



Capital Event

July 2014
Volume 11 Issue 7

INSIDE THIS ISSUE

- 1 President's Message
- 2 Sponsor Information
Christy Crump, Presenter
- 3 PACT Recognition
Silent Auction Information

President
Chris Schuh



President's Message

Our July 15, 2014 meeting was sponsored by the Sheraton Four Points with the guest speaker of Christy Crump of Crump and Associates who was excellent. Her topic, "Professionalism and Business Etiquette" was timely and the content was well received by those who attended. A synopsis of the presentation is presented below. Our thanks to Christy Crump for volunteering her time for this presentation, which was well received by our membership.

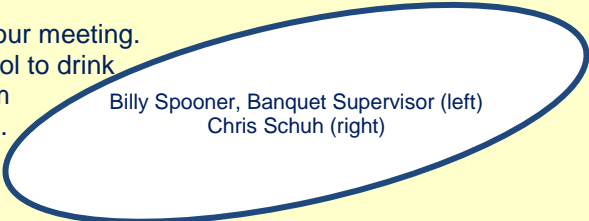
The service at the Sheraton top notch as was the food. The Florida Capital Chapter wishes to thank the staff and the catering manager, Maria Matimszki of the Four Points.

As I mentioned several months ago, when a supplier is looking to be matched with a planner, if they will send a little blurb about themselves, a photo, we will post on our web page/newsletter to advertise that they need a planner. One such supplier is Neal Carter. Look at his information below and if you know a planner looking for a supplier, please have them contact Neal. Our chapter needs to increase our membership this coming year and you are the link to do that.



My name is Neal Carter and I am a Group Sales Manager at the beautiful Doubletree Palm Beach Gardens. I am here to assist with all of your government group leads. I would be honored to partner with a planner that is looking to join SGMP Tallahassee. Please feel free to reach me via email so we may connect. Neal.Carter@hilton.com

Thank you to Four Points Tallahassee for sponsoring our meeting. We had delicious treats to nibble on and something cool to drink And keep the heat of the day away. Billy Spooner from Four Points was there to accept a thank you certificate. Thank you for your continued support to the SGMP Florida Capital Chapter.



Billy Spooner, Banquet Supervisor (left)
Chris Schuh (right)



Professionalism and Business Etiquette

Presented by Christy Crump, Crump and Associates

Professionalism is the lens through which others view you in the business world. It's how you communicate on every level, how you "show up." Professionalism is often evaluated on a combination of four factors: appearance, business etiquette and social graces, attitude, and personal code. Being strong in one or two of these areas and ignoring the others is inadequate. All four factors must be equal and balanced to reach the perfect combination of professionalism.

Appearance: First impressions count. In your job, the only impression you may have to make is the first. Your clients and customers may not get a chance to hear your introduction or experience your work product. They may have to form their first and only impression of you based on what they see, hear and experience in a matter of seconds. How you look, speak, and act, will form that impression of not only you, but the office you work for as well. That impression may be the deciding factor in whether or not someone does business with your company.

We have all heard the old saying, never judge a book by its cover. However, if you are trying to advance your career, you had better be concerned about your "cover." Reality is that we make assumptions about people based on their appearance, and your appearance is one of the key ways you communicate. Your dress, body language, and facial expressions convey your message and exemplify your professionalism.

Business etiquette and social graces:

The basic manners you learned in Kindergarten are even more applicable in your adult years. Say please and thank you, use good table manners, refrain from cursing and telling offensive jokes, clean up after yourself, and hold the door open for the person behind you. Equally important are the basic manners expected of you in today's business setting. Email etiquette or netiquette, cell phone use, and meeting conduct are the three main areas where professionals often forget their manners. There are too many rules to discuss here, but keep one basic principle in mind. Be considerate to those you work with and are surrounded by, regardless of position or age, and show others the respect you would like to be shown.

Christy Crump (right)
Director of Operations
Crump and Associates
Jennifer Anderson (left)



Professionalism and Business Etiquette Con't

Presented by Christy Crump, Crump and Associates

Attitude: Attitude is defined as what you think and feel about something, what you say and how you act and react. While we all have "programming" that can influence our first reaction, we can choose to evaluate our reactions and decide to change them if they do not serve us well. Remember, you get back what you give out.

Professional Code: How do you show up? If you are intentional about your personal code, you will be a person whom others want to work with and for. You will naturally draw other people to you without even trying. Ask yourself these questions.

1. Do walk my talk? Do I do what I say I am going to do? Can I be counted on all the time? Your integrity depends on it.
2. Do I under-promise and over-deliver? It is better to commit to what you know you can get done and do more, than to over-commit and not follow through.
3. Do I assume personal responsibility? You should be totally accountable for your job. If there is a problem, you find ideas for a solution, and you take ownership of your role. It means that as long as you understand the outcome required, you apply your creativity and ingenuity to the process. You own it.
4. Do I do the right thing? Always think, "How would I feel if what I am doing were published in the local paper or sent to my mother on video?"
5. Am I part of the solution? Do I understand that I have an important role, and everything I do contributes to the greater good?

No matter your age, generation, upbringing, or understanding of social norms, business people must understand and apply the basic standards of professionalism in their jobs, careers, and businesses. Your career depends on it.

SGMP Board

Chris Schuh
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Cherryl Faulk
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Directors:

Dr. Gabrielle Gabrielli
Betty Ann Lewis
Lydia Southwell

Monthly Board Meetings – same day as membership meeting

Members are welcome to attend, and minutes are available upon request.

Membership Report
57% Planners, 47 Planners
43% Suppliers, 36 Suppliers

Committee Chairs

Community Service, Buenita Lee; Honors & Awards, Mary Jo Ortiz; Membership, Cherryl Faulk; National Conference, Amy Brown; Programs, Jennifer Anderson; Publications, Arlene Roberts; Special Events, Patty Ball Thomas; Sponsorship, Janet Roach; Marketing, Gabrielle Gabrielli, PhD

Looking Ahead

Regional Conference
August 10-12, 2014
Atlanta, GA

National Conference
2015 Minneapolis, MN

PACT Recipients

Congratulations to both Patty and Dr. Gabrielli for their continued dedication to the Florida Capital Chapter.

Below (left) Patty BallThomas received her first level Red Dangler reaching 125 points.
Below (center) Dr. Gabrielli received her second level Blue Dangler reaching 350 points.
Arlene Roberts (right) awarding both with their danglers



Our Newest Member
Denise Gaines
DoubleTree
Dearfield Beach Boca Raton

Remember our Annual Silent Auction
Tuesday, August 5, 2014
DoubleTree Downtown

Come and bring friends and family!
Have fun and shop!

Christmas will soon be here, maybe a birthday gift,
Or just something special for you!