

Meeting Encore Moment

Winter 2019

Upcoming Holidays

March 17th—
St. Patrick's Day

April 19th—
Good Friday

April 20th—
First Day of Passover

April 21st—
Easter

April 27th—
Last Day of Passover

This issue features ...

- ◆ Meeting Encore says goodbye to Solange
- ◆ Team Retreat
- ◆ Meeting Encore visits
 - ~ Muskoka
 - ~ Tête-à-Tête
 - ~ Ottawa/Montreal
 - ~ Dallas
- ◆ Quartier français!
- ◆ Stay in the know with IntuitiveCE ~ SITE Canada at Bangkok

WANTED

REWARD FOR REFERRALS

Help us spread the word and introduce your Meeting Encore Representative to a new client during the month of March and you will be entered into a draw to win some amazing prizes!

The more clients you refer, the more times you are entered into the draw, greater chance you have to win! The draw will take place in April.

You have the chance to win:

GRAND PRIZE -

Flights for two provided by WestJet and 4-nights stay for two adults at the all-inclusive UNICO 20° 87°

ADDITIONAL PRIZES -

- Sandals Resorts** - 3-night stay at any resort
- Blue Mountain Resort** - 3-night stay
- Vintage Hotels** - 2 nights stay including dinner for two and breakfast for two each morning
- Hockley Valley Resort** - 3-night stay including breakfast for two
- Fairmont Western Resorts** - Chateau Lake Louise - 2-night certificate in a Deluxe Room
- Fairmont Western Resorts** - Jasper Park Lodge - 2-night certificate in a Deluxe Room and ski lift pass for two

SPRING
CONTEST

REFER A
CLIENT
AND WIN



Team Member Retirement — Solange Martin, Regional Director



Meeting Encore Ltd. with mixed emotions wishes to announce the retirement of Solange Martin.

“On July 1, 1999, Solange began her Meeting Encore journey and since then has been a big part of our growth and success. Her energy, excellent client service and deep hotel relationships will absolutely be missed.” says Jenn Glynn, Managing Partner.

Prior to joining Meeting Encore, Solange had a successful career in the hotel/hospitality industry, from the Westin Bonaventure to the Delta Sherbrooke where she was one of the first female General Manager’s in the Delta chain.

“It has been a privilege to work with such an amazing team, wonderful clients and supportive industry partners.” says Solange.

“With February 28 being Solange’s birthday, we could not think of a better day to say thank you Solange for all your hard work and wish you a Bonne Retraite! On behalf of the team, we wish you all the best in all your upcoming adventures” says Joe Nishi, Managing Partner.

The Meeting Encore family will miss Solange and will never forget her contributions. Please join us in wishing Solange all the best in her retirement!



M.E. Team Retreat



The Meeting Encore team reconnected at our annual team retreat at the Fairmont Royal York focused on the theme of **BE M.E.**

We had the privilege of listening to Lauren Ferraro (www.laurenferraro.ca) and develop our presentation and public speaking skills which was very enlightening and informative. In addition, Tania Ferlin and Andrea Boulden spoke to us about Meeting Professionals Against Human Trafficking (MPAHT) and what we can do to help this ongoing cause within our industry. For more information, visit www.mpaht.com

Always up for a challenge, the team engaged in some fun baking exercises at Le Dolci (www.ledolci.com) with our friends at Tourism Toronto. We hosted our Global Sales partners for diner at Mengrai Thai (www.mengraithai.ca) and enjoyed a fun and enjoyable evening.

A big thank you to the Fairmont Royal York hotel team and Tourism Toronto for helping with this years retreat. Together we know we can always BE M.E!



Quartier français!

