

**CITC PRESS RELEASE
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CITC'S AGM ATTRACTS ALBERTA INDUSTRY ELITE

CITC's 41st Annual General Meeting took place on Friday April 17th at the Delta Calgary South Hotel. Sixty CITC members and guests attended the educational/business/fun event that began at 1:30 with a "State of the Industry" address by **Duncan Bureau**, VP Sales and Airline Partnerships at Westjet Airlines. Duncan provided insight into the current challenges in the airline industry. He made specific references on how Westjet has stayed profitable for so many years and spoke about the valuable partnership between the airline and the travel agencies.

Val Carter, a popular Calgary speaker, gave an amusing, but down-to-earth talk on How to Win a Goat, in which she spoke about positivity, prioritizing, and not being afraid to take steps that distinguish yourself and attract clients.

The AGM, moderated by CITC National Chair, **Kathleen Warren CTM**, included the announcement that the new National Chair (effective after the AGM) will be **Arlene Henderson CTC**, currently the Chair for CITC's BC & Yukon Region, and the new Vice Chair and Treasurer will be **Debbie Clarke CTC**, currently the Chair of the Atlantic Region.

Steve Gillick CTM, President and Chief Operating Officer of CITC, introduced the theme of the AGM, "Re-Igniting the Industry", whereby travel professionals could take steps to energize their clients—and their staff—during challenging economic times. Gillick then gave a report on CITC's 2008 activities, a glimpse at the Institute's 2009 book of business.

Heather Craig-Peddie, Director of Operations for ACTA, gave a report on ACTA initiatives as well as areas where ACTA and CITC have been working together.

Coralie Belman, CITC's National Certification Manager, concluded the AGM presentations with an update on Certification, on the new travel program 'star' endorsement system, and on the continuation of the supplier-based Providers of Quality Education (PQE) system. Coralie continued with the Industry Recognition portion of the meeting, at which the following awards and honours were announced:

Highest mark achieved on the Entry Level Exam in each Region:

- In the BC & Yukon Region: **Gail Muskeyn CTC** of Uniglobe GEO (93%)
- In the Alberta and NWT Region: **Lauren Hetherington** of SAIT in Calgary (93%)
- In the Saskatchewan region, **Stephanie Powling** of Universal Career College in Saskatoon (86%)
- In the Ontario Region, **David O'Kane of Algonquin College (94%)**

- In the Quebec Region, **Lise Gaudreau** of College Mérici in Quebec City (79%)
- In the Atlantic Region, **Colette Leblanc** of Holland College in Charlottetown (90%)

Highest marks achieved on the Advanced Level Exam:

May Exam: Jun Xia of Algonquin College, Ottawa (95%)

October Exam: Deborah Vader CTC of Goldway Travel, Edson, AB (94%)

Special Award Recipients for the highest marks on the Advanced Exam according to Region:

The BC & Yukon Region's Kurt Mauer Award: Jacqueline Blanchard of My Travel Canada in Surrey with a mark of 94%

The Ontario Region's Founder's Award: Jun Xia of Algonquin College in Ottawa, with a mark of 95%

The Quebec Region's Ed Chicon Award, Stephane Fortin of CAA Quebec in Ste Foy with a mark of 91%

The Atlantic Region's Victor Blenus Award, Jennifer Fraser of HRG Worldwide in Halifax, with a mark of 91%

CITC excellence-through-volunteerism were recognized according to Region:

BC & Yukon (known as the Al Muir Award): **John Luk CTM**

Alberta & NWT: **Catherine Heeg**

Manitoba & Nunavut: **Lina Rodrigues CTC**

Ontario: **Dawn Aitken CTC**

Quebec: **Marie Harwood CTC**

Atlantic: **Lisa Geddes CTC**

Honourary Member Installation

- § **Michelle Chimko CTM, VP and General Manager of Travel Services, Alberta Motor Association**
- § **Gerry Suffield CTC, Academic Chair, Travel & Tourism, School of Hospitality and Tourism, SAIT**

The AGM Reception was sponsored by **Travel Insurance Professional Services**, a division of **Reliable Life Insurance Company**, and General Manager **Rene Rockbrune** was present to deliver some introductory remarks as well as to offer a toast to the future for both companies as well as for the AGM attendees.

The Prize Draw winners included:

Jona Way CTC (Hon) of SAIT won 2 Vouchers provided by **Central Mountain Air**

Jack Bozek, President of Canada West Tours won the **Pottruff & Smith Golfer's Gift Box**

Stephanie Hatch CTC of TravelMasters won the Grand Prize Draw of a 7 nights for two at the Grand Paradise Playa Dorada in Puerto Plata, Dominican Republic, courtesy of **Amhsa Marina**

AGM sponsors who helped to make the day of events possible included:

Antigua and Barbuda Tourism, Merit Travel, Goway, Contiki Holidays, Air Canada, Westjet, Enterprise Rent-a-Car and National Car Rental, and Reliable Life Insurance.