



Greater Houston Chapter

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Greater Houston Chapter Website <http://www.hfthouston.org>

July 2009

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Regional Conference and Social

JULY 17-18th

University of Houston- Hilton

4800 Calhoun

Houston, TX 77204

Directions:

http://www1.hilton.com/en_US/hi/hotel/HOUUHHF-Hilton-University-of-Houston-Texas/directions.do

Individual sessions are presented as an overview of the topics. No advanced preparation is required nor are there prerequisites required for attending any of the education sessions at the 2009 HFTP Greater Houston Chapter Regional Educational Conference. Courses presented at the conference utilize a group-live instructional method.

The topics presented will be Current Issues in Payroll, Controls in Operations, Cool Software Tools, Employment Laws, Owner/Operator liabilities, Fraud Detection & Rectification, Management Techniques for AP & AR, and Technology Security in an eWorld. On top of all of the valuable educational opportunities we have put together, you will be able to network and socialize with your peers and colleagues in the Hospitality Industry.

For those of you who hold designations that require CPE credits, this conference offers up to 10.5 hours. For those of you who are looking to receive your CHAE/CHTP certifications we are offering reviews along with testing on Friday, July 17th.

After our first day of educational sessions and testing, we will relax and unwind with a dinner and a fun Murder Mystery that is put together by Arlene Ramirez.

We look forward to seeing you all there and it's not too late to register.

Contact Ursula Cornish today to register at:

assistantcontroller@thebriarclub.com.

Dear Colleagues;

June 2009 was a busy month for some of us in the club industry since the schools are out and children spent lot of time preparing for Swim Meets. The Briar Club had 3 Swim Meets in June 2009 with over 1,500 attendees including swimmers, parents and grandparents among these meets.

I also would like to thank Blanca McBryar for hosting our June 2009 meeting and all who attended it at The Double Tree. It was not a well attended meeting due to lack of participation from student chapters which is the norm during summer months. Steve Felson did a good job keeping all of us engaged and provided some different views of looking at things to do. I think his topic "Firing the To Do List" was unique and different. Some of us attended HITEC in Anaheim, California in June and in my opinion and observation, attendance was lower than it has been in previous years. There is a lot of new and improved technology for all areas of hotels and clubs to improve the efficiencies of their operations that I was not aware of before this conference. I think attending HITEC is money well spent even in this economic downturn because you would get a few cost saving ideas and some of them are free by just attending different sessions.

Finally, it is that time that we'll have our Regional Conference after a very long time on July 17 and 18 at The Conrad Hilton College at The University of Houston. This conference is a great opportunity for most of us since it is held in Houston and is very economical and affordable for all of us. Please make sure to register yourself and your staff to make it a very successful event. The best part of this conference is that you can earn up to 10.5 CPE credits for designations. Please make sure to register for the July Social Event (Murder Mystery) as well, which this year will be a part of our conference. See you all on July 17, 2009 at the Conference and do not forget to register for it.

Regards,
Eric Ehsan

She's killing productivity with her 'star' attitude: Now what?

Getting the office egomaniac to work well with others

Star performers bring loads of creativity and productivity to the workplace. But that success often comes with a strong personality – so it's no surprise these employees don't always endear themselves to their co-workers.

That's the situation Gaby, a manager, found herself in when a top employee tried to take over her team's project – without the team's consent.

It's all about her

"That woman is impossible to work with!" Nick, an employee, exclaimed. "She has no idea how to work on a team."

"Slow down, Nick," Gaby said. "Who are you talking about?"

"I'm talking about Shauna," Nick said. "We're trying to hash out ideas for the project. Whenever anyone tries to speak up, she immediately tells them why their ideas won't work."

"Shauna does like to take charge," Gaby said. "Are you sure she's not just expressing her opinion about whether the ideas will work or not?"

"Even if she's just expressing her opinion, she does it way too much – and with no tact whatsoever," Nick said. "We're all getting tired of it. Everything's about her."

"My team members asked me to speak to you to see if you could help fix the situation."

Now it's worse

"Has she come up with any ideas for the project?" Gaby asked.

"Sure has," Nick said. "And some of them are good, but she's never willing to listen to anyone else. She wants to be the star of this project, and she's not letting anyone get in her way."

"You've worked with her before, haven't you?" Gaby pointed out. "Has she always been this bad?"

"Well, she's always been bossy, but this is over-the-top...even for her," Nick said. "I don't see how any of us can work with her like this."

"Everyone does need to play a part in this project," Gaby said.

The big question

Whenever Gaby had worked with her, Shauna had always proven herself an asset. Gaby also knew some of the other workers resented Shauna for her success and strong-willed personality. But whether the fault rested with Shauna or the rest of the team, Gaby knew she had to help them find a way to make this project work.

If you were in Gaby's situation, what would you do? One of the ideas offered below might provide some guidance.

What you need to know:

To deal with star performers who want all the control:

- Provide a mentor or counselor to help them tone down the issues, and
- Set guidelines and boundaries for unacceptable team behavior.

How Two Managers Would Solve the Above Communication Problem

1 Get the specifics

First I'd ask Nick, and any of the other team members involved, to cite specific examples of Shauna's controlling behavior. Once I had a clear idea of what was going on, I'd call Shauna in and explain what I'd heard from her teammates, offering those examples. Then she could give her own take on the situation. It's important to make sure employees can point to specifics before I talk to Shauna myself. Then I'd have a clear, accurate picture of what was going on – so Shauna and I could discuss why it's happening and what we can do to fix it.

