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A Letter from Our President

2020 started out on the right foot for the Greater Atlantic City Concierge Association. I am happy to announce the fabulous new additions to our board. Amanda Hagan, of Marriott's Fairway Villas, as Social Director and Stephany Mazzone, of Seaview Hotel and Golf, has taken my place as Membership Director, (as I have excitedly and dedicatedly stepped in as the new Board President), and I am honored and determined to maintain the stellar reputation that Jen, Vonnie, and Doreen spent years tirelessly building, and intend on carrying on their torch to continue to raise the bar. We are honored to have Jen Miltner now in an advisory capacity. We are still fortunate to keep Gail Marrandino, of the AC Convention and Visitors Authority, as Vice President, Moira Kirkpatrick, of Fairway Villas Marriott Resort, as Secretary, Julio Driggs as Philanthropist, Judy Brenna, of Cuba Libre Restaurant and Rum Bar, as our Communications Director, and Chris Adams, of Meet AC, as our Treasurer. It is with full enthusiasm that I get to work with this amazing team!

Hospitality is the key to making our city a success. Although things may be different than what we have known it is our goal to maintain the highest standard of service in our industry so that all guests, whether they are out of town guests or locals, can experience excellence. Our organization has been able to support this effort by contributing to our local student professionals in the Hospitality field with scholarships. In years past, we raised much of the scholarship funds through the At the Shore Wine Tasting and Art Show. Combining our event with the kickoff to AC's Restaurant Week Event has broadened our reach to new guests and includes scholarships for culinary students now too! The culinary field, as we well know, is another huge key to Atlantic City's fame and notoriety.

Normally the Host Awards, are where we show our appreciation and recognition to those in the hospitality industry, that embody true customer service and keep our city going. Given our current state of things, although we were unable to award our candidates in person, we still honor their work and energy everyday. This year we are pleased to award Shalil Patel, Alexis Villalta and Caitlin Lee scholarships as they show greatness in the hospitality field. We have provided over 105 students with more than \$85,000 within the past 11 years!

We could not, of course, do this without you! From ticket sales, to our generous sponsors, donations for the silent auction, purchasing space in this program, contributions made by the Artists, help with advertising, and all who have aided in this successful event I thank you for your part and for coming together as one in the quest to make Atlantic City simply the best!

Working together with the rest of this elite organization, the Hospitality Scholarship Foundation and its board is what allows big things to happen. I am touched by all the efforts that everyone generously contributes, feeling the positive effects of all of your actions in your businesses and personal lives! Thank you again for all of your hard work and have your best year yet!

Warmest Regards, Jeanine Osendowski President, Greater Atlantic City Concierge Association

Getting to Know Your Board...



GACCA Name and Position:

Jeanine Osendowski, Board President

Where I work:

tAsk Away Concierge AND Hamilton Township School District

What is my position and how long have I been there?

I have been senior partner at tAsk Away for the past 6 years and teaching 1st Grade and Kindergarten since 2000.

Why hospitality?

I am a natural people-pleaser.

What inspires me:

People's energy

Greatest accomplishment:

Raising 3 great children- while working a full-time job, managing a business, taking grad classes- and being their taxi driver!

Three things you should know about me:

- 1. I'm a rule follower and a free spirit at the same time.
- 2. I love challenges... sometimes it's a problem like a 1000 jigsaw puzzle (if I start I can't leave until I finish... it's a problem)
- 3. I have a huge collection of barbie dolls.



GACCA Name and Position:

Moira Kirkpatrick, Secretary

Where I work:

Marriott's Fairway Villas

What is my position and how long have I been there?

Senior Marketing Executive, 8 years

Why hospitality?

I enjoy helping others have unforgettable vacation experiences! Also, I love to travel myself, and working for Marriott Vacation Club

has its perks!!

What inspires me:

Travel, Nature, Faith, Sisterhood, Volunteering, Goals, a blank journal and a new pen.

Greatest accomplishment:

Raising two sons on my own.

Three things you should know about me:

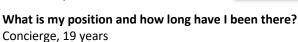
- 1. I am a kickbox fitness instructor at Amerikick in Galloway.
- 2. I am also a Thirty-One Gifts consultant.
- 3. I started a Faceook group for people who want to count their blessings and focus on what they are thankful for. It's called #Gratitude365

GACCA Name and Position:

Gail Marrandino, Vice President

Where I work:

Atlantic City Convention Center



Why hospitality?

I love interacting with people. I enjoy answering questions whether it be what to do or where to go in Atlantic City or questions as random as "who was the seventeenth president of the United States".

