



LOS ANGELES

Hospitality Financial and Technology Professionals

MAY 2000 ISSUE

PRESIDENT'S MESSAGE

Once again, we had a great turnout for our April meeting. I hope we all learned from the experiences of Detectives Madden and Paulo and are a little more savvy about what we need to be aware of concerning fraud. We have included in this newsletter an abbreviated version of the information that was handed out. If you did not receive one of the pamphlets that evening, let us know and we will send a copy to you. It could prove to be very helpful to other members of your property's staff.

This month we wish to thank Cynthia Hughes, Controller for the Hotel Bel-Air, for offering to host our May meeting. Our topic, "Trends in the Luxury Hotel Market," should prove to be very informative.

Final plans for our annual June outing will be discussed at our May board meeting. Again, everyone is invited to attend these meetings and to make any suggestions or comments concerning our Chapter.

I look forward to seeing you at the Bel-Air!

James Le

Los Angeles Chapter President



HFTP TEAMS UP AGAIN WITH THE MAKE-A-WISH FOUNDATION

Once again, the HFTP Los Angeles Chapter Board has voted on the Make-A-Wish Foundation for its annual May meeting fundraiser. If you are not familiar with the Make-A-Wish Foundation, it's the organization that makes wishes come true for hundreds of children across the nation who suffer from life-threatening illnesses. The Foundation raises the money, gathers the material contributions, and puts together the personal "wishes" for these sick, and sometimes dying, children. The Foundation has been able to turn many dreams into reality including: sending a boy who dreams of being an astronaut to space camp; giving a star-struck little girl a shopping spree on Rodeo Drive; and bringing a child who

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In the past we have been fortunate to hold our meetings at many very nice, very luxurious hotels in the Greater Los Angeles area. This month is no exception for we are meeting at the Hotel Bel-Air. For directions and additional information regarding this fine hotel, you may want to visit the Web site,

THE HOTEL BEL-AIR

701 Stone Canyon Rd.
Los Angeles
(310) 472-1211

Thursday, May 18th
Doors open at 6:00 PM
Cocktails 6:00 - 6:45 PM
Speaker 7:00 PM
Dinner 8:00 PM

Trends in the Luxury Hotel Market

Speakers:
Henry R. Jones
and
Mr. Thatcher Brown

The price for this fund-raising dinner meeting is \$45.00 per person including donation

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

Call (626) 836-1222 for reservations or fax the enclosed RSVP form by Tuesday, May 16th.

HFTP BOARD MEMBERS

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CHAPTER FUNDRAISER

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dreams of working for the federal government to a fun-filled private day at the CIA facility. If a child can dream it up, the Make-A-Wish Foundation can usually make it happen. But the foundation relies on the contributions of individuals, small companies, and large corporations, to be able to turn the wishes into reality.

Our chapter's Board of Directors recently voted to have the Make-A-Wish Foundation our cause for this year's charity event. To raise money for a contribution, our Board of Directors is asking that everyone who attends our May meeting pay \$45 for the dinner instead of the usual \$35 for members and first-time guests. The extra \$10 will be donated to the Foundation, and each contribution will earn the attendee a ticket for our special raffle to be held during the meeting. In addition, our chapter will MATCH, dollar for dollar, the money raised at the meeting. The money will then be given to the Foundation to help fulfill the wish of one child.

Our Board is hoping that with the contacts and company connections our members have in the hotel industry, we may also be able to secure a donation of a room night or two for the Foundation. Many children's wishes involve travelling to various cities, and the Make-A-Wish Foundation is always in need of donated hotel rooms for the children and their families. It would be great if, in addition to the monetary donation, we could also supply the hotel room(s) that their wish may require. If you or your company can help secure a hotel room, or even a discount rate, here or in another city, the Make-A-Wish Foundation would greatly appreciate your help! Please contact one of the Board Members listed in this newsletter if you can make an extra contribution. Also, if you have frequent flyer miles you would like to donate, please let us know.

So, don't forget to make a check out for \$45 per person for the May meeting!! It's for a great cause and you may win something for yourself too! The raffle will be full of lots of great prizes.

Don't confuse having a career with having a life. They are not the same.

- Hillary Rodham Clinton

LUXURY HOTELS *continued from page 1*

located at www.hotelbelair.com.

