

Key Notes

Upcoming Meetings:

- **November 10, Sedona's Monthly Local Mixer 6:30pm, Hiro's Sushi Bar & Japanese Restaurant**
- **November 18, General Membership Meeting 6:30pm, Arizona Mills Mall (Gameworks)**
- **December 16, General Membership, Annual Holiday Party / Meeting, Jimmy Buffett's Margaritaville (Glendale)**

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Celebrity Spotlight

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.

The Palm and Pine championship tees are each over 7,000 yards long, in addition to enjoyable, yet challenging men's, seniors', and ladies' tees. McCormick Ranch Golf Club's practice facility has one of the Southwest's largest putting greens, a spacious driving range, and a bunkered chipping green open every day. We have over 100 sets of club and shoe rentals, and our teaching staff is second to none. This only adds to our reputation as being a high quality, full service golf resort. Our Pro Shop has been recognized as one of the "Top 20 daily fee pro shops in the country" by Golf Operations Magazine, a division of Golf Digest. In this fully stocked Pro Shop, men and women will find everything to enhance their games and look their best. The Club's Restaurant offers a variety of delicious breakfast and lunch entrees. Enjoy a famous hotdog from the Snack Bar or relax with a cool drink at the Lounge or Patio, which both overlook the gorgeous Camelback Mountain and Lake. We also have abundant facilities for both social and business occasions. The McCormick Pavilion is the perfect place for a starlight wedding reception, western steak fry, or a post-tournament awards banquet.

McCormick Ranch Golf Club • (480) 948-0260 www.mccormickranchgolfclub.com
7505 E. McCormick Pkwy, Scottsdale AZ

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



President's Corner



National Concierge Association

Greetings fellow members,

Winter has definitely arrived in Northern Arizona!! For those in the desert areas with me, our temperatures are still flirting with Fall. This is the time of year when I am reminded why I chose to live in this diverse and beautiful state.

As we face the end of the year, I want to implore each member of our chapter to bring a potential member as a guest to the last few meetings of the year. We want to start the New Year off with more colleagues and friends.

There have been three great meetings planned before year's end, so plan to attend one, if not each one. If we have enough interest for the December holiday meeting at Margaritaville, we will definitely work on putting together a carpool from Sedona and the East Valley. Remember those of you in the Metro area that there are often members that carpool to meetings in Sedona too. I want to thank each and every one of you for your support throughout the year. I have seen firsthand how hard many of you work behind the scenes, in these past few months serving as your Chapter President. Remember that not one person can do it alone, so I want each of you to consider running for a position on our Board of Directors, or even offering to help with committees in the upcoming year. The more helpers we have, the faster we can grow! I will be sending out nomination forms very soon, watch your email!

I Look forward to seeing you at the next meeting,

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



Membership Corner

NEW MEMBER TO BE PINNED AT NOVEMBER GENERAL MEETING:

NEW AFFILIATE MEMBER: Fred Greenspan @ Hike In Phoenix

Fred is excited to represent the owner of Hike in Phoenix, Robert Patrick. He launched this independent company in September of 2008 and has developed a strong following of local residents as well as many contacts with valley resorts and concierge. (877) 445-3749 • www.hikeinphoenix.com

BROCHURES AVAILABLE FOR SEDONA'S RED ROCK FANTASY:

Jackie Hackley, our Sedona Regional Director has offered to help all concierge place orders for brochures to the 19th Annual Red Rock Fantasy event being held at Los Abrigados from November 19-January 2nd. Please contact her directly at (928) 282-1777 or by email at: concierge_la@ilxresorts.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

The **October 13th Sedona Monthly Mixer** was held at **Cucina Rustica** Everyone had a delightful time. A special thanks to Linda and her staff for providing fantastic service. Items addressed on the agenda included: Special guest speakers, update from Chapter President, Affiliate/Concierge member updates.

The **October 22nd General Membership Meeting** was held at **the Raven Golf Club**. Thank you to Travis, Mickey & Laura for hosting our group. Items addressed on the agenda included: General update from Chapter President, Affiliate/Concierge member updates.

Mark your calendar for the next membership meetings:

Sedona Monthly Local Mixer: Tuesday, November 10th @ Hiro's Sushi Bar & Japanese Restaurant, Sedona

General Membership Meeting: Wednesday, November 18th @ Arizona Mills Mall, inside GameWorks 5000 Arizona Mills Circle, Tempe, 85282

See upcoming invitations for additional details and RSVP information.



Affiliate Announcements



SCOTTSDALE C.V.B. Scottsdale Fashion Square launched "The Mannequin is our Muse Design Project" last month as part of the celebration of their East Wing Grand Opening, and had two contests for the dozens of entries. Merchants at Scottsdale Fashion Square, community dignitaries, local artists, celebrities, students from The School of Design at Arizona State University, the Scottsdale Gallery Association, architectural and design firms, and other talented individuals are being tapped to lend their talent to creating the unique mannequins.