What inspires me:

Learning and acquiring knowledge that I can share with others. It can come from learning a new language, reading a book, or simply interacting with people from all over the world.

Greatest accomplishment:

Professionally - Teaching students and initiating a GACCA scholarship for hospitality students. Personally – Being a partner in a solid marriage and raising our son.

Three things you should know about me:

- 1. I taught English and French and was Vice Principal at Atlantic City High School
- 2. I am an avid tennis player and play almost every day
- 3. I was a Miss America Hostess

GACCA Name and Position:

Julio Driggs, Director of Philanthropy

Where I work:

Independent Concierge and Consultant

What is my position and how long have I been there? Concierge and Consultant, since 1994

Why hospitality?

My greatest satisfaction is seeing my guests happy.

What inspires me:

Helping people and seeing their happiness after I've helped them.

Greatest accomplishment:

One of the biggest moments in my career was handling details of the royal family of Monaco and working the hospitality side of Live Aid.

Three things you should know about me:

- 1. Graduate of the International Concierge Institute.
- 2. I've been on 32 cruises.
- 3. I have served every US President since Reagan to Clinton on their official visits to Philadelphia.





GACCA Name and Position:

Christine Adams, Treasurer

Where I work:

Atlantic City Convention Center for Meet AC

What is my position and how long have I been there

Concierge for our Restaurant Cart, acquainting visitors with our food purveyors. I've been working for the Convention Center part time for the last 23 years.

Why hospitality?

Put simply, I enjoy helping people. I am the warm, friendly face that awaits a new visitor to Atlantic City. As a seasoned conversationalist, I've shared good news about AC and learned even more from those I've encountered.

What inspires me:

Sunday sermons always inspire me to go out and be the best person I can be.

Greatest accomplishment:

I got lucky and married one of the good guys. He's supported me in all my endeavors.

Three things you should know about me:

- 1. After graduating from Immaculata Univ. I worked in NYC for the buying office of Sears Roebuck & Co.
- 2. I created and ran Quality Chocolates of Central Sq. in Linwood for 20 years (before selling it).
- 3. I was a regular Johnny Appleseed spreading the Cosmopolitan Martini all over New Zealand!



GACCA Name and Position:

Amanda Hagan, Social Director

Where I work:

Marriott's Fairway Villas

What is my position and how long have I been there?

Current position, Guest Services Manager 5 months. Prior to that, Front Desk Manager for about 5 years.

Why hospitality?

I have always loved hotels and I was unsure what I wanted to do after high school, so a hotel management class sounded fun! I fell in love with learning all about the hospitality world. I love how it connects so many people together in so many ways.

What inspires me:

Seeing people around me happy!

Greatest accomplishment:

Being able to live a happy, full, and successful life! I graduated college with honors, studied aboard, was an intern for Disney, been with Marriott for over 10 years, traveled the world, and have had so many amazing adventures with my family and friends!

Three things you should know about me:

- 1. I love to eat!
- 2. I love to laugh!
- 3. I love to dance!

GACCA Name and Position:

Judy Brenna, Communications Director

Where I work:

Cuba Libre Restaurant and Rum Bar

What is my position and how long have I been there? Director of Sales and Local Marketing since June of 2015.

Why hospitality?

I have always had the "going above and beyond" and "exceed expectations" mentalities since I was a little girl; an early-in-life calling.

What inspires me:

Stories of perseverance always kick me in the proverbial butt to do better, be better.

Greatest accomplishment:

My uncanny ability to achieve or excel at something when someone tells me I can't.

Three things you should know about me:

- 1. Once upon a time I did the whole "starving actor/singer/dancer in NYC" thing.
- 2. Once upon a time I did the whole "oops I lit my head on fire" thing.
- I can recite the prepositions alphabetically (I was deathly afraid of my 4th grade teacher, a mustached nun with a permanent scowl and this was one of her assignments. Why?? I have no clue. But I will never forget them. Thanks PTSD!

GACCA Name and Position:

Stephany Mazzone, Membership Director

Where I work:

Seaview, A Dolce Hotel

What is my position and how long have I been there?

Sales Manager, since June 2016

Why hospitality?

After one full year of nursing at Stockton I decided it was time to move on. I took an intro to hospitality taught by Marcus Cade it changed my view on the industry, so I went on to finish the Hospitality and Tourism Management Studies program.

What inspires me:

My parents. They came to this country in the 80's with very little and created a great life for me. Because of their sacrifice they gave me opportunities that I would have never had if I was born in Ecuador.

