



**Look Inside  
for more Glimpses  
from the 2015  
Annual Conference...**



**Streamlining Your  
Speakers:  
The Guide to Organizing  
Quality and Profitable  
Chamber Programs & Events**

**TODAY at 2 p.m. (EST)**

*presented by*



**Erica Castner**  
*The Queen of Results*

Do you struggle with securing speakers for your events and end up scrambling at the last minute?

If so, you will want to participate in this webinar, presented by Erica Castner, where you will learn:

- Simple steps to setting up a "speakers' bureau to create quality, profitable programs and events
- Tips on email "headlines" that get your emails read
- How to "automate" communication with your current list of speakers and presenters

**Register Me**

Webinar is Free - Registration Required



[ABOUT FACP](#) [MEMBER CENTER](#) [EVENTS & NEWS](#)

## Available Jobs

**Chamber**

Hardee Co. Chamber  
of Commerce

**Open Position**

Executive Director

**Apply**



## Is Your Chamber Hiring?

Don't forget to post your available positions on the FACP website. The job posting service is free to FACP member chambers and the applications from potential employees are sent directly to your chamber and are confidential and seen only by your chamber.

**Post a Job**

## Haven't yet renewed your FACP dues and can't find the invoice?

No worry! Just call our office at 800-226-3269 or email [director@facponline.com](mailto:director@facponline.com) and request a copy. Or...login to the "Members Only" page at [facponline.com](http://facponline.com) and click on the "Pay My Bills" link on the right hand side. Renewals were due September 1.

## The accuracy of your chamber's information is very important to us!

We strive to keep our database up-to-date, but we need your help to ensure that we are hitting the mark.



Please take a moment to login to the "Members Only" page at [facponline.com](http://facponline.com) and verify that we have your current staff member list and contact information.

Have questions? Contact [director@facponline.com](mailto:director@facponline.com) or call 800-226-3269.

## Would your chamber like to serve as the host the 2016 Spring Conference?

If your chamber is located within the Central, East Central or West Central Region, watch your inbox for the Request For Proposal for the 2016 Spring Conference. The RFP will include information that you can send to your hotel/resort members whom you feel would be a good fit for the conference (size, location, etc).

Recent host chambers have done a phenomenal job of working closely with their local hotel/resort to ensure that the best prices are offered and have also included surrounding chambers to help seal the deal.

If you have questions after receiving the RFP, please do not hesitate to let us know.

Good Luck!

## Do You Need To Survey Your Members? Let FACP Help!



Have you been tasked by your Board of Directors to do a **membership survey** and to have it conducted by an independent third-party? If so, we can help!

Using template questions customized for your chamber's needs, FACP will build the survey and will send it to your members on your behalf (using an excel list provided by you). Data will be collected and given to your chamber upon the completion (and throughout) the survey period.

So, how much does this new service cost? In an effort to keep it affordable, FACP member chambers can take advantage of this service for \$200-\$300, depending upon the size of the chamber:

Less than 500 members: \$200  
501-999 members: \$250  
Over 1000 members: \$300

For more information, please contact:  
[director@facponline.com](mailto:director@facponline.com).



## Make Plans To Attend a Regional Meeting Near You!

Your Regional Chairs are busy making preparations for the upcoming Fall Regional Meetings. The meeting dates that have been confirmed are listed below and are also available for registration on the website and the others, once confirmed, will be added as well.

These regions are designed to be focus areas for meetings and are NOT intended to be boundaries or restrictions. Members are welcome to attend meetings in any region and are welcome to attend multiple meetings, should they desire to do so for additional benefit.

Meetings scheduled to-date include:

### **West Central Region:**

11/4/2015 • 9:00 AM TO 12:00 PM

Troy University

5201 W. Kennedy Blvd. #110, Tampa

### **East Central Region:**

11/6/2015 • 9:00 AM TO 12:00 PM

Daytona Regional Chamber of Commerce

126 East Orange Avenue, Daytona Beach

### **Northwest Region:**

11/12/2015 • 10:00 AM TO 1:00 PM

Panama City Beach Chamber of Commerce

309 Richard Jackson Blvd, Suite 101, PCB

### **Southeast Region:**

11/18/2015 • 8:30 AM TO 12:00 PM

Greater Boca Raton Chamber of Commerce

1800 North Dixie Hwy., Boca Raton, Boca Raton

### **Central Region:**

11/20/2015 • 9:00 AM TO 12:00 PM

Kissimmee-Osceola County Chamber of Commerce

1425 East Vine Street, Kissimmee

**Click On Your  
Region's Meeting  
Information  
To Register!**

Watch your inbox for an invitation from your Regional Chair!



