

Arizona Chapter
Celebrating 10 Years
2000-2010

National Concierge Association Arizona Chapter

March 2010



National Concierge Association

Key Notes

Upcoming Meetings:

- **March 18, General Membership Meeting, Musical Instrument Museum (Phoenix)**
 - **April 15, General Membership Meeting, TBA**
 - **May 20, General Membership Meeting, TBA**
- Special Guest—
SaraAnn Kasner
NCA-CEO

Inside This Issue:

Membership Corner	2
Meeting Minutes	2
Affiliate Announcements	2
Affiliate Listing	3

President's Corner

Hello fellow NCA-Az members!

I am very glad that spring training is in full "swing", I even got to lead the 7th inning stretch at the season opening game at the Cubs stadium in Mesa. I have uploaded to YouTube so you can all see what a spectacle it was.

I can not believe that we are almost through the first quarter of the year...it is going by too fast. I am happy to report that our chapter is off to a great start this year, we pinned a new concierge member (Martha Gavette) at the February meeting and we will be pinning Grand Canyon Railway as a new Affiliate member at the March meeting. There are a couple of other applications that we are waiting to be finalized, hopefully to be completed this month.

I have been speaking with Jason Baker, NCA-Nv Chapter President and hope to welcome him to a meeting very soon. This will be a great way to learn how each other's chapters operate and share and take away great ideas.

We will be planning something extra special this year to celebrate 10 years as a local chapter, keep an eye out for future announcements.

To all, enjoy the weather and Go Cubs!

Ginger St. Pierre NCA-Arizona Chapter President,
NCA Certified Concierge



Affiliate Announcements

See Arizona From The Ground Up EVENT: April 1, 2010 6-9pm
Presented by Hot Air Expeditions, Vaughn's Southwest Custom Tours & Westwind Air Service. Join us and an outstanding group of vendors for a Spring Celebration Party! Balloon and Airplane Rides, Food, Drinks, Prizes, Music and loads of Fun!!! Contact Margie Long with Hot Air Expeditions (480) 502-6999 for further details.

Pink Jeep Tours is celebrating their 50th Anniversary this year!! Congratulations to member representatives Mike Herman & Taun Adams. (928) 282-9000
www.pinkjeep.com

Hike In Phoenix is offering a new program called **Hike and Eat**. It is a new service for groups of 8 or more, available for morning hikes only...a really fun thing to do, especially with out-of-towners. 877 HIKE-PHX www.HikeInPhoenix.com

Attention Affiliate Members: This section is available to help promote your current specials and discounts to NCA members. Please send your information to Ginger St. Pierre for placement: ginger@visitmesa.com

Membership Corner

CONCIERGE RECEIVES PRESTIGIOUS HONOR:

Congratulations to NCA-Az member **Tim Quinn**, Wyndham Phoenix Downtown, for recently receiving Employee of the Year at his respective hotel. Tim has worked at the Wyndham for 13 years. He received a plaque and monetary award during a recent banquet. Tim has served on the Arizona Chapter board for 10 years and his current capacity is Special Advisor.

NATIONAL CONFERENCE UPDATE:

The host hotel has been announced for the 10th Annual National Concierge Association Conference in Washington DC: The Omni Shoreland Hotel. This year's conference registration information is being finalized and will be sent out to members very soon. Please note that different from previous years the hotel room rate is not included in your registration, there has been a group rate negotiated for those wishing to stay onsite.

Concierge Members: Have you recently received an accolade or reached a significant milestone that you would like to share with us? Please send your information to Ginger St. Pierre for placement: ginger@visitmesa.com



Meeting Minutes

The **February 18th Meeting & Mixer** was hosted by **Ocean Prime @ City North**. Thank you to Walter Hatcher (GM) for hosting our group to a wonderful meeting room and tasty nibbles.

