



January 2008

The Power of Partnerships

This presentation will be centered around Donna's career experiences and the power of partnerships. She will talk about her experience responding to Hurricane Katrina, the Richmond Air Service Development Project and Travel Management Initiatives. She will also talk about driving change and challenging conventional wisdom, as well as Corporate Aviation and how they integrated their programs as one at Dominion.

Donna Kelliher

Travel Manager, Dominion Resources, & NBTA Travel Manager of the Year



Donna has over 28 years experience in the travel management field, the last 20 at Dominion. Her principal responsibility is corporate travel management including Aviation and Logistics for emergency response programs. Donna is a Six Sigma Green Belt and project champion and holds Wharton GLP Certificate. She currently serves on Richmond's Air Service Task Force and various corporate travel advisory boards. A native of upstate New York, Donna now resides in Richmond, Virginia with her husband and one daughter, a Virginia Tech Hokie. In her spare time, she enjoys travel (planned by someone else), gardening and theatre.

January 9, 2008

Marriott Los Angeles Downtown
333 S. Figueroa St.
Los Angeles, CA 90071

Located in the heart of the financial district of downtown Los Angeles. 400 guest rooms and 69 suites are among the most comfortable and spacious in the downtown area. Los Angeles Marriott Downtown offers a beautiful outdoor heated pool, three restaurants and one lounge.





Photo Gallery





Thank You

Janet Elkins and Melissa Armstrong of Eventworks
December Venue - Millenium Biltmore Hotel
December Corporate Partner - HRG North America
Kathy Hoskanian and the Special Event's Committee as well as our members who contributed prizes to our live auction, silent auction and raffle to make the evening truly a success:

99c Only Stores
Air France
Alaska Airlines
American Airlines
ANA
Avalon Hotel
Balboa Travel
Carlson Hotels (Radisson Hotels)
Concur
Continental Airlines
Crowne Plaza LAX
Crowne Plaza Ventura Beach Hotel
Delta Airlines
Diva Limousine
DoubleTree Berkeley
Emirates
Empire CLS
Enterprise Rent a Car
Four Points Sheraton LAX
Georgian Hotel
H.I. Beverly Garland
Hertz
Hilton Pasadena
Honda
HRG
Intercontinental Dallas
Japan Airlines
Jet Blue (Sonja Hagen)
K Hotels
Marriott Downtown
Marriott LAX
Millennium Biltmore
Millennium NYC
Music Express, Inc.
National Car Rental
Northwest/KLM Airlines
Omni Los Angeles Hotel
Personality Hotel of Union Square
Posadas
Renaissance Long Beach
Renaissance Montura

Renaissance Toronto
Ritz Carlton Marina del Rey
Sheraton Anaheim
Sheraton Delfina Santa Monica
Sheraton Gateway LAX
SuperShuttle/ExecuCar
The Parking Spot
The Portofino Hotel & Yacht Club
UCLA
Viceroy Hotel
Wally Park
Westin Bonaventure
Westin LAX
Westin Long Beach
Westin PAS
Westin South Coast Plaza
Westmont Hospitality Group

New Members

Faye Deloso

Director, National Sales
US Franchise Systems Inc./Hawthorn Suites

Danny Hughes

Senior Sales Manager
Elan Hotel

Carla Dispalatro

Director of Sales & Marketing
The Coast Long Beach Hotel

Eli Duberow

Business Development Manager
FCm Travel Solutions

Susan Pelico

Corporate Sales
Montrose Travel

Richard Barajas

VP of Business
Development GetThere



Releases

eFlyer - Intelligence What Frequent Travelers Really Want

With the holiday season fast upon us, it seems appropriate to focus on the dreams and wishes of frequent travelers. In this issue, you'll find some good news: More airport wireless, more brand-name hotels in far-flung places, more flights to popular locations, and more ways to earn frequent flyer miles and save on airfares.

Two recent studies, both by the Cornell Institute of Hospitality Management, also shed some light on what you care about — and don't — when it comes to restaurants.

What restaurant patrons don't really care about, it seems, is the lighting. Many psychology studies have shown that people respond positively to natural light, but in a surprising result, that effect does not extend to restaurants. Normally, the report says, "full-spectrum light increases people's sense of well-being, which should, in turn, result in behavior changes." But researchers replaced the lighting in test-subject restaurants and found absolutely no effect on what customers bought, how long they stayed, or how much they tipped. We may want our days to be "merry and bright," but it seems that in restaurants, we go for ambience.

Another study showed that, when it comes to restaurants, business diners really hate to wait. More than half the respondents in the survey said they would not even consider dining in a restaurant that doesn't take reservations, and that call-ahead waitlists are considered a poor substitute. Additionally, restaurants that only take waiting lists, but not reservations, are considered to "not care about me" and not "respect my time." These surveys are well respected by people in the hospitality industry, so let's hope the message gets across.

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DIM THE LIGHTS: A study shows that bright lights aren't needed for restaurant enjoyment.
courtesy Brennan's New Orleans