*Gail J. Shaw, Care Coordinator
St. John's Home & Community Care, Collinsville, IL*

2 Sandwich my critique with praise for performance

I'd take Shauna aside in a private location for a talk and bring up what she's doing right – all the ideas and actions that've led to her becoming a top performer. Then I'd tactfully mention there's always room for improvement. The areas Shauna needs to focus on are learning how to be a team player, and respecting and listening to others' ideas. Of course, I'd let her speak for herself. Certain people have such strong personalities they're not even aware of the damage they can do. So I'd give Shauna the benefit of the doubt and only pursue disciplinary action if she continued the behaviors.

*Tammy Cohron, Office Manager
The Pet Clinic, PC, Omaha*

Personal lives hurting performance? Getting employees to refocus

She's distant, doesn't work well with customers

Even though employees should leave their personal baggage at the door, that doesn't always happen. And that often creates a tense environment and saps productivity.

That's the situation Kendra, a manager, found herself in when an employee's personal problems began affecting her ability to do her job well.

A brick wall

"I just don't know what to do anymore!" Kendra said. "I can't seem to get through to Cindy."

"What's the problem with Cindy?" Bob, a fellow manager, asked.

"Well, you know her husband passed away several months ago," Kendra said. "It was tragic, and I understand she's going through a lot right now."

"But she's just so hard to deal with these days. She's very distant and distracted. When I talk to her, her eyes glaze over, and I can tell she doesn't hear what I say."

Mounting concerns

"I remember being surprised to see her back to work so soon," Bob said.

"But I guess she needed something else to think about."

"Same here," said Kendra. "I was expecting her to pour herself into her work – but it's the opposite. "Just the other day, a customer complained Cindy was surly on the phone with her. She's thinking of dropping her account with us."

"Well, we can't have that!" Bob said.

"I know-and I talked to Cindy about it," Kendra said. "But the worst part is, she didn't seem to care. I don't know how to get through to her."

"I don't know if there's anything you can say to make it better for her," Bob said. "But as long as she's working here, she needs to put her feelings on a back burner."

"It's such a touchy situation," Kendra sighed. "Obviously she wants to work or she wouldn't be here. But she needs to get back on track somehow."

The big question

Kendra understood Cindy wasn't feeling like herself – and that it was likely hard for her to show up each day. But employees were expected to give their best at work, regardless of personal problems. Cindy's attitude and decreased productivity were big concerns – and Kendra was worried about the customers, too.

If you were in this situation, what would you do? One of the ideas offered below might provide you with some guidance.

What you need to know:

To deal with employees whose personal problems affect work:

- Speak privately with them about issues they're having, or
- Ask what resources they need to do their job well – then offer any help you can

1 Probe Cindy for feelings and concerns

Before taking any sort of corrective action, I'd talk to Cindy myself. Mainly I'd let her know I've noticed a change in her behavior, and lately it's become detrimental to her work. After asking her some questions and finding out more about what was going on, I'd recommend her for our company Employee Assistance Program, which offers certified counseling. Clearly this behavior is unusual for Cindy – and since she'd been a good employee before, I believe she would benefit most from this type of assistance.

*Duane Harris, HR Director
Shadow Mountain Behavioral Health System, Tulsa, OK*

2 Take over that account temporarily

In this case, a personal problem has become a work problem – so something needs to be done immediately. First, I'd recommend Cindy seek outside counseling to handle her grieving process. This would be a gentle way of letting her know we care about her situation, but also want to see her return to top form. In the meantime, I'd offer a way to make things right. And by taking over that account for the time being, hopefully I'd be able to successfully change the customer's mind.

*Tracy Rogers, Nurse Educator
Lafayette Regional Health Center, Lexington, MO*

Article from Communication Bulletin for Managers and Supervisors

UPCOMING MEETINGS

DATES

July 17-18

Aug 20th

September 24th

October 15th

November 19th

December

PLACES

U of H Hilton/Social

Houston Country Club

Club @ Carlton Woods w/Golf

U of H Hilton

Woodlands Resort & Conf. Ctr

Social

SPEAKERS

Regional Conference

OPEN

OPEN

Officer Installations

OPEN

We are still in need of venues and speakers.

Please contact:

Bret Myers for Venues 713-465-8381, bmyers@houstoncc.com

Amy Cheng for Speakers 713-577-6003, amy_cheng@hilton.com

Around the World

Can you work out the name of each river or country from the following anagrams? Name lengths are shown in brackets.

RIVERS:

- TRUE SHAPE (9) _____
- POLO IMP (7) _____
- IS GRIT (6) _____
- LINE (4) _____
- GET ZANY (7) _____
- TRIBE (5) _____
- HAS MET (6) _____
- A UBEND (6) _____
- SUMO IRIS (8) _____
- DRAGON IRE (3,6) _____



COUNTRIES:

- ULTRA ASIA (9) _____
- BIG MULE (7) _____
- COLD ANTS (8) _____
- NEAR GYM (7) _____
- NICE LAD (7) _____
- SLENDER THAN (11) _____
- ANY ROW (6) _____
- A SNIP (5) _____
- NEAR GIANT (9) _____
- LIZARDS WENT (11) _____