Local Arizona Chapter Affiliate Members, the Scottsdale C.V.B. produced a mannequin for the contest. Kudos to our members for their best effort! (see picture left)

The winners of the contests were White House Design Studio and Alopecia Angels.

PINK JEEP TOURS Announces, NEW **Pink Java Café!!** "Organic Jo and Goodies to Go" Pink Java Café is located in the Pink Jeep Plaza in Uptown Sedona and is open daily from 6:30am to 7:00pm. PJC offers a full line of carefully selected organic coffee, espresso, brewed to order tea, real fruit smoothies, and iced and blended coffee drinks as well as fresh and delicious hot Panini sandwiches, a variety of freshly baked danish, muffins, pastries, an assortment of sinful desserts and their very own pink donuts. PJC is also

ecofriendly and uses only recycled and compostable packaging. (928) 282-0249



ARIZONA KEY MAGAZINE Says—"Save the Date"!! Annual Hospitality Tradeshow to be held at the Scottsdale Plaza Resort on January 11, 2010! <http://arizonakey.com>

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

Todd's Tips - Cold Weather Tips

It seems weird to say but colder temperatures are promised in the forecast next week so, I thought it timely to discuss cold weather golf.

Cold air is heavy; therefore it creates more resistance to the flight of the ball. Cold, heavier winds **naturally encourage golfers to swing harder, which will create more errors.**

Because of the colder temperatures and stronger winds, all players should ideally gear their swings to produce a **lower trajectory to the flight of the ball.** To accomplish this, the swing plane (path that the club travels) should be in a shallower arc. This will allow the club head to contact the ball properly. Also, play the ball slightly back in your stance.

Also, when you're out there playing in this colder weather, protect your head, feet and hands. Try to keep your golf balls warm as well. Taking care of your equipment and yourself will make playing the game more enjoyable during this brief period of colder weather.

A few things to remember:

Stretch in the locker room before play: This is never more important than when it gets cold as most injuries picked up by golfers could have been avoided if they had stretched before play. You should ideally stretch in the locker room (in warm temperatures) before you go outside then hit some shots on the practice ground before you start the round.

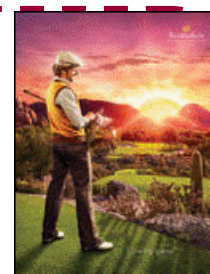
Take more club! In cold weather the ball will not fly as far through the air so take an extra club. Many golfers hit the same club on a Par 3 in January as they do in August even though the temperature difference in the mornings could be as much as -10 to 20 degrees.

Warm clothing, not restrictive clothing.: The modern thermal clothing made by the top golf clothing manufacturers is excellent and well worth the investment. These garments been designed with the golf swing in mind and will give you the warmth you need but without restricting your swing. Try to resist the temptation to put on thick woolen sweaters or twenty layers of clothes as they may provide warmth but will not allow you to swing freely.

Changing your preparation in these small ways before cold weather play will have two main effects:

- 1) It gives you every chance of playing your best golf
- 2) It could save you a fortune on chiropractor fees!!

Submitted by Todd McNeeley, Golf Sales,
Marriott Golf Arizona, **NCA Preferred Partner**



Courtesy Scottsdale CVB



DID YOU KNOW?? NOVEMBER IS.... Native American Heritage Month, Alzheimer's Awareness Month, Diabetes Awareness Month, Peanut Butter Lovers Month, National Bread Month, Stamp Collecting Month, Split Pea Soup Week (2nd)



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

Seasons In The Sun: As I'm sitting here in our resort lobby watching the flames flicker in the fireplace, sunrays streaming through the windows, it occurs to me how blessed we are to live in Northern Arizona. We enjoy the diversity and beauty of four distinct, mild seasons. That reality was brought home in a shocking manner just three days ago when snow flurries filled the skies . . . in October! We usually don't see snow here that early, but we do experience the thrill of four or five snowfalls each year. It commonly comes in December, February or March as a dusting overnight and disappears by noon the next day when the temps rise to 50 or 60 degrees. That means fireplaces in resort rooms, lobbies and restaurants aren't just for show around here but add real meaning to the term cozy. And for guests seeking more than just a picturesque dusting of snow for skiing, sledding and other wintertime activities, Flagstaff is only 30 miles away. This time of year it's so much fun sending people up Oak Creek Canyon for a hike on the West Fork Trail where you know they will be blown away by the beauty of the Fall colors. The same goes for the Verde Canyon Railway trip along the Verde River. The positive feedback we receive from returning guests is an underappreciated perk for this concierge gig. Spring in Sedona brings cascading waterfalls and running streams in the normally dry arroyos and phenomenally colorful wildflower and cactus blooms in April and May. Of course, Summer features endlessly sunny days and blue skies with moderately hot days and awesomely cool nights.

