

Next Meeting:
March 18th
Sheraton Cerritos

www.hftp-la.org



HFTP

LOS ANGELES

**Hospitality Financial and
Technology Professionals**

MARCH 1999 ISSUE

President's Message



Our February meeting was held on the 18th at the historic Jonathan Club in downtown Los Angeles. Our

thanks go our to hosts *John Fleming* and *Tea Sherrill* for an excellent meal and grand service.

Ms. Bessie Politis, with LA County's Board of Health, gave an interesting presentation on the controversial topic of L.A.'s restaurant grading system. She shared many noteworthy comments and useful suggestions. Her talk offered another point-of-view to this topic that affects us all.

For this month's meeting we have arranged a panel

continued page 3

Your Resume... does it have the right stuff?

Most of you imagine that recruiters read hundreds of resumes each year and you're right! We have seen them all and then some as far as styles and forms of presentation. Many are poorly done, some are pretty good, but few are excellent. There are a myriad of reasons resumes fail to sell the real you. We made a list of important Do's and Don'ts and they follow. The are not meant to be all inclusive, but if you review your resume with these points in mind you will probably avoid the majority of terminal resume mistakes! Remember, nothing is a substitute for the real you, so don't expect the resume to wield miracles in getting you that perfect job.

continued page 2

Hospitality Information Systems ... Year 2000 and Beyond

This month, our presentation is on a topic that everyone in the hotel industry is thinking about ... what will technology be like in the new millennium? We've all heard about the newest hi-tech gadgets like room climate controls that remember a guest's preference, cell phones that hotels can lend to guests and new state-of-the-art hotel computer systems. But what will your hotel use? What makes sense (and profit) for your property? We have a series of speakers that will address these issues!

Randy Stryker serves as Executive Vice President of Sales and Marketing for InnTechnology, a Glendale, CA based company specializing in providing high tech solutions to the hospitality industry. Randy founded this company in 1996 along with his partner Mac Graham. Randy works exclusively with the hospitality industry and counts among his past and current hotel clients, ITT Sheraton, Hilton Hotels, Ritz-Carlton Hotels, various Westin and Four Seasons properties, as well as many others.

Olivier Gosse's expertise is in the area of POS systems. He has been with Micros Systems since 1996. Olivier began his career on the food and beverage side of the hospitality industry. He was born in France and started at the Ritz in Paris. Olivier worked his way up to F&B Manager, then Cost Control Manager in hotels, and eventually became

continued page 3

Sheraton Cerritos

12725 Center Court Dr.
(562) 809-1500

Meeting will be held in the
Grille 91 Restaurant
complimentary self parking

Joint Meeting with the Orange County Chapter!

Thursday, March 18
Doors open at 6:00 PM!
Cocktails 6:00 - 6:45 PM
Panel 7:00 PM
Dinner 8:00 PM

Information Systems Year 2000 and Beyond

Panel Discussion:

*Web Site Design

*PMS Systems

*POS Systems

*Telecommunications

(see President's Message, this page)

*

The price for all members
and first-time guests

\$35.00 per person.

All others pay \$45.00

Please make
checks payable to "HFTP"
("No Shows" will be billed)

*

Call (626) 836-1222 for
reservations or fax the
enclosed RSVP form
by Monday, February 15th

Your Resume ...

continued from page 2

General Layout

Keep your resume, clear, concise, easy to read, and remember to use empty space to give your resume a crisp look. Use a clear typestyle and print it on the best quality plain paper you can find. This is much more effective than designer papers.

Length of Resume

Many of you have heard that a one page resume is the correct length of a resume, period. Well, in our opinion, it is much more important to present your background in a neat, orderly, and accurate fashion than to try to squeeze your resume into one page. Generally, it is our suggestion to keep your resume to no more than three pages.

Type Size

Many of you choose a point size which is too small. Keep in mind that many resumes are faxed and besides normal fax distortions which make documents harder to read, many fax machines shrink documents to fit plain paper output. This reduces your point size even more.

Dates of Employment

The correct presentation of dates of employment should be month and year of start and finish. If you use years only, the reader automatically suspects you are hiding short tenures or hiding stretches of unemployment. If you have several positions with the same company, make sure to show this clearly!

Employer Information

You should always briefly and accurately describe the hotel, resort, restaurant, etc., on your resume. By this, we mean number of rooms, size of banquet space, number of outlets, and possibly type of business for which the hotel is generally known. For food and beverage situations, include cuisine style, number of seats, and general hours of operation.

Job Descriptions

Briefly tell of the scope of your responsibilities. List your accomplishments, use action verbs, leadership words, and result phrases. Don't explain what is obvious.

References

Keep an up-to-date reference sheet of 5 to 8 individuals you have previously contacted who have agreed to answer reference questions from prospective employers. These should be people to whom you reported and who know the nature of your performance. Co-workers are good as well. You should include the following: name, current title and company they work for, a current address and a preferred phone number. It is your responsibility to keep this list accurate ... if you send out an inaccurate or out-of-date list, it will reflect on you!

