

October, 2010

MMHLA

Metropolitan Memphis Hotel & Lodging Association

World Series of Housekeeping
Oct. 25 - Registration form inside
& at www.mmhla.com

MMHLA - the source for information and education, and the advocacy voice for the hotel and lodging industry in the metropolitan Memphis area.

Keep It Clean & Appealing! The Importance Housekeeping To The Hospitality Industry

Spring may be the traditional time of year to do the cleaning, but around here, October's the month when we show our appreciation to all those who keep our "houses" clean.



wood, metal or any of the other finishes used for refurbishing; **Vicki Allen**, Residence Inn Downtown (a 2009 Stars of the Industry award-winner); as well as a representative the Holiday Inn University of Memphis (one of the top

Housekeeping and Maintenance, an ongoing, 24/7, ever-changing part of the hospitality industry, is the focus of the October 20 luncheon meeting at the Courtyard by Marriott Collierville.

Be on hand for an informative panel discussion on the ins and outs, ways and means, new methods and products of hotel housekeeping.

Panel members will include, **Kathryn Dewey** of Solar Tech, who will have information about using architectural finishes that can make PVC look like

20 Holiday Inn's worldwide!)

As always, it's a don't-miss-cause-you-need-to-know-this sort of luncheon program. And just as important, as President Mary Calorio says:

"We should all take the time to appreciate the physical, hard work contributed by each member of our Housekeeping Team. Sometimes, they are the most under appreciated department but one of the most important departments in the hotel. A "sparkling clean" room speaks volumes about your whole hotel."

Absolutely.

So be there, Wednesday, October 20, Courtyard by Marriott Collierville. Make reservations now; the numbers are on the right. and, as Mary also says:

"Thank your Housekeeping staff as often as possible!"

And she means it.

Housekeeping Maintenance

October 20

Courtyard by Marriott Collierville

Registration, 11:30 a.m.
Luncheon, 12:00 noon

To Make Reservations:

Phone: 901-752-9902
Fax: 901-752-0743
E-mail: MemphisHLA@earthlink.net

Guests - \$25

Nov. 17: Le'Cole Culinare

7730 Goshawk Cove
Cordova, TN 38016
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901-752-0743 (fax)
MemphisHLA@earthlink.net
www.mmhla.com
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NEW MEMBER!

Barbara Geater, MD
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901-302-4323

H uman Resources

Best Practices in



Cissy Chambers, Memphis Marriott Downtown, reviews Marriott's HR practices, which are among the nation's best.



"Verify applicants now or pay later for the 'Bad Hire,'" says **Lisa May** of Data Facts.

"Hotels, motels and any establishment that offers lodging has a unique level of exposure if a bad hire is brought aboard. When background checks and proper screening protocols slip through the cracks, job candidates who represent a danger to guests and staff might be hired. And the results can be devastating."
Data Facts



That's a big check! **Chuck Pinkowski & Tony Goebel** present a check for \$3,270 to St. Jude Children's Research Hospital. St. Jude's **Jeri Morrison** accepts.



Peggy Callahan, pretty in pink, doing that luncheon check-in thing.



Jim O'Brien, Wilson Hotel Management Co., Inc., with **Jeremy Anderson**, chief engineer of Holiday Inn Wolfchase (center), & Jeremy's new GM, **Jon Crisp**.



The man who represents us all in the state of Tennessee: **Greg Adkins**, new CEO of the Tennessee Hospitality Association.



The beautifully smiling **Hamida Pirani**, of the Clarion Hotel, with Clarion GM **Shiraz Hassanali**.



Brent Adams, St. Jude Children's Research Hospital, & **Regina Tinnon**, Benchmark Hotel.



Melissa Callegari & Jennifer Piper, both of Data Facts.



The travel industry as we know it today began in Memphis, TN, August, 1952, when **Kemmons Wilson & Wallace Johnson** opened the 1st Holiday Inn, on Summer Avenue. Here's ribbon-cutting, Time Magazine cover, that famous Holiday Inn sign, original room furniture &, by golly, a Key Card Hotel suite, built with over 200,000 Holiday Inn hotel key cards. Wow.

MMHLA

Metropolitan Memphis Hotel & Lodging Association

2010 World Series of Housekeeping

Monday, October 25 • Memphis Cook Convention Center • 1:00 pm.

A team consists of four members. Designate one team member as the Leader.

EVENTS *(We've ADDED a few!)*

- **Red Hot Dummy**
- **Buffer Pad Toss**
- **Commode Snatchers** (basketball)
- **Server Slalom (NEW)** – carry a tray of amenities through an obstacle course and which will include changing a shower curtain. Two people will be involved from each team.
- **Art in Towel (NEW)** – one person from each team will use their creative talent to fold a towel (each will be given a bath towel, hand towel and wash cloth – use one or all three).
- **Bed Making Championship** – no changes – one person from each team will make a bed – which will be judged and timed.

Encourage other employees from your organization to come and cheer for your team. Your team may wear team t-shirts, in fact, that usually makes it more fun. The competition is fun so there's really no need for training. If you have any further questions call Peggy Callahan at the number below. Otherwise, just complete the registration form and fax it to 752-0743.

