



National Concierge Association

Key Notes

National Concierge Association Arizona Chapter

October 2009

Upcoming Meetings:

- October 13, Sedona's Monthly Local Mixer 6:30pm, Cucina Rustica
- October 21, General Membership Meeting 6:30pm, Raven Golf Club
- November 10, Sedona's Monthly Local Mixer 6:30pm, Location TBA
- November 18, General Membership Meeting 6:30pm, Arizona Mills Mall

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Celebrity Spotlight

JIMMY BUFFETT'S MARGARITAVILLE - Fin's to the left, fins to the rights.....

Jimmy Buffett's Margaritaville in Glendale is a mecca for Parrot Heads or anyone else who wants to have a good time and a great meal in the ultimate tropical setting. There is something for everyone at Margaritaville from the Cowboy in the Jungle bar to the outdoor fountain show choreographed to all your favorite Buffett tunes. After dinner, the restaurant transitions into a swinging nightclub where dancing is a must and live bands perform every night of the week.

Jimmy Buffett's Margaritaville, Glendale • (623) 772-0011 www.margaritavilleglendale.com
6751 N Sunset Blvd, Suite E109 (Westgate City Center, near the corner of Glendale Avenue and the 101)

Submitted by: Tom Ruberto, Arizona Key Magazine
(2008 NCA International Partner of the Year)



President's Corner

Greetings fellow members,

I was privileged last month to attend the Sedona Regional meeting last month as my first official duty as Interim-President. It was a pleasure to meet with Jackie for the first time and she WOWed me with her enthusiasm for the chapter!! The few of us from Phoenix that attended were warmly received by all of the local attendees.

It was just two days later that our friends in Sedona suffered an unforeseen tragedy with the swelling of Oak Creek. As many of us watched the news that night we were shocked at the damage that occurred in such a short time. I have spoken with a representative from the Sedona Chamber of Commerce since then and they were appreciative of everyone's support and encouragement. It is a testament to Sedona's community spirit that they banded all together and began cleanup right away, way to go!!!

The general membership meeting held in Mesa was well attended and we had a great speaker in Matt Lehrman. While he was very conscious of his 25 minute presentation time, I could have listened to him for another hour. He has a great pulse on the community and we look forward to the endeavors in reaching out to other communities within Arizona. Welcome Tucson & Flagstaff! (*more communities coming soon!!*)

Thank you to the Board of Directors and to each and every one of you for helping to make this transition into the presidency, together we will finish this year with a BANG!!

I Look forward to seeing you at the next meeting,

Ginger St. Pierre

NCA-Arizona Chapter President, NCA Certified Concierge



Membership Corner

NEW MEMBERS PINNED AT SEPTEMBER

GENERAL MEETING:

NEW CONCIERGE MEMBER: Diane Carter

@ DoubleTree Paradise Valley Resort

NEW AFFILIATE MEMBER:

Elissa Kirk, Marketing & Public Relations Manager @ McCormick Ranch Golf Club



L to R: Diane Carter, Ginger St. Pierre, Martine Muller, & Elissa Kirk



← Diane



← Elissa

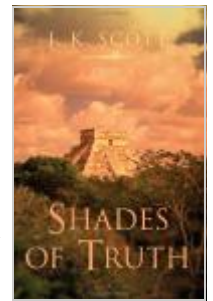
Special Member Submission

SPECIAL BOOK SIGNING & PRESENTATION BY NCA-Az CONCIERGE MEMBER:

Our resident author JK Scott (Concierge, Marriott McDowell Mountain Resort) is very excited to announce that she has been asked to present information about the 2012 Mayan Prophecy at the upcoming 2012 Survival Conference alongside Dennis McClung.

The conference will be held at the Scottsdale Plaza Resort on October 17, 2009. Guest speakers include Cody Lundin and other notables. She will be on hand to personally autograph copies of her book "Shades of Truth". Conference details and registration: www.2012supplies.com/conference

JK is more than happy to answer additional questions at: JScott1200@aol.com



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 by the 15th of the preceding month: ginger@visitmesa.com

Meeting Minutes

Ken's Creekside Sedona Arizona

The **September 8th Sedona Monthly Mixer** was held at **Ken's Creekside Bar & Grille**. Everyone had a delightful time. The food sampled by Ken's was phenomenal and a special thanks to Young's Market for providing the multiple wines that complimented

dinner. Items addressed on the agenda included: a presentation by Michelle Conway with the Sedona Chamber of Commerce, group introductions and monthly birthday acknowledgements.



The **September 16th General Membership Meeting** was held at **Mesa Contemporary Arts**, at the Mesa Arts Center. Items addressed on the agenda included: pinning a new concierge and affiliate member, welcome to the Mesa Arts Center by Johann Zietsman, executive director and a special presentation by Matt Lehrman with Alliance For Audience & Showup.com. Matt provided discussed the upgrades recently launched on the Showup.com website and provided take away bags that included '09-'10 season brochures for many of the Phoenix metro's performing arts companies.