ROAD CONSTRUCTION UPDATE: We are happy to report that pavement and curbing on Hwy. 179 is now completed in both directions from the Village of Oak Creek all the way to Morgan Rd. within a mile of the Hwy. 89A intersection (the "Y"). Nine roundabouts are completed and functioning smoothly. Bike lanes and sidewalks are also completed along that same stretch of highway. The retaining walls and paving along the last mile of the highway leading to Hwy. 89A is scheduled for completion by the end of November. Oak Creek Bridge and the final roundabout at Schnebly Hill Road will be completed by the end of December. Barring delays, 2010 will bring with it a beautiful new scenic byway and **no road construction!**



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



Event Highlights

Thru 11/22 • The Phantom of the Opera, ASU Gammage, Tempe (480) 965-3434 www.asugammage.com
 5-8 • Ballet Arizona presents Swan Lake, Phoenix Symphony Hall, Phoenix (602) 381-1096 www.balletaz.org
 5-9 • Scottsdale Fashion Week, Scottsdale Waterfront, the Arizona Canal,

SouthBridge, & the downtown Arts District, Scottsdale (480) 664-3311 or (480) 312-7750 www.scottsdalefashionweek.com
 6-8 • Scottsdale Festival of Greece, Scottsdale Civic Center Mall (480) 391-8185 <http://azgreekfest.com/>
 6-8 • Arizona Classic Jazz Festival, San Marcos Resort, Chandler (480) 855-3539 www.downtownchandler.org
 6-8 • 13th Annual Carefree Fine Art & Wine Festival, downtown Carefree (480) 837-5637 www.thunderbirdartists.com
 7 • 5th Annual Certified Local Fall Festival, Duck & Decanter, Phoenix (602) 956-0909 <http://localfirstaz.com>
 7 • Gathering of Legends, Commemorative Air Force's Arizona Wing Aviation Museum, Mesa (480) 924-1940 www.azcaf.org
 7 • A Gathering of Weavers: Navajo Weavers Marketplace, Heard Museum, Phoenix (602) 252-8848 www.heard.org
 7 • Dia de los Muertos, Downtown Chandler (480) 855-3539 www.downtownchandler.org
 7-8 • Mesa Old West Days Festival, downtown Mesa (480) 898-3878 www.MesaOldWestDays.com
 7-8 • American Recognition Days, Desert Botanical Garden, Phoenix (480) 941-1225 www.dbg.org
 7-8 • Rubber Stamp Show, Mesa Convention Center (480) 644-2567 www.rubberstampevents.com
 7-8 • 40th Annual Litchfield Park Festival of Art, Litchfield Park (623) 935-5033 www.litchfield-park.org
 7-8 • 10 Year Anniversary Celebration, Kartchner Caverns State Park, Benson (602) 542-4174 www.AZStateParks.com
 7-8 • Kingman Cancer Care Art & Craft Fair, Fairgrounds, Kingman (928)681-2736 www.888artfest.com
 7-8 • 7th Annual Desert Shrimp Fest, Casa Grande (928) 683-2255 www.gilabendaz.org
 11 • Veterans Day Gourd Dance, Pueblo Grande Museum, Phoenix (602) 495-0901 www.pueblogrande.com
 7-8 • 39th Annual Litchfield Library Arts & Crafts Festival, Wigwam Resort, Litchfield Park (623)393-5338 www.888artfest.com
 7-8 • 9th Annual Oro Valley Arts in the Park, James D. Kriegh Park, Oro Valley (520)797-3959 www.govac.org
 11 • Veterans Day Parade, Downtown Mesa www.mesaveterans.org
 11 • 31st Anniversary at Superstition Farm- Moo Moo Palooza 2009, Superstition Farm, Mesa (602) 432 6865 www.superstitionfarm.com
 11-15 • Cynosport World Games, WestWorld of Scottsdale (888) AGILITY www.cynosport.com
 12 • Green Street Scottsdale Festival, Downtown Scottsdale (480) 312-7750 www.greenstreetscottsdale.com
 12-14 • DRAFT Magazine's Big Pour, Scottsdale Waterfront www.draftmag.com
 12-15 • Checker O'Reilly Auto Parts 500, Phoenix International Raceway, Avondale (866) 408-7223 www.phoenixraceway.com
 13 • Corks & Cactus, Desert Botanical Garden, Phoenix (480) 941-1225 www.dbg.org
 13 • 3rd Annual Downtown Phoenix Pub Crawl, various locations, Phoenix (602) 254-8696 www.DowntownPhoenix.com
 13-15 • Scottsdale Latin Jazz Festival and Hispanic Heritage Celebration, Scottsdale Civic Center Mall, Scottsdale (480) 994-ARTS www.scottsdaleperformingarts.org