Misinformation

Remember, accuracy is very important and, as you well know, our industry is very small! Don't assume the reader of the resume is not informed, and please don't brag about accomplishments you had no control over! And many employers are now checking to see if you really have that degree, so beware!

continued page 3

MARK YOUR CALENDAR...



March 18th

Hospitality Information Systems:

The Year 2000 and Beyond

Joint Meeting with
HFTP - Orange County Chapter
Sheraton Cerritos Hotel

April 22nd

AAA's Hotel Rating System

Crowne Plaza LAX Hotel

May 20th

Topic to be announced

Loews Santa Monica Hotel

CHAE/CHTP EXAMS

April 21st

Club Controllers Conference

Embassy Suites Hotel

Phoenix, Arizona

(TENTATIVE)

March 4th

Casino Controllers Conference

Monte Carlo Hotel

Las Vegas, Nevada

June 21st

HITEC

Georgia World Congress Center

Atlanta, Georgia



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renew your
membership!**



If you haven't received your HFTP renewal notice yet, call the HFTP office at 800-646-HFTP, or e-mail: membership@hftp.org.

In addition to benefits like the *Bottomline*, CHAE and CHTP certification programs, *Infoline*, and many helpful websites, HFTP now has a fully searchable on-line job and resume database (JobMart). So, don't be left out -- renew your membership today!

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President's Message

continued from page 1

discussion on "Information Systems for the Hospitality Industry - The Year 2000 and beyond." We have invited 3 speakers to give us their insight into what we can expect to see in the next decade and the new millennium. Randy Stryker will discuss telecommunication, Olivier Gosse will present information on POS systems, and Jackie Carey will enlighten us on what to expect with PMS systems (please see article on page 1 for more details). It is sure to be an exciting evening. *The meeting will be a joint meeting with the Orange County chapter.* Look forward to seeing you all there!

We have some exciting topics planned for the remainder of the year as well. April's meeting on the 22nd will be titled "AAA Diamond Rating System - Raising the Bar". We are planning to have a representative from AAA review changes in the requirements. We are also planning to have a representative from the hotel industry there to discuss the impact these changes have on our hotels. May's meeting is still in the development stages and you will hear more about that in the months to come.



June meeting to be held in Las Vegas

It was announced at last month's meeting that plans are in the works to hold our June meeting in Las Vegas. It looks like we will plan to arrive on a Friday afternoon, have a welcome reception/meeting with a speaker presentation, and then break for our own personal observations of controls in place within the casino industry. Odds are 3 to 1 that we will have more details for you by next month.

See you on the 18th!

Bruce

Your Resume ...

continued from page 2

Resume Services

Many of you do your own resumes, which is fine if you spend some time with it and pay attention to the points we mention here. Otherwise, consider a resume service which specializes in resume writing production.

Ultimately, though, you are responsible for the content. A resume service will generally not be aware of our industry jargon, so pay attention! Furthermore, before you select a service, ask to see some samples of their work. Remember that some of the mistakes we list here are from resumes prepared by "professional" resume companies. A few well-spent dollars on your resume is well worth the money, so don't try to save by doing it yourself unless you intend to really spend some time doing it right.

*Article supplied by
Global Hospitality Network
(626) 836-1222
www.globalhospla.com*

Year 2000 and Beyond

continued from page 1

General Manager of a freestanding restaurant.

Jackie Carey is a Senior Account Executive with Micros-Fidelio Hotel Systems. Jackie's career in the technology marketing field started when she joined Basic Four, a computer company in 1982. She then joined EECO Computer Inc. in 1984 and started her involvement in the hospitality industry in regards to technology. EECO Computer Inc. was marketer of Property Management Systems to the hospitality industry, and in 1989, she became the Corporate Account Manager selling Property Management Systems. In 1995, she joined Micros-Fideilo, a subsidiary of Micros Systems, Inc. as their Senior Account Representative for the Western States.

New Members



Sandra Dickey
Controller
Oakmont Country Club

Carlos Garcia
Vice President of Finance
Hilton Hotels Corporation

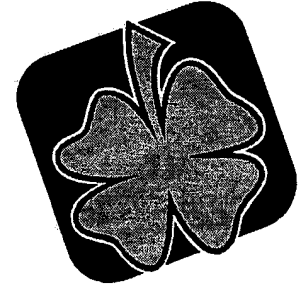
Diane Leeper
Sales Systems Analyst
Sheraton Cerritos

Another great employment site! <http://www.hcareers.com>

Be there!

Next Meeting:
Thursday, March 18th
Sheraton Cerritos

Theo Span, Drs.
DePalm Tours
142 LG Smith Blvd.
Oranjestad
Aruba



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Our homepage - get the latest HFTP news at www.hftp-la.org



THE LOS ANGELES CHAPTER

HOSPITALITY FINANCIAL AND TECHNOLOGY PROFESSIONALS

Happy New Year from the HFTP Los Angeles Chapter

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