Mark your calendar for the next membership meetings:

Sedona Monthly Local Mixer: Tuesday, October 13th @ Cucina Rustica 700 W. Hwy 179 NW #126-A, Village of Oak Creek

General Membership Meeting: Wednesday, October 21st @ Raven Golf Club 3636 E. Baseline Rd., Phoenix



Affiliate Announcements

Sedona Metaphysical Spiritual Association Updated membership brochures are now available. For a supply, contact Pete Sanders: sanders@sedona.net, (928) 282-4312 or www.sedonaspiritual.com



**Sedona Metaphysical
Spiritual Association**

NEWEST AFFILIATE MEMBER: McCormick Ranch Golf Club, Elissa Kirk, Marketing & Public Relations. <http://McCormickRanchGolf.net> More than just a golf course... The McCormick Ranch Golf Club offers any caliber of player two spectacular resort golf courses, which are open to the public 365 days a year. These lush, well-manicured, traditional layouts are located amidst gorgeous scenery in the heart of Scottsdale. Elissa can be reached at: (480) 998-3800 or ekirk@McCormickRanchGolf.net

Attention Affiliate Members: This is a new section to help promote your current specials and discounts to the membership. Please send your information to Ginger St. Pierre for placement by the 15th of the preceding month: ginger@visitmesa.com

DID YOU KNOW?? OCTOBER IS.... Breast Cancer Awareness Month, Sight-Awareness Month, Domestic Violence Awareness Month, Car Care Month, Cookbook Month, Country Music Month, Dollhouse & Miniatures Month, Fire Prevention Month, National Pharmacy Month, Mental Illness Month, Pasta Month, Pizza Month, Pork Month, Arizona Trail Month, Get Organized Week (1st)



Notes from Sedona...Geno & Wilhelm's Monthly Blurb

Trains, Plein(s) and Celebrities: Ahhh . . . October in Northern Arizona, a time for viewing colorful Fall foliage, world-class art, and a little stargazing. No tricks here, just treats!

It's **Ales on Rails** time on the Verde Canyon Railroad. On weekends all month long, in the Oktoberfest tradition, passengers will be treated to a lively band, raffle give-aways, brats, pretzels, strudel and beers from local breweries on the station patio before boarding the train. Then on-board, savor Arizona microbrewery ales during the four hour trip through the vibrant red rock canyon awash in Autumnal colors. Departure is 2:30pm on Saturdays and 1pm Sundays. On Saturday, Oct. 31, the **Haunted Halloween Train** will depart at 9am or 2:30pm for a ride featuring spooky tales, legends, costume judging, treats and the Bride of Frankenstein. www.verdecanyonrr.com

"Legendary Actor, Legendary Artist" Tony Curtis will be featured at the **19th Annual Sedona Arts Festival** on the weekend of Oct. 10-11 with a special tent exhibiting his artwork. Curtis will be making an appearance at the festival on Saturday the 10th from 11am to 1pm. In addition, the Festival will be offering "An Intimate Evening with Tony Curtis", a limited seating sumptuous dinner with the actor/artist served at the elegant L'Auberge de Sedona resort on Friday, Oct. 9 beginning with cocktails at 6pm. On Thursday, Oct. 8, the Sedona International Film Festival will show two of the icon's films, *Some Like It Hot* and *Sweet Smell of Success*, on the big screen at Harkins Theater in Sedona. (928) 204-9456 www.SedonaArtsFestival.org

Jane Seymour, as the official spokesperson, and her husband James Keach will be joining NFL legend Steve Young and other celebrities at the Club at Seven Canyons on October 3 and 4 for the **"Tee It Up for Children's Laughter Fundraising Weekend."** The event will benefit Camp Soaring Eagle for children suffering with life threatening illnesses. (928) 592-2177 www.CampSoaringEagle.org

The **5th Annual Plein Air Festival** runs for nine days from Oct. 24 to Nov. 1 at the Sedona Arts Center and various locations throughout Sedona. It's a celebration of Sedona's extraordinary beauty as seen through the eyes of 30 of the finest plein air (French for "in the open air") artists in the country. www.sedonapleinairfestival.com



