



October 4, 2024

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Hurricane Helene Relief: How You Can Help

Hurricane Helene luckily only brushed Central Florida without doing much damage here. However, too many of our neighbors in North Florida and across the Southeast are seriously suffering from the storm's destruction. Please consider supporting our neighbors in North Florida and other impacted areas throughout the southeast.

Here is a list of organizations who are accepting disaster relief donations:

Florida

Tampa Bay:

- [Tampa Bay | Central Florida | American Red Cross](#)
- [Tampa Bay Rapid Response Fund | Community Foundation Tampa Bay \(cftampabay.org\)](#)
- [Mercy Chefs](#)

North Florida:

- [North Florida Region | American Red Cross](#)
- [CFNF Disaster Relief - Community Foundation of North Florida](#)
- [Mercy Chefs](#)

State-Wide:

- [Donate Now - Online Donations | American Red Cross](#)
- [Donate to the Florida Disaster Fund - Volunteer Florida](#)

Georgia

- [Red Cross of Georgia: Donate Now - Online Donations | American Red Cross](#)



CFHLA Leadership Development Seminar #4 - Tips to Onboard Generation Z

We all know that empowering new employees to be successful in their roles is a top priority everyday for our tourism and hospitality managers. Employees who leave too soon after joining a company can put a serious strain on the other workers on the team.

This is one of the reasons why CFHLA hosted its final **Leadership Development Seminar #4** on this topic earlier this week. This important seminar featured Industry experts who gave human resource directors and mid-level managers a list of helpful tips on the best ways to onboard Generation Z workers.

The featured speakers included:

Dr. Fevzi Okumus, [UCF Rosen College of Hospitality Management](#)

Attorney **Jyllian R. Bradshaw, [Lowndes Law](#)**

Wendy Contreras, Human Resources Manager,

[The Ritz-Carlton & JW Marriott Orlando, Grande Lakes](#)

The program focused on how mid and top level company leaders can understand and engage the newest generation entering the workforce, Generation Z, starting on the first day of work. Additionally, the speakers offered tips they can put into place right away including the importance of managers taking time to understanding how many Gen Z workers think and their unique relationships with technology.

Furthermore, the speakers helped attendees carefully consider various communication styles of Gen Z employees. They also looked at best onboarding practices to connect with young workers.

CFHLA looks forward to continuing this new Leadership Development Series in 2025, as we continue to find ways to empower managers to help their employees succeed and to help navigate the ever-changing employment landscape.



CFHLA's First-Ever Safety & Security Summit with OCPS



CFHLA is thrilled to share that our first-ever **Safety and Security Summit**, in partnership with [Orange County Public Schools](#) was a major success this week. This pilot program for Orange County students showed them firsthand what goes on behind the scenes, while safety and security teams work to protect guests at our Central Florida hotels and resorts.

The CFHLA Public Safety Summit was held Thursday, October 3rd at the [Caribe Royale Resort](#) in Orlando. CFHLA extends a special thanks to the resort's Mark Cartotto, Complex Director of Security and Risk Management, and Managing Director Amaury Piedra for graciously hosting the event.

With more than eighty students in attendance, each student had the opportunity to enjoy a behind the scenes tour of the Caribe Royale security office, where security team members monitor hundreds of surveillance cameras to scan for signs of trouble on the property. Future workers had a chance to ask detailed questions about how the cameras help to protect guests and help them receive medical attention if needed.

Additionally, the students learned about several topics including Security

Technology, Emergency Prep/Response/Recovery, Risk management, De-escalation/Customer Service, Situational Awareness, and Roles in the Security & Safety field.

Each of the Security team members explained their jobs are never boring because they are always solving problems and focusing on keeping people safe.

CFHLA would like to thank the Security and Safety Council Members for their participation and support of this unique hands-on experience. They include:

- **TAYLOR ARMSTRONG**, Assistant Director of Safety and Security, [GRANDE LAKES ORLANDO](#)
- **DAN DEBORD**, Director of Security, [THE GROVE RESORT & WATERPARK](#)
- **JOHN LOMBARDO**, Senior Security Manager, [WALT DISNEY PARKS AND RESORTS](#)
- **KEITH MCRAE**, Director of Security & Guest Transportation, [HOLIDAY INN CLUB VACATIONS, ORANGE LAKE RESORT](#)
- **DEAN MAZZOLI**, Director-Sensitive Information Protection for Disney Parks, Experiences and Products
- **LOREN POOR**, Director of Loss Prevention, [THE HILTON ORLANDO](#)
- **CLINT SODE**, Security Director, [HILTON VACATION CLUB AQUA SOL ORLANDO WEST](#)
- **MICHAEL TARANTELLA**, Director of Security, [SEAWORLD PARKS AND RESORTS](#)
- **LAURA TAYLOR**, Security Investigations Manager, [WALT DISNEY WORLD](#)

Many of these students are working right now to figure out their best career options. Additionally, they met with representatives from the [Orlando Police Department](#), the [Orange County Sheriff's Office](#) and private security companies.