INVOICE/Registration Form

<u>EVENT</u>	<u>COST</u>	<u>TOTAL</u>
Entry Fee	\$100 per team	\$100
TOTAL DUE	\$100	

Please Remit To: **MMHLA**
c/o Peggy Callahan
7730 Goshawk Cove
Cordova, TN 38016

FAX a copy to: 752-0743

Participating Hotel: _____

Hotel Contact: _____

Contact Phone/Cell Phone: _____

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Yellow Cab Staff "Pink Ride" Benefits Breast Cancer Awareness

Yellow Cab of Memphis, long known for its distinctive yellow vehicles, has painted one of its vehicles pink for the month of October to raise awareness and funds in the fight against breast cancer. On Tuesday, October 5, employees and staff wore pink to work and took photos with the pink cab to officially launch the month-long program.

The designated cab driver will donate \$1 from each fare generated by the vehicle to the Regional Medical Center at Memphis (The MED) in the fight against breast cancer, and Yellow Cab of Memphis will match those funds.

There is no additional cost to passengers, and drivers are not allowed to accept donations. Staff and employees will conduct an internal fundraiser and those funds will be matched by the company as well.



Ted C. Raynor

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For people in the community who wish to contribute, they may donate on line at <http://themedfoundation.org/giving/pinkride>, or <http://themedfoundation.org/giving/pinkride>.

"This is a way for us to use our presence on the road each day to raise awareness, and help raise some money," Yellow Cab's Ham Smythe says. "I recently lost my mother-in-law to this insidious disease, but I bet if you polled 10 people, you'd find every one of them knows someone who has fought breast cancer. Certainly that holds true in our company. So we all need to get into the fight."

Yellow Cab and Checker Cab of Memphis are located in Memphis, TN, and have a long and rich history of providing transportation services for the Memphis Metropolitan area for over 150 years. Yellow Cab and Checker Cab provide taxi 24-hour taxi and courier services in the Memphis Metro area. The companies recently added wheelchair accessible taxicabs to their fleets. Sister company, Premier Transportation provides scheduled bus, shuttle, minivan and sedan services. For more information, please visit <http://www.premierofmemphis.com/>, or <http://www.premierofmemphis.com/>. Or call 901-577-7700.

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From the **President:**

World Series of Housekeeping & Nominations for Next Year's Officers - October's Busy!

Wow, it is October! Where has this year gone? When you get to be my age, you don't wish any days gone, but I can tell you that after this summer heat, I sure was ready for Fall and cooler temperatures. This time of the year we get beautiful colors, foggy mornings, cooler nights, fairs, festivals, football, and a crispness to the air that eludes us during our long, hot, muggy, summer days.

During the Fall an important event occurs for our association: the nominating committee recommends the slate of officers for the coming year. This is the time of year that we see political signs everywhere, hear political advertising, listen to campaign promises, and attend campaign fundraisers. While the nominating committee does not use these tactics (our budget strictly prohibits such strategy), we rely on the members of the association to volunteer their willingness to serve. Be it as a director, committee participant, or just a member who promises to attend the monthly meetings, your active participation is necessary for our association to strengthen and grow. Each member's ideas, thoughts, and volunteer efforts keep our association one of the strongest in the state. Please contact Peggy Callahan, our Executive Director, if you would be willing to serve, and she will relay your information to the correct committee chairman. Our current committees are: Golf, Finance, Membership, Nominating, PAC (Political Action Committee), Program, and the Summit Committee. You may contact Peggy at 901-752-9902 or memphisla@earthlink.net.

October is also the month that we honor our hotels' Housekeeping Departments with our own World Series. This year's event is at the Cook Convention Center on Monday, October 25 starting at 1 p.m. Housekeeping is the backbone of any hotel, and this is one way that your hotel can show its appreciation for their Housekeeping Department. There is still time to register a team for your hotel. Act now. Do it today. If you cannot put together a team, choose some of your best housekeeping employees, and let them attend with their manager to watch the series, and make plans to attend next year's event.

I hope that each of you attended last month's meeting and had the opportunity to meet the new CEO for the state association (TnHA) Greg Adkins. Greg's 90 day honeymoon is over, and he has literally hit the road running, meeting the members of TnHA. We thank Greg for starting his cross state tour with Memphis as stop number ONE, and I thank each of you who attended our regular monthly meeting and making our association look GREAT! Okay,okay enough. Till next month, same time, same place

.....

Mary

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2010 CALENDAR

Oct. 14 -- MCVB & MRA Fall Social; 5:30-8 p.m., Grace-land, 3734 Elvis Presley Blvd., 901-543-5321, membership@mcvb.org.

Oct. 20 -- Luncheon: Housekeeping/Maintenance; Courtyard by Marriot Collierville.

Oct. 25 -- 2010 World Series of Housekeeping; 1 p.m., MCCC.

Nov. 17 -- Luncheon: Culinary Training, L'Cole Culinaire.

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