Welcome to Le Germain Ottawa



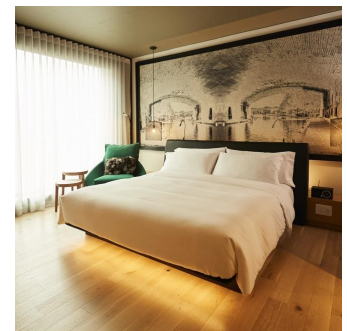
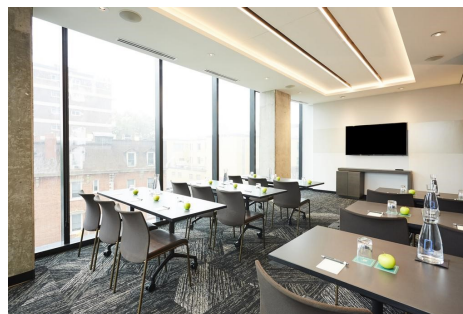
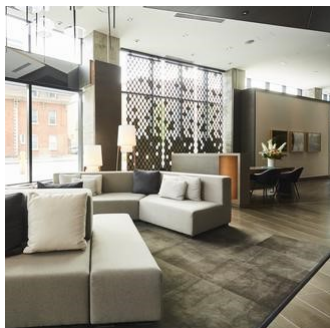
Cet hiver, j'ai eu la chance de visiter le nouveau Germain Ottawa, qui a ouvert ses portes à l'automne dernier. L'hôtel boutique de 115 chambres est situé au cœur du quartier des affaires et du divertissement d'Ottawa et directement rattaché à la Galerie d'art d'Ottawa, ainsi qu'à quelques pas du Centre Rideau, du marché By et du Canal Rideau.

N'étant qu'à 200 mètres ou à quelques minutes à pied du Centre Shaw, Le Germain offre la possibilité de réserver un petit bloc de chambres de débordement, dans un hôtel de luxe, et d'avoir accès à un service VIP ainsi qu'aux espaces réservés pour des congrès de grande envergure.

Cette propriété est la plus récente de la famille Germain, compagnie canadienne (québécoise). Ses six salles de réunion peuvent accueillir jusqu'à 35 personnes en style école ou 60 en banquet, et toutes sont équipées d'une technologie de pointe, d'écrans, de projecteurs intégrés et de tableaux blancs couvrant toute la surface du mur.

Chaque chambre est dotée d'une machine à café Nespresso, d'une couette en plumes d'oies et de draps en coton égyptien, d'une télévision à écran plat de 46" incluant Netflix, d'une salle de bain en marbre avec plancher chauffant, de serviettes en coton bambou et d'articles de toilette Molton Brown. L'accès à Internet sans fil et la voiture de courtoisie Lexus ne sont que quelques-uns des services gratuits disponibles.

Les clients de l'hôtel, ainsi que la clientèle locale, apprécieront également le restaurant bar branché Norca, qui propose une cuisine régionale. Les tableaux d'artistes canadiens exposés dans le lobby accentuent la mise en valeur des spécificités régionales.



Last month I had the chance of visiting Le Germain Ottawa, which opened just last Fall. The 115-room boutique hotel is located in the heart of Ottawa's business and entertainment district, directly attached to the Ottawa Art Gallery and just steps away from the Rideau Centre, Byward Market and Rideau Canal.

Le Germain is a short 200 meter-walk from the Ottawa Shaw Centre for larger conventions seeking a more personalized, higher-end experience for a smaller, VIP overflow block.

This property is the latest in the Canadian (Quebec-based) Germain family, featuring six meeting and event spaces for groups up to 35 people classroom style or 60 for a banquet. The meeting space includes state-of-the-art technology, built-in screens and projectors, as well as full wall white boards.

In-room amenities include Nespresso machines in every room, goose-down duvets and Egyptian cotton linens, 46" flat screen televisions with Netflix, marbled bathrooms with heated floors, bamboo-cotton towels and Molton Brown toiletries. Wireless Internet access throughout the property and Lexus courtesy car service are just some of the complimentary services available.

Guests and locals alike will also enjoy the trendy Norca restaurant & bar with features fresh, regional cuisine. Canadian art work in the lobby is just another touch of local flair the property features.