Thank you to Robert Brinton for attending and providing us with so much Cactus League Spring Training information. We were excited to welcome our newest Concierge Member, Martha Gavette

with the Arizona Grand Resort. There was a special Thank You presentation to Tom Ruberto with Arizona Key Magazine, for all of his hard work and dedication to the Arizona Chapter and for serving on the National Board of Directors too. There were also special recognition awards given to Sue Malthaner (Arizona Key Magazine) and Tim Quinn (Special Advisor) for tireless dedication in the past few years. We were also pleased to announce that Diane Schure of Carefree Resort & Villas won the 2009 Membership Drive and was awarded with 1 free year membership.

Mark your calendar for the next membership meetings:

General Membership Meeting & Mixer: Thursday, April 15th @ Location TBA

National Website ~ Update Available

The general website has been updated!! WAIT, WAIT, WAIT, There are a few tweaks/corrections to be made, we will correct very soon, but It can be viewed by non-members NOW.

Each chapter will be able to be selected by non-members and view our general information as well as current endorsed partners. Currently Arizona and Washington are activated, the others are set to follow shortly. (see screen shot to right)

In addition, to this portion of the site being updated for the general public, the backside for the members is going to be re-vamped too, they are already getting creative.

I am very glad that we have been able to get through the first steps with this project. Everyone's patience has been truly appreciated during this process.

www.nationalconciergeassociation.com/arizona



AZ CHAPTER AFFILIATE MEMBERS

Arizona Key Magazine • (623) 869-8880 www.arizonakey.com 

Cave Creek Outfitters • (480) 471-4635 www.cavecreekoutfitters.com

City's Finest Magazine • (602) 327-3861 www.citysfinestmagazine.com

Grand Canyon Railway • (928) 773-1976, (800) The-Train www.TheTrain.com

Hot Air Expeditions • (480) 502-6999 www.hotairexpeditions.com

Hike In Phoenix, LLC • (877) 445-3749 www.HikeInPhoenix.com

Jimmy Buffett's Margaritaville • (623) 772-0055 www.margaritaville.com

McCormick Ranch Golf Club • (480) 998-3800 www.mccormickranchgolf.com

Pink Jeep Tours • (928) 282-9000 www.pinkjeeptours.com

Scottsdale Convention & Visitors Bureau • (480) 421-1004
www.experiencescottsdale.com

Stellar Adventures • (602) 402-0584 www.stellaradventures.com

Vaughn's Southwest Custom Tours • (602) 971-1381 www.southwesttours.com 

 = NCA Endorsed Partner (designation)

ARIZONA CHAPTER BOARD OF DIRECTORS

- ◆ Chapter President: Ginger St. Pierre, ginger@visitmesa.com
- ◆ Vice President: Ellen Crocker, ellyncon@aol.com
- ◆ Director of Administration: Gerry Sikes, gsikes@scrstaff.com
- ◆ Director of Membership: J.K. Scott, jscott1200@aol.com
- ◆ Director of Finance, Barbara Siewert,
bsiewert@radissonfortmcdowellresort.com
- ◆ Affiliate Liason - Margie Long, margie@hotairexpeditions.com
- ◆ Special Advisor - Tim Quinn, TQuinn@wyndham.com

**NATIONAL CONCIERGE ASSOCIATION • LOCAL CHAPTERS**

Arizona • Chicago, IL • Edmonton, Canada (Pre-Charter) •
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Quebec City, Canada • Tennessee • Washington, DC Metropolitan
(Pre-Charter) • NCA At-Large Member Chapter
CEO: Sara-Ann Kasner • President: Pat Brengman



**Mark Your
Calendar!**

**2010 NCA
Conference
August 16-18, 2010
Washington DC**



National Concierge Association

**Key Notes: A Monthly Publication for
Hospitality Professionals. Exclusive to the
Arizona Chapter NCA Membership**

(480) 827-4700 • www.nationalconciergeassociation.com

Submissions and suggestions including pictures and other items of interest pertaining to concierge and the hospitality industry are welcomed. Please send your contribution to: Ginger St. Pierre, Director of Marketing—ginger@visitmesa.com by the 15th of the prior month. Please include your contact information for follow-up.

****Disclaimer**** The editor makes every effort to make sure that the information contained is as accurate as possible during production and will assume no responsibility for error or omissions. Please verify event information beforehand.