

2009 Resolutions

Whereas the members of the Montana Innkeepers Association have met at the Crown Plaza in Billings, and have the enjoyed informational, educational seminars, social activities, and a fabulous awards reception.

BE IT RESOLVED THAT:

The Executive Director would first like to send our thanks to our wonderful Sponsors.

- TBID of Billings
- Employers
- Heartland Payment Systems
- Northwestern Energy
- Peak Hospitality
- Sysco
- Harbor Linen
- Lone Peak Hospitality
- Sunset Telcom
- Dynamic Sales and Service

The Executive Director sends our thanks to those who participated in the TBID roundtable discussion. Thank you goes to the Billings TBID Board, Steve Wahrlich, Sandra Johnson-Thares, Betsy Baumgart and a special thanks to Rose Lockwood for adding to the lively discussion.

The Executive Director sends our thanks to Dan Wiley the Business Whisperer for kicking off this year's convention with an engaging and entertaining program. He asked us to imagine, be cheese flexible, and to add grandma's waffles.

The Executive Director sends our thanks to the Convention Committee for all their hard work and to all the participants in this year's Community Crawl. And a very special thanks to tour guide Doug Jenson who missed the memo of the participating locations and led his group to every bar in Billings. And an even bigger thanks to Chris Johnson for going above and beyond and scavenging beverages for the parched Innkeepers at the dessert social.

The Executive Director would like to send thanks to Andria Ryan for her very informative session on employment law. We were informed of what questions to ask when interviewing, how to fill out I-9's, and that we could not terminate an employee for being an alcoholic, but could fire people for being left handed or bald.

The Executive Director sends our thanks to Mr. Gary Bishop, Center for Entrepreneurship for the West, MSU-Bozeman, who taught us in the sales session that providing faultless, thoughtful, resourceful, courteous, hands on and responsible service will provide our customers with the WOW EFFECT!

The Executive Director sends thanks to Betsy Baumgart for her popular annual update on the state tourism office and their new marketing campaigns. And a special thanks to Maria Pochervina because as she informed us all, she is the one responsible for everything that Betsy has accomplished.

The Executive Director sends thanks to Adam, Josh and Matt with Bruco, for their informational presentation on how you can clean your rooms without the use of chemicals by using microfiber and liquid ozone. They also talked about how 95% of wash can be done in low soil cycle which would pay for the cost of the chemicals.

The Executive Director sends thanks to Colleen Rudio for teaching us practical techniques to improve our profitability. And a special thanks to Colleen for not telling us any stories of her days at the Northern with Larry the bell boy.

The Executive Director sends thanks to David Hudson for his very informational program on how to make our hotels safe.

The Executive Director would like to send our congratulations to vendor of the year, Betsy Pahut and Sales Person of the Year, Joanne Roach who has been doing sales since the days of turd birds. We would also like to recognize Steve Wahrlich, our 2009 Lodging Person of the Year for his extreme dedication to the lodging world and the countless hours he works on all our behalf on industry issues for no pay. And for that price we won't fire you for being follically challenged.

The Executive Director sends our thanks to Paul Draper for entertaining us with his unique mentalist abilities and magic tricks and also for telling us that Lara's bunny looked to him in his mentalist vision like a dog with floppy ears. It could have been that Larry wrapped his eyes and head to tight although, not sure if any of us knew what her piece of art work was.

The Executive Director sends our thanks to all of our vendors and trade show participants for their continued support of MIKA. It's great to see so many friends year after year. We had a record number of vendor participation this year. We couldn't do this without your support. And a special thanks to Dee Giles for entertaining us year after year. I'll let Lou know that you're not slipping.

The Executive Director sends our thanks to Chris Johnson and his staff for providing a great facility and amazing service. Everything from start to finish has been top notch.

We the members of the Board of Directors would also like to extend our thanks to the Stuart Doggett, Gail Brockbank, and Claire Irwin. We all appreciate the wonderful job that you do for the association. And Stuart nobody is going to ask about the 2 seconds and how Dan Wiley knows that.