Greatest accomplishment:

Realizing that I can do more than I thought. Being a mom to a wild little boy, soon to be two wild little boys, while working full time is no simple feat. Cheers to all the working parents out there!

Three things you should know about me:

- 1. I am obsessed with the Backstreet Boys. I have seen them live in concert 10 times.
- 2. I love to travel and see new places but I absolutely hate to fly. I am petrified and need to be medicated
- 3. I hate onions and any type of variation of it from that family. Scallions, leeks, chives, etc.



GACCA Name and Position:

Jennifer Miltner, Advisory Board - Past President

Where I work:

Seaview Hotel and Golf Club

What is my position and how long have I been there? Golf Sales Manager for the past 2 years

Why hospitality?

Creating an environment that allows people to have fun while feeling appreciated is very gratifying. I thrive in an ever-changing environment where you have to be quick on your feet making decisions while maintaining customer-focus.

What inspires me:

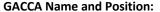
In addition to a beautiful sunrise or sunset, a good challenge inspires me. If someone says it can't be done or isn't worth it, and I believe it is, I will work, persevere and see it through to the end.

Greatest accomplishment:

Keeping our GACCA organized, engaged within the community and moving forward!

Three things you should know about me:

- 1. My fur-baby is a beautiful 19 year old cat named Sylvia.
- 2. In 9th grade, I won a bet that took me on a Hawaiian vacation.
- 3. I learned the hard way that snorkeling in caves isn't for me.



Doreen Prinzo, Advisory Board – Past President

Where I work:

Casino Reinvestment Development Authority

What is my position and how long have I been there?

Manager, Marketing Partnerships (about 10 years); Tourism Development Assistant (about 8 years); Convention Services Assistant (about 6 years)

Why hospitality?

Fun to help people enjoy their vacations; I believe in Atlantic City and think together we are number one.

What inspires me:

My friends. I have an amazing network of friends who support me and I support.

Greatest accomplishment:

Teaming up with the GACCA to create a scholarship program for the future workforce of Atlantic City and creating AC Restaurant Week.

Three things you should know about me:

- 1. I love food, cooking, eating out.
- 2. I enjoy the beach. I don't sit in the sun but I do enjoy sitting in my shade and watching the waves roll in on the AC Beach.
- 3. I love animals. They are so sweet and loving.



...Advisory Board...



GACCA Name and Position:

Vonnie Blake Clark, Advisory Board – Past President

Where I work:

Brush Classes & Painting Parties, and Resorts Casino Hotel

What is my position and how long have I been there? Owner and operator of Brush and Accounting / Collections at Resorts

Why hospitality?

Love interacting and meeting new people.

What inspires me:

Challenges

Greatest accomplishment:

I have owned and run several businesses in my lifetime, each presenting obstacles and challenges, yet I conquered these and all businesses were successful.

Three things you should know about me:

- 1. I am very patient.
- 2. I am extremely loyal and cherish all my friendships.
- 3. My mother was born with a veil (something to peak your interest).

Thank you, 2019 Hosts!













SWING SUITE

July what a month!

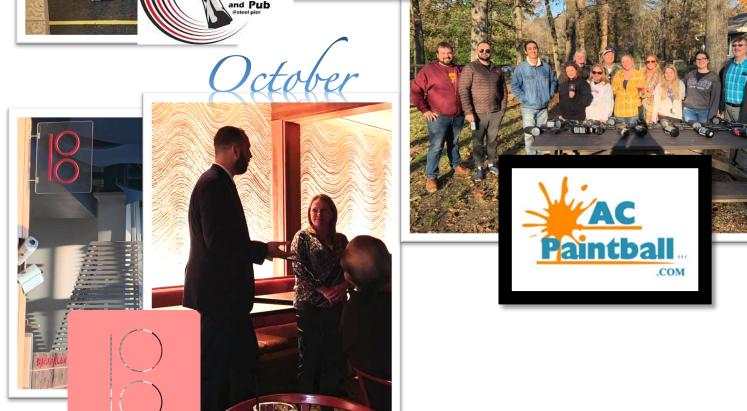


August





Vovember



December Holiday Party!











