

# Vacation Rental Housekeeping Professionals

## SEMINAR INFO!!

*Celebrating* **10** *years*

### OF BUILDING PROFESSIONAL HOUSEKEEPING ORGANIZATIONS

**When:** November 8-12, 2009

**Where:** Orlando Doubletree at the entrance to Universal Studios

#### Basic Seminar Information:

- To book rooms call **800-327-2110** and tell them our group code **VRH**. Please use our host hotel to help us satisfy our room block commitment
  - A single or double is \$129
  - A triple is \$139
  - A quad is \$149
- For a shuttle to and from the hotel, call Mears Transportation at 407-423-5566. Reservations are recommended but not required, for the shuttle leaves every half hour from the transportation center at the airport. The estimated cost at the time of this flyer is \$29 per person round trip. [www.mearstransportation.com](http://www.mearstransportation.com)
- You can purchase tickets to anything in Orlando at Kissimmee Guest Services. They sell for the lowest prices guaranteed!! And they will deliver to your hotel room once you arrive in Orlando free of charge to save you having to fight traffic. 877-273-5636 or 1-877-273-5636
- At the hotel, there is free wireless internet access in all common areas, but not in your room, and "yes" each room does have a coffeemaker. You can walk to Universal Studios restaurant and entertainment area in 15 minutes or a cab ride is \$5 total. The web site for the host hotel is [www.doubletreeorlando.com](http://www.doubletreeorlando.com)
- All major airlines fly into Orlando. The airport code is MCO
- **The member rate for this seminar is being extended to all members of FVRMA and CFVRMA** in the hopes that those who attend will be so impressed with VRHP that they will purchase a membership. We will verify membership in those organizations prior to accepting a registration at the member rate.



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● **Member rates:**

- o First Person is \$350
- o Second person is \$330
- o Third person \$310
- o Forth person \$290
- o Fifth person is FREE!

**Non-Member rates:**

- \$500
- \$460
- \$425
- \$400
- Fifth person is FREE!

**The first 100 registered will get an 8.5 x 11” gold embossed 10<sup>th</sup> anniversary binder/notepad.**

**All those paying a registration fee can attend any events on November 9 at no additional charge.**

Those who wish to attend November 9 sessions and are not registered for the general seminar need only pay a \$30 fee per person for that day. **We are having a contest. Bring a copy of your housekeeping manual and we will display all of them and our board will select a winner and the winning department will receive a nice prize compliments of VRHP.**

## November 9, 2009 - Optional Day Sessions

- 9-10:30AM** Certification training class for Certified Vacation Rental Housekeeper (CVRH). Learn how to “teach” your staff the certification process to get them certified (train the trainer) and get yourself certified in the process. This session is fun, upbeat, fast-moving!!! This session is for trainers and all local area front-line housekeepers/inspectors. Testing will occur, pins awarded, pictures taken.
- 11-12:30PM** Certification training class for Certified Vacation Rental Inspector (CVRI). Learn how to “teach” your staff the certification process to get them certified (train the trainer) and get yourself certified in the process! !Learn inspection techniques, how to avoid confrontations with housekeepers, dealing with guests and more!! This session is for trainers and all local area front-line housekeepers/inspectors. Testing will occur, pins awarded, pictures taken.
- 2-3:30PM** General Education Forum. Cleaning tips and demos, inspection tips, carpet care training, safety training. A “don’t miss” session designed for front line housekeepers and inspectors.
- 4-5PM** CVRHP Exam for all those who are pre-approved prior to the seminar.