 13-15 • Fountain Hills Festival of Arts & Crafts, Avenue of the Fountains, Fountain Hills (480) 837-1654 www.fountainhillschamber.com
 13-17 • Zydeco Festival, Kokopelli Winery, Chandler (480) 792-6927 www.kokopelliwinery.com
 13-1/9/10 • The Polar Express & Mountain Village Holiday, Grand Canyon Railway station, Williams 1-800-THE-TRAIN www.thetrain.com
 14 • Scottsdale Latin Jazz Festival, Scottsdale Center for the Performing Arts (480) 994-ARTS www.Scottsdaleperformingarts.org
 14 • 4th Phoenix Annual Parade of the Arts (PAPA), various locations, Phoenix (602) -254-8696 www.DowntownPhoenix.com
 14 • Mesa Historic Home Tour, Mesa Arts Center (602) 444-7785 www.mesaartscenter.com
 14-15 • Annual Spanish Market, Heard Museum, Phoenix (602) 252-8848 www.heard.org
 14-15 • Chiles & Chocolate, Desert Botanical Garden, Phoenix (480) 941-1225 www.dbg.org
 14-15 • 4th Annual AJ Art Festival & Taste of the Superstitions, Central Arizona College Campus, Apache Junction (480) 474-1137
 14-15 • Phoenix Reptile Expo 2009, Fiesta Resort Conference Center, Tempe (602) 413-9026 www.phxreptileexpo.com
 14-21 • 4th Annual Indoor El Tour, various locations, Tucson (520) 745-2033 www.pbaa.com
 14-22 • Gilbert Days Celebration, Gilbert (480) 892-0056 www.GilbertdaysAZ.com
 19-1/2 • 19th Annual Red Rock Fantasy, Los Abrigados, Sedona (928) 282-1777 www.redrockfantasy.com
 20-21 • 4th Annual Art & Rug Auction, Pueblo Grande Museum, Phoenix (602) 495-0901 www.pueblogrande.com
 20-22 • 28th Annual Holiday Crafts Market, Museum of Art, Tucson (520) 624-2333 www.tucsonmuseumofart.org
 20-21, 27-29 • 13th Annual Hidden in the Hills Artist Studio Tour & Sale, Cave Creek/Carefree/Scottsdale (480) 575-6624 www.hiddeninthehills.org
 21 • 27th Annual El Tour de Tucson, downtown Tucson (520) 745-2033 www.pbaa.com
 21-22 • Crossroads Gun Show, Mesa Convention Center (480) 644-2567 www.mesaconventioncenter.com
 21-22 • 16th Annual ArtFest, Scottsdale Civic Center, Scottsdale (480) 968-5353 www.888artfest.com
 21-23 & 28-30 • 11th Annual Hidden in the Hills, various locations, Carefree (480)575-6624 www.sonoranartsleague.org
 22 • Ford Ironman Arizona, Tempe Beach Park, Tempe www.ironmanarizona.com
 22 • 5th Annual Holiday Art & Music Festival, Mesa Arts Center (480) 644-6501 www.mesaartscenter.com
 26-12/30 • Valley of Lights, Fain Park, Prescott Valley (928) 772-8857 www.pvchamber.org
 26-1/10/10 • ZooLights, Phoenix Zoo, Phoenix (602) 273-1341 www.phoenixzoo.org
 27 • Old Bisbee Holiday Bazaar, Bisbee (866) 2BISBEE www.discoverbisbee.com
 27-28 • Historic Home Tour, Bisbee (866) 2BISBEE www.discoverbisbee.com
 27-28 • Glendale Glitters Spectacular, historic downtown, Glendale (623) 930-2959 www.glendaleaz.com
 27-12/31/10 • Mesa Arizona Temple Holiday Light Display, Arizona Temple, Mesa (480) 964-7164 www.ldschurchtemples.com/mesa
 28 • Williams Parade of Lights and Official Tree Lighting Ceremony, historic Route 66, (928) 635-1418 www.williamschamber.com
 28 • Festival of Lights, Bisbee (866) 2BISBEE www.discoverbisbee.com
 28-29 • Train Swap Meet, Mesa Convention Center (480) 644-2567 <http://www.tcadd.org>
 28-29 • 77th Annual Florence Junior Parada, Charles Whitlow Rodeo Grounds, Florence (520) 868-4496 <http://visitflorenceaz.com>

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

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
 Hike In Phoenix, LLC • (480) 615-8900 www.HikeInPhoenix.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.sedonaspiritual.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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National Concierge Association

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(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.