<https://www.legermainhotels.com/en/ottawa/>

Meeting Encore Takes You to Muskoka

In November, Muskoka Tourism and partners hosted an educational tour for Meeting Encore and a select group of clients from Ontario and Quebec. We travelled by coach from Toronto stopping in Port Severn to enjoy lunch at the [Oak Bay Golf Club](#) and a tour of [Christie's Mill](#) ~ a quaint boutique style Inn located on the Trent Severn Waterway and [Rawley's Resort & Marina](#) ~ an intimate charming 20 suite Inn with a private marina on the shores of Georgian Bay.

From there, we continued on to experience two ClubLink Resorts ~ [Rocky Crest](#) which is spread out along the banks of Lake Joseph and offers two championship golf courses and waterfront meetings, dining and activities. The [Sherwood Inn](#) provided waterfront overnight accommodations and a chance to dine in their unique [Wine](#) Cellar, home to more than 2000 bottles of wine and accommodating up to 14 guests in the adjacent dining area.

After dinner, we were treated to a private performance in the Vintages Lounge by [Tobin Spring](#) ~ a talented local guitarist, vocalist, songwriter, and band leader. Early the next day, we experienced our second fantastic meal in the Dining and took a tour of the resort which offers small groups privacy and exclusivity in light filled meeting spaces, cottages, suites and converted homes.

We travelled to [The Rosseau](#), Canada's first JW Marriott Resort and Spa located on Lake Rosseau. Renovations have just been completed on the lobby and Lakes public space allowing the resort to offer an open concept floor plan offering different types of seating perfect for working or lounging. We were treated to a puzzling team building activity in one of the main floor meeting rooms with SOAR Management, followed by a scrumptious customized group lunch menu in the Chophouse ~ one of many unique restaurant and dining options available on-site. This resort can accommodate small executive meetings or a conference for 150 people in style and they offer a variety of unique outdoor spaces and activities along with spacious guest rooms and award winning Spa.

Then, it was on to [Hidden Valley Resort](#) ~ a rustic getaway which is part of Choice Hotels' Ascend Collection offering a private beach on the shores of Peninsula Lake. Our last stop was the [Deerhurst Resort](#) where we stayed in the Summit Lodge condos, one of many accommodation choices available at this large resort. The resort offers a mix of intimate and large conference spaces in different areas allowing groups to take over one part yet feel like they are the only ones in the building. From team building with Adventures in Excellence, to outdoor lakefront venue spaces, to golf courses, to a private cruise on Peninsula Lake, this resort offers a little something for everyone.

Muskoka and the surrounding area is rich in culture and heritage providing an opportunity to convene with nature as the backdrop. This is a must-visit destination located two to three hours north of Toronto. Ask your Meeting Encore representative for additional information in planning an event at any one of these beautiful properties.



Meeting Encore Goes to Tête-à-Tête

Tête-à-Tête 2019, the premier event for association leaders, meeting planners and business partners from the Ottawa-Gatineau region, exceeded all expectations. This year's trade show at the EY Center welcomed 540 delegates/buyers, a 10% increase over 2018, 147 exhibiting companies and 31 sponsors representing organizations from the hospitality, travel, audio-visual, insurance, finance, real estate, communication, and association management companies.

The day began with keynote speaker Roger Haskett, "The age of engage: how to create engagement" and then wrapped up with the closing keynote speaker Jann Arden who shared her personal journey, explaining the importance of adaptability, being built for change, and finding good — and even funny — things, even in the most difficult of situations.

Tête-à-Tête 2019 was a day filled with valuable information sharing and networking with our many exhibitors and partners. Many of the Meeting Encore team members attended to learn about what new and exciting things are happening with our hotel, destination and supplier partners.

On behalf of the Meeting Encore team, we'd like to thank and congratulate the entire organizing committee, including their fearless leaders Heather Cleat, Canadian Psychiatric Association and Riccarda Galimoto, AMMI on a job well done!



Meet Week in Ottawa & Montreal

During Meet Week in Ottawa, Meeting Encore and partners hosted our valued Ottawa based clients for a special dinner at the newly opened downtown Ottawa Art Gallery in Jackson restaurant. Over 75 clients, destination and hotel partners joined the Meeting Encore team for an evening of networking and celebrating partnerships.