****submitted by William Schuessler & Gene Grandy, Concierge- Radisson Poco Diablo Resort**

Event Highlights



- 1-31 • Annual Pumpkin & Chili Party, Schnepf Farms, Queen Creek (Thurs-Sun only) (480) 987-3100 schnepffarms.com
- 1-3 • Phoenix Fashion Week, Hotel Valley Ho, Scottsdale <http://phoenixfashionweek.com>
- 1-4 • Yavapai County Fair, Yavapai County Fairgrounds, Prescott Valley www.pvchamber.org
- 2-3 • Bisbee Turquoise Hunt, Bisbee (866) 2BISBEE www.discoverbisbee.com
- 2-4 • 37th Annual Tempe Oktoberfest, Tempe Town Lake (480) 491-3378 www.tempeoktoberfest.com
- 2-6 • Scottsdale International Film Festival, Harkins Camelview, Scottsdale (602) 410-1074 www.scottsdalefilmfestival.com
- 3 • Otsukimi–Moonviewing Festival, Japanese Friendship Garden, Phoenix (602) 256-3204 www.japanesefriendshipgarden.org
- 3 • 30th Anniversary Celebration “Block Party”, Fiesta Mall, Mesa (480) 833-4121 www.shopfiesta.com
- 3 • Chandler's Culinary Festival, Historic Downtown Chandler www.tastechandler.com
- 3-4 • Folk Music Festival, Sharlot Hall Museum, Prescott (928) 445-3122 www.sharlot.org
- 3-4 • 12th Annual Zane Grey Days High Country Arts & Crafts Bazaar, Gila County Courthouse, Pyason (928) 532-0720 www.classicfestsusa.com
- 3-4 • 38th Annual Art in the Park, Veteran's Memorial Park, Sierra Vista (520)459-7733 www.huachuca-art.com, www.888artfest.com
- 4-5 • Tall Timbers Fall Festival, Tall Timbers County Park, Heber (928)535-5777 www.heberovergaard.org
- 8-11 • 2009 Outback Champions Series, Surprise Tennis and Racquet Complex (623) 222-2222 www.ChampionsSeriesTennis.com
- 9-11 • Greater Phoenix Greek Festival, Holy Trinity Greek Orthodox Cathedral, Phoenix (602) 264-7863 www.holytrinityphx.org
- 9-11 • 20th Annual Patagonia Fall Festival, Town Park, Patagonia (520)394-2823 www.patagoniaaz.com/patagonia_fall_fest.html
- 9-12 • 25th Birthday Bash, Fort McDowell Casino, Fountain Hills (800) THE-FORT www.fortmcdowellcasino.com
- 9-12 • Route 66 Cultural Heritage Days & A Taste of Williams, various location, Williams (928) 635-1418 www.williamschamber.com
- 10 • Old World Phoenix Oktoberfest, Margaret T. Hance Park, Phoenix (480) 947-7490 www.phoenixoktoberfest.com
- 10 • 15th Annual Aircraft Fly-In & Classic Car Show, Municipal Airport/Welik Field, Wickenburg (928) 684-5479 www.outwickenburgway.com
- 10 • Wine Festival, City Park, Bisbee (866) 2BISBEE www.discoverbisbee.com
- 10-11 • 19th Annual Sedona Arts Festival, Sedona Red Rock High School, Sedona (928) 204-9456 www.sedonaartsfestival.org
- 10-11 • 17th Annual Fall Fest in the Park, Courthouse Plaza, Prescott (928) 445-2000 www.prescott.org
- 10-25 • Annual Fall Plant Sale, Boyce Thompson Arboretum, Superior (520) 689-2811 <http://arboretum.ag.arizona.edu>
- 11 • McCormick-Stillman Railroad Park's Annual RailFair 2009, Scottsdale (480) 312-2312 www.therailroadpark.com
- 11 • Tempe Tardeada Festival, Tempe Public Library www.tempe.gov/Tardeada
- 11-12 • Oktoberfest, Veterans' Memorial Park, Sierra Vista (520) 458-7922 www.VisitSierraVista.com
- 16-18 • 80th Annual Helldorado Days, Tombstone www.tombstonevigilantes.com
- 16-11/8 • Arizona State Fair (closed Mondays), Arizona State Fairgrounds, Phoenix (602) 252-6771 www.azstatefair.com
- 17 • Native Foods & Craft Fair, Pueblo Grande Museum, Phoenix (602) 495-0901
- 17 • 12th Annual African Festival, ASU West Campus, Phoenix (623) 247-4869 or (602) 690-0510 www.AfricanFestival09.com
- 17 • Show & Shine Car Show, Commemorative Air Force Museum, Mesa (480) 229-5691 www.azcaf.org, www.hotrodplanet.com
- 17 • 4th Annual Florence Multicultural Festival, Jaques Square, Florence (520) 868-4496 <http://visitflorenceaz.com>
- 17 • Bisbee 1000 Stair Climb, Bisbee (866) 2BISBEE www.discoverbisbee.com
- 17 • 22nd Annual Cochise County Cycling Classic (520) 745-2033 www.pbaa.com
- 17 • Navajo Rug Auction, Coconino Center for the Arts, Flagstaff (928) 779-2300 www.culturalpartners.org
- 17-18 • Arizona's Ultimate Women's Expo, Phoenix Convention Center (866) 618-3434 www.azwomenssexpo.com
- 17-18 • Annual Plant Sale, Desert Botanical Garden, Phoenix (480) 941-1225 www.dbg.org
- 17-18 • 2nd Annual Willcox Wine and Art Festival, Railroad Park, Willcox (480) 282-8521 www.arizonawine.org
- 18 • Uncorked & Unplugged, Desert Ridge Marketplace, Phoenix www.uncorkedandunplugged.org
- 19 • 5th Annual Sierra Vista Fiddle Contest, Veterans' Memorial Park, Sierra Vista (520) 678-0397 www.VisitSierraVista.com
- 21-25 • 2009 Frys.com Open, Grayhawk Golf Club, Scottsdale www.pgatour.com
- 20-22 • Thunderbird Artists Fine Art & Wine Festival, CityCenter of CityNorth, Phoenix (480) 837-5637 www.thunderbirdartists.com
- 22-24 • "Crave Arizona" An Arizona Celebration of Food, Wine & Spirits, various locations, downtown Scottsdale www.cravearizona.com
- 23-24 • 3rd Annual Mesa Storytelling Festival, Mesa Arts Center (480) 644-6500 www.mesaartscenter.com
- 23-24 • Oktoberfest, Entertainment District, Prescott Valley www.pvchamber.org
- 22-25 • [The Great Pumpkin Festival](http://www.dbg.org), Desert Botanical Garden, Phoenix (480) 941-1225 www.dbg.org
- 24 • Ghost Tour and Historic Downtown Walking Tour, downtown Mesa (480) 835-7358 www.mesahistoricalmuseum.org
- 24-25 • Boo at the Zoo, Phoenix Zoo, Phoenix (602) 273-1341 www.phoenixzoo.org




