form Committees

Be sure to stay for a reception hosted by the Holiday Inn North East. RSVP on-line ASAP. If you have any questions please contact Janice Hayden at (916) 278-4723, or Wendi Williamson at (916) 323-8768.

September 4, 2003

Chapter Meeting
Sacramento Hilton
2200 Harvard Street
Sacramento, CA 95815
4:30 pm – 6:30 pm

“The Tribe has Spoken”

Are you a survivor of the Meeting Industry? We will end the summer with a total audience participation meeting focused on our meeting planning survivor skills. Planners and Suppliers will form tribes and face off as we test our meeting planning skills and knowledge. The program is based on the award-winning program of the year created by the Old Dominion Chapter. Mark you calendars for our September 4th meeting, wear your tropical attire and join the fun at this interactive meeting. Be sure to RSVP on-line www.sgmpsac.org by September 1, 2003.



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Sacramento SGMP Board of Directors:

President: Janice Hayden
 Committee Board Liaison:
 Awards / Recognition



**1st Vice President:
 Raquel Correa**
 Committee Board Liaison:
 Membership



**2nd Vice President:
 Brad Charlesworth**
 Committee Board Liaison: Newsletter



Secretary: Marie Ziegler
 Committee Board Liaison:
 Community Service



Treasurer: Gina Westbury
Committee Board Liaison:
 Registration/Hospitality



Director: vacant
 Committee Board Liaison: Monthly
 programs/Education Conference



Director: Carla Slink
 Committee Board Liaison:
 Silent Auction



Director: Teri Onorato
 Committee Board Liaison:
 Registration/Hospitality



**Immediate Past President:
 Wendi Williamson**
 Committee Board Liaison:
 Membership



PRESIDENT'S MESSAGE

By Janice Hayden

As I sit here trying to think of what to say for my first newsletter article as president, I think back on the many times I have said to various members of the chapter that the word "president" has never been part of my vocabulary. I have also heard people say, "never say never."

I must say I have mixed emotions about my new role. It was difficult to resist all the positive feedback and encouragement that is given freely by the members of this unique organization. I don't know if any of you have experienced the SGMP famous wrist wave incorporated with the old saying "don't worry we'll support you". That is something that no one can ignore. I have a lot to learn but feel that my four previous years on the board have prepared me somewhat for this new challenge.

I do have to say, from my experience on the board starting as a planner director and then persuaded to run for first vice president has been a wonderful experience. It has been a privilege to serve on two boards with phenomenal groups of people.

Although I will miss working closely with board members Sal Bonnello, CMP, Janeen Mennealy, CMP, Rick Leson, CMP, Julie Verduzco and Gloria Anderson. I welcome the chance to get to know and work with new board members Brad Charlesworth, Marie Ziegler, Gina Westbury, Liz Flaherty, Carla Slink and Teri Onorato. They are equally as dedicated and talented as those that preceded them. It goes without saying, I look forward to continuing my great working relationship with fellow board members Wendi Williamson and Raquel Correa.

We just had our first working "Board Retreat" or "Board Advance" as they say at CSUS. We never retreat from anything!

We look forward to this "Back to the Basics" year. I encourage all of you to get involved in one of the committees: Program/

Education (Education Conference and Tradeshow); Membership; Registration/Hospitality; Community Service; Silent Auction; or the Newsletter. We need your expertise. Everything we do is a growing experience and more than that it's fun to give back.

Look for the Treasurer's Report in the next issue



SGMP Sacramento

**Sacramento SGMP
2003-04
Meeting Schedule**

Meeting Date	Location	Topic
August 7, 2003	Holiday Inn Northeast	Membership Planning Retreat
September 4, 2003	Hilton Arden	SGMP Survivor
October 2, 2003	TBD	Boss Night
November 6, 2003	UCD Sutter Galleria	Technology
December 4, 2003	TBD	Customer Service and Community Support
January 8, 2004	Marriott Rancho Cordova	Effective Networking
February 5, 2004	Doubletree	Education Conference/ Tradeshow
March 4, 2004	Lionsgate Hotel	Airport and Travel Issues
April 1, 2004	TBD	Silent Auction
May 6, 2004	Open	Public Speaking
May 26-30, 2004	Nashville	National Conference
June, 2004 (TBD)	Open	Awards/Installation
July 1, 2004	No SGMP Meeting	
August 5, 2004	SGMP Member Retreat	TBD
September 2, 2004	TBD	Working with Volunteers

Reflections from a First-Time National Conference Attendee
by Wanda Yanez

The first thing that impressed me about SGMP National Conference was the volume of people attending. There were about 900 attendees.

Being my first time, I learned that this national conference keeps you busy. I was either eating, learning, or being entertained daily and, *let us not forget the networking that when on!*

There were so many classes to choose from and not enough time to attend them all. There were seven classes offered per session and none were repeated. I decide to attend the meeting trends class called "Trends in the Meeting Industry" presented by Edward Scannell. There were some amazing statistic given in this class. Did you know that it takes 3-5 years for a person to make a total change? That 3 out of 5 women will be working? That today's population is 6.5 billion! Wow! Face to face meeting trends will continue. After 911, forty-four percent of the people are still afraid to fly and America's most important value has shifted to family. The class as a whole shared their perspectives on what common trends they were experiencing.

One of our luncheon speakers was Joel Stack from Disney Institute. In my opinion he is the best! He shared Disney's vision and their approach to deliver seamless customer service. I actually saw and personally experienced what he shared when I visited Walt Disney World (WDW) before the conference. When he finished his presentation I felt like I wanted to work for Disney too! Here's are some facts I learned: Disney currently employs 55,000 people, their four

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goals are (in priority order) safety, courtesy, show, and efficiency. It takes a family of four 2 to 3 years to save enough money to spend a week at WDW. Because of the investment families save to stay at WDW, Disney invests in their employee to live up to their customers' expectations. The vision is to create happiness and provide entertainment for all ages. Every employee, from the street sweeper to the executive must attend the Disney Institute. Here's an example of providing happiness: Lucy and Carlos are both Main Street sweepers. Their job is to make sure they keep the street clean. A little boy is eating a double scoop ice cream cone. He is licking away, when all of sudden, the ice cream drops off the cone onto the street. Lucy who only understands her mission—keeping Main Street clean—cleans up the ice cream mess and feels sorry for the little boy. Now if the same situation happens with Carlos who has the *vision* in mind, Carlos would not only clean the street, but also walk up to the nearest ice cream parlor and replace the little boy's ice cream cone, creating happiness for the little boy. This is a small sample of providing seamless customer service.

There was so much more that I learned and was able to apply at work. SGMP did create a *magical* learning experience that I will remember. I invite you to come and attend the next SGMP National conference in Nashville, Tennessee.

SACRAMENTO CHAPTER SGMP

VISION

The Sacramento SGMP Chapter is universally recognized as the premier resource for the government meeting professional.

MISSION

Expand the knowledge and expertise of Government Meeting Professionals through education, training, advocacy and industry relations to ensure cost-effective meetings and provide added value to each organization.

GOALS 2003-04

To continue to strengthen our chapter and all that we have achieved in past years.

To enhance communication of information, meeting and event notices and provide new and interesting educational topics.

To reinforce growth and increase member participation in an effort to retain the existing members and recruit new members while providing a rewarding experience both personally and professionally.

To streamline our existing procedures and provide additional scholarship opportunities for members.

To focus on uniting planners and suppliers by changing the terminology to focus on the "Government Meeting Professional" vs. Planner/Supplier.

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<http://www.sgmpsac.org>

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All comments are welcome on the newsletter and
should be directed to Guy Bennett.

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