As the Ottawa Art Gallery is a new venue in downtown Ottawa, most attendees had not had the chance to experience the space or restaurant. The restaurant can host up to 120 people for a reception, there is a large room upstairs that can accommodate 350 reception style as well as smaller boardrooms and outdoor terraces. The evening wrapped up with some fabulous prizes from our partners including Accor Hotels, Discover Halifax, Destination St. John's, Halifax Convention Centre, Ottawa Tourism, Rendez-Vous Fredericton, Shaw Centre, Tourisme Montreal and VIA Rail.



Back by popular demand was the Meeting Encore Client Lunch in Montreal. We were joined by more than 55 clients, destination and hotel partners with the Meeting Encore team for an afternoon of networking and celebration at Ferreira Café. The restaurant has a private event space on the second level where it can host meetings, lunches dinners and more.

We could not let the moment pass us by without announcing the retirement of Solange Martin. We appreciate her dedication, hard work and service over the years! And of course, a Meeting Encore lunch would not have been a true event without the amazing prizes from our partners including Accor Hotels, Discover Halifax, Destination St. John's, Halifax Convention Centre, Ottawa Tourism, Rendez-Vous Fredericton, Shaw Centre, Tourisme Montreal and VIA Rail.



We all feel extremely privileged to work with our clients and partners and appreciated the opportunity to celebrate these events together. Next year will be Meeting Encore's 30th Anniversary so stay tuned for the date and details!

MPI Brings Me to Dallas

In January 2019, I was invited by the MPI (Meeting Professionals International) Global office to attend their annual, internal All-Team Summit where they brought the entire team to Dallas to discuss MPI's business plans for the year.

I was extremely honoured and humbled when I found out that I was the only Canadian invited to join the panel discussion that included leaders from the MPI Potomac, Dallas, Nashville and Jacksonville chapters. The focus was on understanding why we belong to MPI, what has MPI done for us in our careers, and what more the chapters need from the global office. They wanted their entire team of over 75 individuals to gain a better understanding of how important their role is, not only in MPI's success but in their members' success.

The panelists had the opportunity to spend time together prior to the presentation and share ideas and best practices. We each were asked to provide video testimonials and participated in a photo shoot where we found out that we will each be profiled in the MPI International magazine in 2019!

It was a very rewarding experience and I enjoyed having the opportunity to participate on the panel and meet many other passionate meeting professionals.



Tips For Adapting a Paperless Office

Setting New Year's Resolutions is a popular past time for many and I personally think the practice is well worth considering in your professional world as well your personal. It's the perfect time to reflect on the past and use the contagious energy to commit to positive changes that will impact our lives. And while we have all likely experienced resolutions that we unfortunately fall short on, thankfully there are some that have life-changing results. In 2018, my professional New Year's resolution was to adapt a paperless office, a change that like many others I had been wanting to do for quite some time. It's now been a year and this particular resolution has stirred up a lot of curiosity and interest. I'm often asked for my best tips on how to easily convert to a paperless office so below I will share a few of my favourite tools. However, the best tip I have for success is your willingness to break old habits and commit to the change. What you'll gain is more than just great for the environment and your budget, but you'll be more productive and organized in your everyday work. With so many tools out there to choose from, there's definitely going to be options that will work well for your needs.

My Paperless Office Tools:

Dropbox:

I store all of my everyday files in dropbox. Because it's cloud-based, you'll never have to back your folders up anymore. You can access the files from your laptop, desktop, or through the dropbox app on your smartphone. I've made the most of the ten minutes I have between appointments by working on my phone, and then pick up exactly where I left off once I'm back to my computer.

G-Suite:

Google Drive is perfect for files that are used by multiple individuals, as changes can be saved in real-time and you'll be able to see if someone else is editing the document at the moment you're viewing it. If there have been changes since the last time you opened the file, you can view the change log and see what was done and by whom.