One of the biggest takeaways for so many students is they definitely have room to grow and move up in a hotel security career. Presenters told stories about many employees who worked hard and got promoted to management positions that pay very well.

CFHLA, Orange County Public School leaders and the Safety and Security Council Members believe this pilot program offered great insights to our local youth and CFHLA hopes to build upon this program in the coming months, as we invite additional Lodging and Allied Partners to get involved.

[Click Here to View More Photos From the Safety & Security Summit](#)

Register Now for the 2024 CFHLA Hospitality Gala

2024 CFHLA HOSPITALITY GALA

SATURDAY, DECEMBER 14 | 6:00PM - 11:00PM

HOSTED BY: **PRESENTED BY:**

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EVENING HIGHLIGHTS:

- *Cocktail Reception
- *Recognition of the CFHLA Lodging, Allied and Engineer **Members of the Year**
- *Recognition of the **2024 CFHLA Legends**
- *Presentation of the **Charles Andrews Memorial Award for Community Leadership**
- *After Dinner Reception ft. Live Entertainment

**\$230/
PERSON**

**\$2,300/
TABLE OF 10**

Inclusive of All Food & Beverages (including alcohol)
All guests must be at least 21 years of age to attend.

CFHLA REFUND POLICY: Cancellations must be received in writing prior to Wednesday, December 4 to faith.moore@cfhla.org

CLICK TO REGISTER

Corporate Sponsors:

**A&E Hospitality Solutions | Arahull Services, Inc.
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 Clean Tec Services | Domino's | PCPI Services, Inc.
 SeaWorld Orlando | Universal Orlando Resorts | Xclusive Services**



Please Join us for the October 23rd CPTED Training Seminar! You Can Register Now

The CFHLA Security & Safety Council invites you to attend a

CPTED TRAINING SEMINAR

(CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN)



WEDNESDAY, OCTOBER 23, 2024

9:00AM-10:30AM

HOTEL LANDY

(7800 UNIVERSAL BLVD, ORLANDO, FL 32819)

REGISTRATION FEE: \$35 [CLICK HERE TO REGISTER](#)

FEATURED PANELISTS:

- **Deputy Sheriff Felix Cadevilla**, Orange County Sheriff's Office
- **Kelly Klatt**, CPP, CLSD, FCP, Area Director of Safety and Security, Loews Hotels at Universal Orlando
- **James Marchione**, FCP, Assistant Director of Security, Loews Hotels at Universal Orlando
- **Jonathan Mills**, Senior Manager Regional: Florida and Caribbean, Global Safety and Security, Marriott Vacations Worldwide

Crime Prevention Through Environmental Design (CPTED) strategies aim to reduce victimization, deter offender decisions that precede criminal acts and build a sense of community among inhabitants so they can gain territorial control of areas to reduce crime opportunities.

This seminar will cover the five principles of CPTED: Physical Security, Surveillance, Movement Control, Management and Maintenance and Defensible Space

Registration closes on Wednesday, October, 16, 2024.

Please contact Erin Walsh, 407-313-5012 or erin.walsh@cfhla.org with any questions.



CFHLA Partners In Action - Olympia HS Students Pick up Culinary Tips from Chefs at JW Marriott Orlando Bonnet Creek Resort and Spa

Students in the Academy of Hospitality and Tourism at [Olympia High School](#) recently visited the chefs and culinary instructors at the [JW Marriott Orlando Bonnet Creek Resort and Spa](#).

The visit was part of [Orange County Public Schools](#) program which partners with local hotels and resorts in the Central Florida region to showcase the various career paths available within the Hospitality Industry.

Students learned about the different departments and careers in a hotel, including sales and banquets. They also used their culinary skills, working with chefs to create gourmet pizzas. These young professionals used the site visit to practice for their Servsafe certifications.

Instructors even showed the visitors the proper way to set a dining table for a formal event. CFHLA appreciates our partner hotels, managers and chefs who support our programs!





CFHLA Congratulates Orlando City for Securing a Spot in the Audi 2024 MLS Cup Playoffs



To all [Orlando City Soccer Club](#) fans. We did it! Our Lions defeated FC Dallas to lock up a spot in the [Audi 2024 MLS Cup Playoffs](#)! This makes five straight seasons that our

Orlando crew will compete in the playoffs. CFHLA congratulates OCSC on a remarkable season and we are hopeful to make a serious run in the MLS Cup playoffs this year!