Segmentation has been one of the many buzzwords in the hospitality industry. We realize that you may be asking yourself the following questions: How do your fellow industry professionals define luxury hotels? How has the definition of a luxury hotel changed over the years? What is the typical target market of these hotels? Do people make more money working for a luxury hotel?

Our speakers this month have the experience and knowledge to answer many of these questions. One of our speakers will be Mr. Henry "Hank" Jones, a principal with Kallenberger Jones & Co. For the past twelve years Hank has been involved in various consulting engagements with Laventhol & Horwath, Berins & Co., Arthur Andersen, and Kallenberger Jones & Co. His engagements include market studies, operational reviews, and due diligence for acquisitions. Mr. Jones's operational experience includes managerial positions with Hyatt Hotels and Holiday Inns. His educational background includes a Bachelor's degree in Economics from University of California, Los Angeles, and a Master's degree from the School of Hotel Administration at Cornell University. Mr. Jones also plans to bring with him a guest speaker from the Marketing Department of Fairmont Hotels, Mr. Thatcher Brown, who will present his perspectives on the luxury market segment. These speakers will provide you with an interesting evening of information about what constitutes a luxury property in the Lodging Industry.

IDENTITY THEFT PREVENTION

At last month's meeting we learned from LAPD Detectives Steven Madden and Joe Paulo that the crime of Identity Theft is on the rise. With as many as 2000 cases reported in 1999, the LAPD wants to let us all know what we can do to prevent Identity Theft from happening to us. For those who couldn't attend this fascinating (if alarming) meeting, here are some of the most important points, taken from the handout, "LAPD Identity Theft Prevention and Information Circular." If you would like a copy, please call us at 626-836-1222.

What is Identity Theft? The unauthorized use of personal identifying information to obtain credit, goods, services, or medical information in the name of another person. Personal identifying information would be someone else's name, address, telephone number, driver's license number, social security number, place of employment, employee I.D. number, mother's maiden name, bank account numbers, or credit card numbers.

What makes Identity Theft a crime?

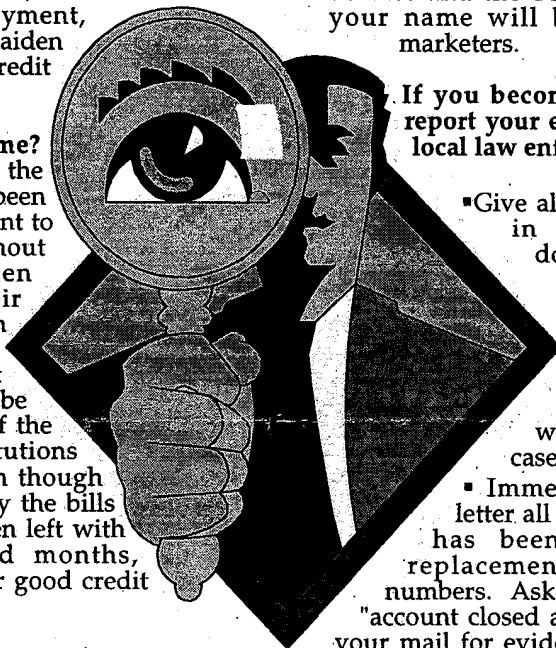
No financial loss is necessary; it is the fact that the victim's identity has been fraudulently assumed with the intent to get credit, goods, or services without consent. Criminals use stolen information to impersonate their victims and quickly spend as much money as possible before they are discovered. The victim of credit and banking fraud will usually not be liable for more than the first \$50 if the loss is reported to financial institutions within 2 days of discovery. Even though victims do not usually have to pay the bills run up by impostors, they are often left with bad credit reports and spend months, sometime years, trying to get their good credit back.

What are some of the ways impostors gain access to your identity? A few of the more common ways are: (1) Posing as an employer, loan officer, or landlord and ordering a copy of your credit report. (2) Stealing mail from your mailbox to get newly issued credit cards, bank and credit card statement, pre-approved credit offers, or tax information. (3) Going through trash to get discarded credit card and loan applications.

How can you lower your chances of becoming an Identity Theft victim?

- Don't carry unnecessary credit cards, your social security card, birth certificate, or passport with you unless you really need them.
- Minimize the number of credit cards you use, and cancel any that you do not use.
- Keep a list and/or photocopy of all your credit cards, account numbers, expiration dates and phone numbers of the customer service and fraud departments in a safe place (not your wallet or purse) so you can quickly make contact in the event your cards are stolen. Do the same with bank accounts.