Adobe Scan App:

Essentially scanning capabilities while on the go. This app uses your phone's camera to turn receipts and other paper notes you have into PDF documents. This is great for expense receipts, business cards, or conference handouts you want to keep. Turn them into digital files right away and stop letting all of that extra paper weigh you down.

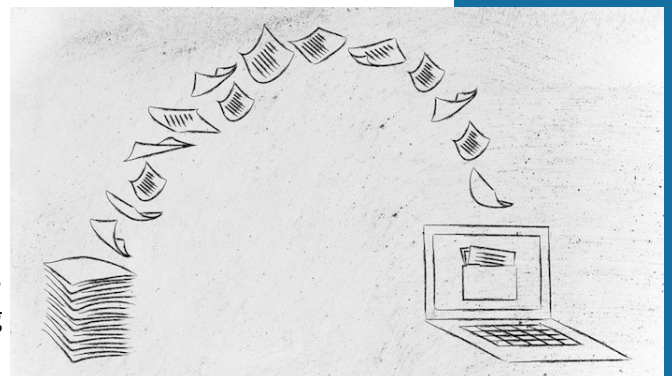
DocuSign:

Your digital signature.

Smallpdf.com:

For when you need to merge and edit PDF's.

I hope this has inspired you to consider adapting a paperless office yourself and realize how easily it can be done! I'm looking forward to hearing all of your success stories.



Stay in the know with....



Intuitive
Conferences + Events

SITE Global 2019

2019 got off to a great start as Jenn Glynn and I headed to Bangkok to participate in the 2019 SITE Global Conference. The event was hosted in the beautiful Shangri La Bangkok which is situated right on the river. You could sit at your window and watch all the ships and people travel up and down this busy passageway.

Bangkok, Thailand was the perfect backdrop for this year's annual conference as the theme this year was "Incentivizing Diversity & Innovation". The conference was filled with great new ideas and updates from the industry, some of the highlights

- Our MC Mr. Avinash Chandareana helped to guide us through the few days and keep us focused and entertained. He stressed the importance of "Unlearn to Relearn" and "Reflection".
- Phil Hansen- Embrace the Shake. Was an inspirational keynote speaker that shared his journey to rediscover his love for art and creating when he was faced with obstacles. He talked to the notion of Limitations and Self Limiting Belief, and how we can embrace the challenges we are faced with and create new ways of enjoying life to the fullest. Our "art project" with the entire room creating 6 squares which he then turned into a masterpiece in just over a day was astounding.
- Updates from SITE CEO, Didier Scalliet on how great SITE is doing with over 2,480 members and the CITP program already has 112 CITPs in its inaugural year
- The participation in and creation of the Bangkok Manifesto that will help to provide purpose and direction to the association through the next year
- The CSR Event where everyone joined together to paint Elephants that were then auctioned off and all money raised went to ECPAT
- Not to mention all the other great speakers and storytellers that we had on our mainstage, the ECPACT Team coming in to share with us and educate us on the work that they are doing and how we can help and the breakout sessions. There was not enough time to take it all in so much great content.

Of course the pinnacle for us as Canadians would have to be the Chapter of the Year award won again by SITE Canada Chapter, the launch of SITE Global Conference 2020 to be hosted in Vancouver and our very own Jenn Glynn will be taking the reins as SITE President in 2020. The future is bright and full of Canada!

We are looking forward to hosting the world in 2020 in Vancouver and hope that you all will join us!



site Society for Incentive Travel Excellence





CLEAN OUT
YOUR CLOSET

Meeting Encore will be partnering once again with Dress for Success in The Bay Street Suit Challenge. We will be collecting any new or gently used professional clothing and accessories as well as unopened toiletries for this charitable organization who provide their clients a network of support, professional attire and the development tools to thrive in work and in life.

Stay tuned for additional information from your Meeting Encore Representative to begin collecting in the spring!



The *Meeting Encore Moment* is a quarterly publication. For more information on any of the articles featured in this issue, please email your request to gmccullough@meetingencore.com. To learn more about Meeting Encore, visit our website at www.meetingencore.com and follow us on Twitter at @Meeting_Encore.