

GBCA All Members Meeting
New England Aquarium
All Members meeting

6:00 - 8:00

The reception took place on the first level by the penguin tank. Members enjoyed delicious appetizers catered by the New England Aquarium. Della Grallert, Group Sales Manager greeted our members and thanked us for attending. Della spoke about the newly renovated space and exciting new exhibits.

At 7:00 everyone was asked to make their way up to the highest level of the Aquarium, the top of the tank. We were the first group to experience a meeting at the top of the tank, the view was incredible.

President, Betty Salemme opened the meeting by thanking everyone for attending and thanking our incredible host for making the evening possible. Betty introduced our host to an enthusiastic round of applause from a very excited audience. Everyone appreciated the New England Aquarium's support in hosting such a wonderful event.

SPEAKERS

1. Della Grallert, Group Sales Manager, spoke about the new exhibits and the rebuilding of the tank and how they were able to keep all the animals safe and happy while all the work took place. Della explained the reason the tank was dark, is to duplicate the feeling of being on a Caribbean reef. The discounted admission tickets and the added daily shows made visitors happy while the work was in progress. And because of the cooperation of all departments, the Aquarium was able to stay open during its nine months of renovation. The Aquarium has also added iPads around the tank. The iPads allow visitors to identify each fish as they go by. Over 1000 new animals have been added to an already incredible tank. The museum is now more interactive and educational. The concierge program has also been updated; we can now print "hard tickets" for our guest. This will eliminate our guests from having to wait in line.

2. Hugo Rizzuto introduced us all to UBJ, United Business Jet, which is a private charter service that fly's anywhere in the world, for one person or a large group. UBJ guaranteed 100% satisfaction from start to finish. It is an incredible service for guests who have to travel and don't have time to go the conventional route. Hugo will have a jet within two hours from the first telephone call to anywhere in the world.....amazing. Go to flyubj.com there is a special code for concierge (GBCA) and view what they have to offer, There is a referral compensation when flights are complete.

A \$100 raffle was won by Elena Tokareva from the Buckminster Hotel.

3. Dan Andrews from Trademark Tours has now combined his tour with Boston Duck Tours offering free tours with each Duck Tour booked. This year the Harvard tours will be \$12, they begin at Harvard Square, all tour guides will be wearing the famous signature straw hat. It is a one hour walking tour

around the Harvard campus. Don't miss out on this exciting experience.

4. Bob Swartz is very happy to be adding Trademark Tours to the Duck Tour experience and reminded everyone of the many different languages Duck Tours now have to offer. Duck Tour season begins soon. bschwartz@bostonducktours.com

5. Joe Donnelly announced that after 25 years at ARTS Boston, he has decided to join the Citi Performance Center. We wish Joe all the happiness in the world and will continue to be seeing him at all our GBCA meetings.

6. Grier Collela and Catherine Preusse from the FROST BAR invited us all to come and experience the FROST BAR, there busy season is approaching. They are able to accommodate our guests every 15 minutes during this time.

7. Meg Worth (Affiliate Representative) talked about the upcoming trade show and let everyone know there are still tables available. So reach out to businesses that may be interested in participating this year, we do not want anyone to be left out. Also volunteers are needed!! Any one interested in assisting in this great event should reach out to Meg ASAP.
meg@citicenter.org

8. Ellen Coppinger - (Vice President of Membership) announced we now have 350 members for 2014. If you have not completed your registration and submitted your membership dues, reach out to Ellen ASAP. Also if you know of a new concierge that is not yet a member, please reach out to Ellen so she is able to assist them.
Ellen.Coppinger@sheraton.com

9. Evan Martin (Vice President of Public Relations) started with a huge YES for the Aquarium, and thanked Della for sharing this wonderful space with us. He also shared the importance of RSVPing to invitations, if anyone is unable to attend a gathering which you have confirmed you would be attending to, please call and let the venue know you are unable to attend. The restaurants put a great deal of effort into having us and to have a poor turnout without letting the restaurants know must be avoided. The example was made because Jacob Worth Restaurant hosted a wonderful dinner and only two concierges attended, they had expected 18. They donated gift bags that were raffled off during tonight's meeting. Even asked everyone who won a raffle to please acknowledge Jacob Worth and thank them for their generosity.
Evan.martin@hilton.com

>

> Betty closed the meeting by thanking our host, guest speakers and members for attending.

>

> Our next official event will be the GBCA Hospitality Trade Show on June 23, 2014.

>

> Bonnie O'Hare

> Secretary