## It's Never Too Early To Begin Planning for Institute!

The Florida Association of Chamber Professionals is proud to partner with Institute for Organization Management, the U.S. Chamber of Commerce Foundation's professional development program for non-profit executives, and offer two \$500 partial tuition scholarships to one of Institute's 2016 sites. The two scholarships, available to our members, will be awarded to students attending Institute for the **first time** to assist with enrollment fees and cannot be combined with any other Institute scholarships.

If you are interested in this scholarship opportunity, **click here** to download the 2016 FACP scholarship application.

Early registration deadline for Southeast Institute is April 22, 2016. Deadline to submit scholarship applications is **March 18, 2016**.

For more information about Institute's curriculum, sites, and dates, visit the **Institute Web site** and **Prospective Student Toolkit** to help you gain insight into the program

## Visit Florida Launches New Certified Tourism Information Center (CTIC) Program

FACP Sponsor, Visit Florida, launched a new Certified Tourism Information Center (CTIC) program, which brings recognition to Visitor Service facilities around the state and provides them with resources needed to promote travel to and throughout the State. For complete program details, go to **http://bit.ly/CTICVF**.

To become an official Florida CTIC, welcome centers must meet requirements, such as being a Visit Florida Partner, being open year-round at a minimum of five days per week, being in a convenient and accessible location for the ease of travelers, and having access to parking and restroom facilities to accommodate visitors including persons with disabilities.



## 5 Years of Service



**Dana Ditmar**



**Brittany Lamont**

## 10 Years of Service



**Debbie Cotton**



**Samia Chevannes**

## 15 Years of Service



**Ric Base**



**Robert Goltz**



**Beth Mitchell**

## 25 Years of Service



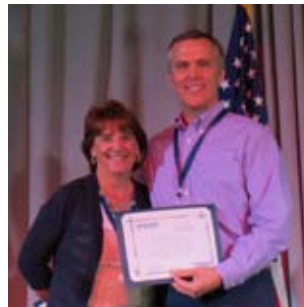
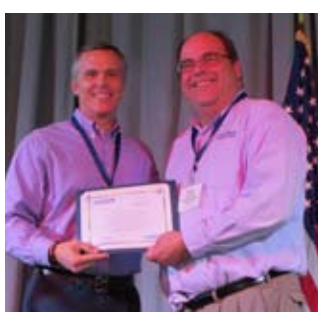
**Ray San Fratello**



**Immediate Past Chair Bob Rohrlack** presents outgoing Board Members **Robin Sollie** and **Carol Roberts** with their plaques for service. *(Not pictured was outgoing Board Member Julie Mathis).*



**Chairman Stina D'Uva** addressing the attendees after accepting the plaque from Bob Rohrlack.



2015 FCCP recipients *(clockwise from top)*:

**Cindy Brief** IOM, FCCP  
**Robert Goltz**, IOM, FCCP  
**Christine Ross**, CCE, MBA, MS, IOM, FCCP  
**Nancy Keefer**, IOM, CCE, FCCP  
**Bob Rohrlack**, IOM, CCE, FCCP

## Communications Awards



Public Relations Programs  
**Manatee  
Chamber**



Membership Communications/Marketing Materials  
**Sebastian River  
Area Chamber**