Please note that the events listed, only represent a handful of events happening statewide. For a complete listing, please visit the Arizona Office of Tourism website:

www.arizonaguide.com

- 24-11/1 • 5th Annual Plein Air Festival, Sedona Arts Center/Variou Locations, Sedona (928) 282-3809 www.SedonaPleinAirFestival.com
- 28-11/22 • Phantom Of The Opera, ASU Gammage, Tempe (480) 784-4444 www.asugammage.com
- 30-31 • Howl-o-Ween at the Zoo, Phoenix Zoo, Phoenix (602) 273-1341 www.phoenixzoo.org
- 31 • 9th Annual Arizona Irish Festival, Irish Cultural Center/Margaret T Hance Park, Phoenix (602) 308-4601 www.azirish.org
- 31 • Annual Fall Festival, Eldorado Park, Scottsdale (480) 312-0217 www.scottsdaleaz.gov
- 31-11/1 • Dia De Los Muertos Celebration, Mesa Arts Center (480) 644-6500 www.mesaartscenter.com
- 31-11/6 • [Día de los Muertos Celebration](http://www.dbg.org), Desert Botanical Garden, Phoenix (480) 941-1225 www.dbg.org

AZ CHAPTER AFFILIATE MEMBERS

A Day In The West • (982) 203-1019 www.adayinthewest.com
 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
 Enterprise Car Rental (Sedona) • (928) 282-2052 www.erac.com
 Hot Air Expeditions • (480) 502-6999 www.hotairexpeditions.com
 Jimmy Buffett's Margaritaville • (623) 772-0055 www.margaritaville.com
 McCormick Ranch Golf Club • (480) 998-3800 www.mccormickranchgolf.net
 Marriott Golf (Camelback & Wildfire Golf Clubs) • (480) 905-7981 
http://golf.marriott_vacations.com
 Oak Creek Vineyard & Winery • (928) 649-0290 www.oakcreekvineyards.net
 Pink Jeep Tours • (928) 282-9000 www.pinkjeeptours.com
 Red Rock Western Jeep Tours • (928) 282-1851 www.redrockjeep.com
 Scottsdale Convention & Visitors Bureau • (480) 421-1004 www.experiencescottsdale.com
 Sedona Adventure Outfitters and Guides • (928) 204-6440 www.sedonaadventuretours.com
 Sedona Metaphysical Spiritual Association • (928) 282-9425 www.sedonaspirtual.com 
 Sedona's New Day Spa • (928) 282-7502 www.sedonanewdayspa.com
 Stellar Adventures • (602) 402-0584 www.stellaradventures.com
 The Kachina House • (928) 204-9750 www.kachinahouse.com
 Vaughn's Southwest Custom Tours • (602) 971-1381 www.southwesttours.com 
 World Class Concierge Inc • (602) 340-1166 www.worldclassconcierge.com

NATIONAL CONCIERGE ASSOCIATION • LOCAL CHAPTERS

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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

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**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.