The Lions also clinched a top 7 finish in the final Eastern Conference standings. They will host at least one home playoff match! Be a part of this epic playoff experience at Inter&Co Stadium in the heart of downtown Orlando! Let's support our city's team.

Click below to get playoff ticket information as soon as it becomes available.

[Click Here for More Info on Lions Playoff Game Tickets](#)

Major Announcement! Orlando chosen to Host 2025 FIFA Club World Cup Matches at Two Downtown Stadiums

The City of Orlando is ready to remind the world once again, why it is a top soccer destination as the City Beautiful gears up to host the matches in the [2025 FIFA Club World Cup](#), for the first-time ever.

FIFA announced earlier this week, the 11 cities and 12 venues that were chosen to host matches for the 2025 tournament next year. Both [Inter&Co Stadium](#) and [Camping World Stadium](#) will welcome the competition during the 32-team tournament next summer. This will also make Orlando the only host city with matches in multiple venues!

This is on top of the 60,016 fans who were drawn to Camping World Stadium earlier this year for the Allstate Continental Clásico, which was a marquee matchup between the U.S. and Brazil Men's National soccer teams. The venue also welcomed a sellout crowd of 63,237 for July's FC Series friendly between European powerhouses Barcelona and Manchester City.

With the [Sports Business Journal](#) recently naming Orlando the nation's No. 1 city for hosting events, this is just another example of our tourism and hospitality partners working closely together to bring even more marquee sports tourism events to Central Florida that improves our economy and our quality of life here. Congratulations to our partners on this major announcement for our community!



[Click Here for More Info on 2025 FIFA Club World Cup Tickets](#)

Central Florida Will Host 2028 NCAA Men's Playoff Games and 2027 NCAA Women's Golf Championship



The [NCAA](#) has also announced this week, that Orlando was selected to host the First-and-Second Rounds of the [2028 NCAA DI Men's Basketball Championship](#), as well as the [2027 Division II Women's Golf Championship](#).

The Division I Men's Basketball Championship, also known as March Madness, will return to [Kia Center](#) in 2028, co-hosted by [UCF](#). Orlando most recently hosted First-and-Seconds Round games in 2023, 2017 and 2014, and 2004.

Additionally, the 2027 Division II Women's Golf Championship will be held at [Mission Resort + Club](#) in Lake County, co-hosted by [Rollins College](#). With the Championships being played in Lake County, all golf fans will have the ability to watch some of the top women college golfers in America, right in our backyard.

“As the nation's premier sports destination, we're looking forward to welcoming student-athletes and fans from around the country to downtown Orlando for NCAA March Madness,” said [Orlando](#) Mayor Buddy Dyer. “We can't wait to continue to showcase our vibrant community on the national stage and attract even more visitors to our region.”

NCAA championship events attract spectators and families throughout the state of Florida and from across the United States. The collegiate contests have significant impact to hotels, restaurants, and so many small businesses across the Central Florida region.



NEW TO THE CITY, NOT TO PLANTS.

Elevate your hotel's atmosphere with us.



**CONGRATULATIONS TO OUR
OCTOBER MEMBERS OF THE MONTH**



Candace Raines

[Wyndham and Wyndham Garden Lake Buena Vista Disney Springs Resort Area](#)



Earl Roach

[A&E Hospitality Solutions](#)

UPCOMING EVENTS

For more information on upcoming events, or to register, just click on the button below.

- [CFHLA Allied Relations Council Board Meeting \(10/8/2024\)](#)
- [Wednesday AM Leads Group Meeting \(10/9/2024\)](#)
- [Wednesday Noon Leads Group \(10/9/2024\)](#)
- [Diversity Committee Meeting \(10/9/2024\)](#)
- [Engineers Council Board Meeting \(10/10/2024\)](#)
- [Security Council Board Meeting \(10/10/2024\)](#)
- [Distinguished Leaders in Hospitality Awards Reception - \(10/10/2024\)](#)

- [2024 Distinguished Leaders Awards - Sponsorship \(10/10/2024\)](#)
- [2024 Distinguished Leaders in Hospitality Awards - VIP Registration \(10/10/2024\)](#)
- [CFHLA Governmental Affairs Committee \(10/16/2024\)](#)

[Click Here to View Upcoming
CFHLA Meetings & Events](#)

JOB OPENINGS

Check out the latest hospitality employment opportunities in Central Florida.

[VIEW JOB POSTINGS](#)

CONNECT WITH CFHLA



[WWW.CFHILA.ORG](#)

About CFHLA

6675 Westwood Blvd #210, Orlando, FL 32821

The mission of the Central Florida Hotel and Lodging Association is to represent the Central Florida Hospitality Industry, by setting the standard of excellence through advocacy, collaboration, education, recognition, and service.