**Destin Area  
Chamber**



**Manatee  
Chamber**



CVB Communications/Marketing Materials  
**Sebastian River  
Area Chamber**



**Tampa Bay Beaches  
Chamber**



**Tampa  
Chamber**



Audio/Visual/Online Communications  
**Tampa Bay Beaches  
Chamber**



**Hispanic Chamber-  
Metro Orlando**

## Executive of the Year



**Diana Bolivar**

## Chamber of the Year



**West Orange Chamber**



**Manatee Chamber**

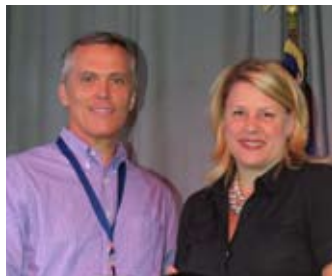
## Frank Ryll Pillar Award



**Allon Fish**



**Sebastian River  
Area Chamber**



**Manatee Chamber**



**Seminole County  
Chamber**







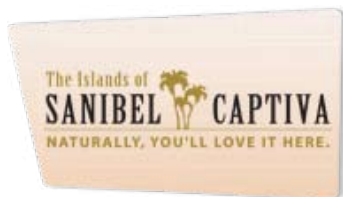
## Silent Auction Donors

Thank you to the following chambers for donating Silent Auction items:  
**Boca, Washington County, West Orange, Tampa, Bonita Springs,  
 Seminole County, Central Pinellas, Sanibel-Captiva Islands,  
 Perdido Key, St. Johns County and Clay County**

Thank you to the following vendors for donating Silent Auction items:  
**Better Chamber and Constant Contact**

**Through Your Help, We Raised over \$4,000!**

# Conference Sponsors



## Exhibitors

Better Chamber

Chamber Discoveries

Chamber Explorations

ChamberMaster

Collette Travel

CrossPointe Interactive

Heron Publishing

Indus Travel

Personal Marketing Solutions

Target Marketing

TownSquare Publications

WorldPay



**THANK** you to our  
Sponsors and Exhibitors  
for their  
continued support of  
**FACP!**





BECAUSE U R THE ONE WHOSE ANSWERS COUNT!

## The Results Are In.... And Your Ideas are Welcomed!

As an FACP member, every Thursday morning brings you another opportunity to share (and later gather) feedback on topics relating to chamber management and operations.

Surveys to date have included questions regarding the following topics:

- Leadership Programs (Parts I & II)
- Golf Tournaments
- Social Media
- Membership Directories
- Member Billing - Annual or Anniversary?
- Salary Percentages
- Membership Campaigns
- Membership Retention Figures
- Renewal Staff & Commissions
- Networking Events
- Board Structures
- Board Orientation and Job Descriptions
- Ribbon Cuttings
- Chamber Facilities
- Paid Holidays, Vacation & ETO
- President/CEO/Executive Director
- Website Directory Disclaimers
- Website Management
- Accounting Methods
- Young Professionals Groups
- Membership Dues
- Hob Nobs/Political Candidates
- Board Retreats
- Street and Fun Maps
- Staff Appreciation
- Criminal Background Checks for Staff/Volunteers
- Employee & CEO Evaluations
- Business Expos
- Employee Benefits
- and too many more to list here!

**Click here to view the results** of any of the Thursday Surveys.

Your ideas and suggestions for survey topics are welcome (and needed!). If you have a question or need information, chances are, one of your peers has the same question and would also benefit from the survey responses. Please **click here to submit suggestions**.



Bonita Springs  
Brandon  
Charlotte County  
Delray Beach  
Indian River  
Lakeland  
Manatee  
Melbourne Regional  
Miramar-Pembroke Pines  
Ocala-Marion  
Panama City Beach  
Pensacola  
Putnam County  
Seminole County  
Greater Tampa  
Winter Haven



Bay County  
Clay County  
Destin Area  
Flagler County  
Gainesville Area  
Hispanic/Metro Orlando  
Naples  
Saint Johns  
Sarasota  
Sebastian River  
South Lake  
Tampa Bay Beaches  
West Orange



### Better Chamber

Brian Knight  
(904) 505-3742  
bknight@betterchamber.com

**Vendor Member**

### Bright House Networks Business Solutions

Dennis Sheaffer  
(727) 215-7650  
dennis.sheaffer@mybighthouse.com

**Silver Sponsor**

**Help us grow FACP**...recommend and refer chambers within your region and interested vendors!

**Click here** for the online membership application or **click here** for membership benefits information.



**THANKS TO OUR  
GENEROUS  
FACP  
SPONSORS,  
EVERYONE CAN...**



**FACP**



**FLORIDA  
CHAMBER**  
*of Commerce*



**VISITFLORIDA**



**BRIGHT HOUSE NETWORKS  
business solutions**



**SneakPeek**

**Thank You  
For Your Continued Support  
of our Mission to  
Enhance Excellence in Chamber Management!**