- Never give your credit card or other personal information out over the phone unless you have initiated the call or have a trusted business relationship with whoever has called you.
- Make sure your mailboxes at home and office are locked.
- Have new checks mailed to a post office box or arrange to pick them up at the bank instead of having them mailed to your home mailbox.
- When you pay bills, mail the checks from the post office, rather than from your home or neighborhood mailbox. Use a fine-point permanent marker to write the checks. Consider paying bills with an electronic bill payment service. Never throw credit card receipts in the trash. Consider purchasing a home shredder.
- Take your name off marketing lists for the 3 major credit reporting bureaus.
- Sign up for Direct Marketing Assn. Mail Preference Service and the Telephone Preference Service so your name will be deleted from nationwide marketers.



If you become a victim of Identity Theft, report your experience to the LAPD or your local law enforcement agency immediately.

- Give all police and sheriff departments in your jurisdiction as much documented evidence as you can as soon as possible. Ask for a copy of all police reports. Keep the phone number of your fraud detective/investigator handy and give it to creditors or others who require verification of your case.
- Immediately contact by phone and letter all creditors with whom your name has been fraudulently used. Get replacement cards with new account numbers. Ask old accounts to be processed as "account closed at consumer's request." Monitor your mail for evidence of new fraudulent activity; report, if there is new activity, to creditors.
- If your checks have been stolen, immediately notify your bank, and report the fraud to check verification companies. Place stop payments on outstanding checks you're not sure of.
- If your Social Security card is stolen, call the Social Security Administration to report fraudulent use of your card and order a copy of your Social Security Earnings and Benefits Statement to check for accuracy. As a last resort, you may have to change your number, which is done in only the most extreme situations.
- Notify your local Postal Inspector if you suspect an identity thief has filed a change of address with the post office or used to mail to commit credit or bank fraud against you. Remember that mail theft is a felony.

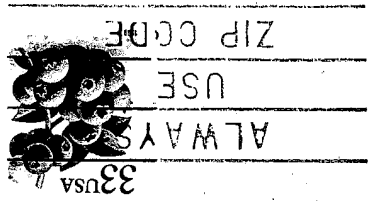
You can access a complete copy of this information by logging on to www.lapdonline.org and searching for "Identity Theft Prevention and Victim Information." Our sincere thanks again to Officers Madden and Paulo for bringing this situation to our attention.

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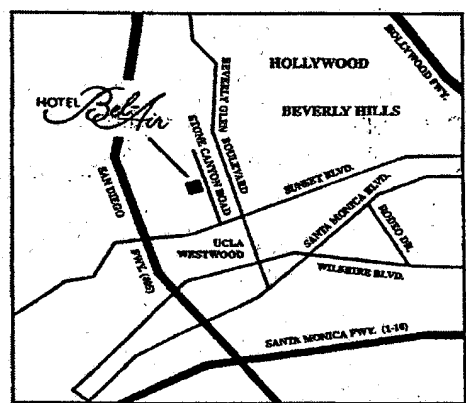
Hospitality Financial and Technology Professionals



CALENDAR

- HFTP LA Chapter Meeting**
May 18, 2000
Hotel Bel-Air
Los Angeles, California
- HFTP LA Chapter Meeting**
June Social
Location
To Be Announced
- HITEC**
June 20-22, 2000
Dallas Convention Center
Dallas, Texas
- Annual Convention & Trade show**
October 17-18, 2000
The Regal Constellation Hotel
Toronto, Ontario, Canada

Directions to this month's meeting at Hotel Bel-Air.



From San Diego Freeway (405)
TAKE SUNSET BOULEVARD EXIT, GO EAST
1.8 MILES TO STONE CANYON ROAD. (JUST PAST MARYMOUNT HIGH SCHOOL ON LEFT)
TURN LEFT ON STONE CANYON ROAD AND FOLLOW SIGNS TO HOTEL BEL-AIR



- ### New Members
- Gary Ardrey, Controller
Marriott LAX
 - Mona Bantique,
Asst. Controller
Hotel Intercontinental
 - Thomas Spittler,
Dir. Front Office OPS
Hilton Hotels Corp.
 - Wilfred K. Weragoda,
Asst. Controller
Westwood