## Day One Sessions - November 10, 2009

- To 9am** Continental Breakfast sponsored by Florida Star Linen
- 9-9:15am** Welcome. Introductions of Executive of the Year nominees
- 9:15-10:30am** **“How One Person Can Maximize Their Positive Impact: Why Housekeepers are Critical in the Vacation Rental Process.”**  
Yes, a hypnotist is going to fascinate you during this highly educational and motivational session. This is not a “quack like a duck” session designed to embarrass, but to educate. Jack J. Laurie, Professional Hypnotist
- 10:45-11:30am** **“Product and Equipment News and Demos”**. All new!!! Stephen R. Craig, President, Pro Resort Housekeeping
- 11:30-Noon** **“What Does “Green” Really Mean? ”**Who can legitimately claim the term? How do you check for accuracy? Is “green” good for your employees? Mike Sterling, Account Representative, Spartan Chemical
- Noon-1:15pm** Buffet luncheon as a group

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- 1:15-2:15pm** **“Pre-employment Testing”**. Yes, there is an affordable way to screen even before you do an interview or do a background check. Learn how to reduce your turnover and vastly improve credibility with your unit owners.  
Rich Knoll, Marketing Director, Insight Worldwide
- 2:30-3:30pm** **“Everything You Ever Wanted to Know About Background Checks but Didn’t Know to Ask”**  
Paige Vesuvio, Vice President of Marketing, First Advantage
- 3:30-4pm** **“Tip Sharing”** Great ideas from pre-selected members.
- 6:30pm** **Executive Housekeeper of the Year 2009 reception** Sponsored by **Instant Status Tracker** for the 4<sup>th</sup> year in a row!

Open bar for all paid attendees, lots of food and many, many door prizes. Come see who wins. You will not want to miss this event!

## Day Two Sessions - November 11, 2009

- To 9am** Continental Breakfast sponsored by Pro Resort Housekeeping
- 9-9:15am** Meet our new 2009 Executive Housekeeper of the Year
- 9:15-10:15am** **“An In-depth Look at the Mysteries of Microfiber: What is Truth, What is Fiction?”**  
Ying Zhang, Senior Product Manager, Rubbermaid Commercial  
J. D. Hitchcock, Account Manager, Rubbermaid Commercial
- 10:30-11:10am** **Third Annual National Vacation Rental Housekeeping Quiz.**  
Incredible prizes for the winners!
- 11:10-Noon** **Owner Roundtable**  
Owners of actual vacation rental homes will take questions from the audience as to their needs and perception relating housekeeping and maintenance. At our seminar in Kill Devil Hills, this was one of the most popular sessions ever!!!
- Noon-1:15pm** Buffet luncheon as a group
- 1:15-2:15pm** **Certified Vacation Rental Housekeeping Professionals: a Roundtable**  
These proud CVRHP recipients will each answer a wide variety of questions selected by the moderator, who is also a CVRHP. All questions from the audience will be answered as well.  
Moderator: Chuck Steeg, Vice-president, Meyer Real Estate
- 2:30-3:30pm** **Isn’t It Time You Started Marketing Your Housekeeping Department? An Open Forum**  
Ideas from around the country sharing how they are marketing/promoting/advertising their housekeeping and how you can as well. This session will feature a Powerpoint presentation that can then be emailed to all attendees.  
Moderator: Stephen Craig, Acting Director of VRHP
- 3:30pm** **Final closing comments**  
Drawing for door prizes. Must be in attendance to win

Registration Form

**Please print all information**

Company Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Contact email \_\_\_\_\_

VRHP Member? \_\_\_\_\_ FVRMA member? \_\_\_\_\_ CFVFRMA member? \_\_\_\_\_

Number \_\_\_\_\_ x \$30 for Nov 9 optional day

Total Due _____
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Number registered for the seminar:

Name	Title	Amount
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		

Each Additional \$310 each

Total Due and Payable _____
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If paying by check make payable and mail to: Vacation Rental Housekeeping Professionals (VRHP)  
109 Ambersweet Way #114  
Davenport, FL 33897

Credit Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name as it appears on the card \_\_\_\_\_ Visa \_\_\_ Mastercard \_\_\_

Mailing Address of card \_\_\_\_\_

City, State, Zip : \_\_\_\_\_

Three digit security code (on back of card) \_\_\_\_\_

Email: housekeepingpros@aol.com Fax: 800-741-6988