CARMINES

-1990-

GACCA - A Brief History

Atlantic County Magazine Article, Print Date 8.19. 2019 by Judy Brenna

In the beginning ((cue exorbitantly large, blazing hot sun slowly ascending an oily horizon, at an extremely glacial pace, over the Serengeti))... The Greater Atlantic Concierge Association was an idea... a concept... dare I say... a dream. It was a small group of hospitality professionals, formed by (what I consider to be) the Queens of Atlantic City, Vonnie Blake Clark (of Resorts and Hard Rock Casinos) and Doreen Prinzo (of the CRDA), getting together on a semi-regular basis, checking out different restaurants and attractions in the city to learn about the venues so they could then in turn go back and share the experiences with their customers. The root of the word "concierge" is from the Latin word "conservus", meaning "fellow slave", and then adopted into the French language, by King Louis XI, who had his Keeper of Keys open the palace door for when VIPs came-a-calling, and then said Keeper of Keys essentially catered to said VIPs' every whims. The word and concept soon spread to all across Europe faster than the rats carried the bubonic plague. When castles hosted visiting nobility, the concierge kept the keys to the castle rooms, and ensured that guests had everything they needed during their stay. By the late 1700s and early 1800s, a number of buildings in Europe, from government offices to prisons, had their own concierge on staff. Can you just imagine being the concierge for the Tower of London? "And here are thy lodgings until thou art to be executed, m' lord. I do so hope the stack of straw to lay thy head upon is to thy satisfaction. If there is anything else I can possibly do to make thy stay more comfortable prior to thy beheading, please, do not hesitate to ring this bell".

In the 20th century, what with the whole industrial boom going all... boomy... the introduction of steamships and steam trains helped launch the modern travel industry. Guests from distant locales relied on hotel employees for tour assistance and other services during their stays. Hotels throughout Europe began creating concierge positions to take care of their guests. In 1929, Ferdinand Gillet, head concierge at the Hotel Scribe in Paris, founded Les Clefs D'Or (which roughly translates to "the keys of gold"). This association enabled concierges throughout Europe to share ideas with one another. Today, Les Clefs D'Or has 3,000 members in 39 countries and sheds SO MUCH light on the origin of the phrase "the keys to the kingdom".

Back in 1995 when Vonnie and Doreen started this, there wasn't any truly sought after structure, but merely a group of colleagues, sharing ideas and business. They later elected a board to keep the group more controlled and respected, a group that companies would grow to appreciate, rely on and want to be involved with. With the help of the founding members, (shout out to Rosemary Slate, former head concierge of The Trump Taj Majal, who was the first concierge in Atlantic City to join the prestigious Les Clef D'Or organization, setting the precedence for future concierges in the city), in 2004 it officially became The GACCA, a nonprofit organization with structure and an official purpose, and juicy things that go along with all of that like bylaws and newsletters and dues and scholarships and partnerships, with Doreen Prinzo at the helm as President of the board, instilling the success of the organization to include members both concierge and non-concierge allied partners to create a strong foundation. ((breathe... slowly... you can do it)) The goal in all of these efforts was to create an environment in Atlantic City in which neighbors and colleagues could prosper and thrive and in turn help the city flourish. Because the truth of the matter is any city wouldn't thrive on tourism alone. It takes friendships and partnerships. Everyone scratching everyone else's back. Which... paints a rather odd visual if you're picturing it like I am in the literal sense right now... an entire city filled with thousands of people in one immensely large circle scratching the back of the person in front of them.

Some years back the GACCA teamed up with the CRDAF (Casino Reinvestment Development Authority Foundation) and created a partnership to raise funds and distribute scholarships for education in the hospitality industry, and to promote the value of that education, with the scholarships available to students attending Richard Stockton University, Atlantic Cape Community College and Fairleigh Dickinson University. And contrary to what I first thought, the intention of the scholarship is NOT to breed a team of super hybrid concierge heroes, saving this city one client at a time, but simply stated, by Doreen Prinzo, "Atlantic City provides a great visitor experience; however, the area's

growth over the next several years requires a larger and well-trained workforce. This program will help eligible students gain the knowledge and skills they need to serve the industry with distinction." I will keep my fingers crossed for the super hybrids though.

Granted, when I moved here 4 years ago, I was new, completely un-learn-ed of the area. The only thing I knew about Atlantic City was that it was the city we used to frequent when I was a little girl because my family had a house in Margate, and once in a blue moon it was the devil city that took my dad's hard-earned money. It was the city where I saw the most amazing concerts (not many girls can say they witnessed the legends that were George Burns, Alan King, Frank Sinatra, Sammy Davis, Jr., Red Skeleton, Frankie Valli or be dazzled by the magical stylings of Doug Henning and David Copperfield all by the time they were 10 years old) and enjoyed the most amazingly delicious meals (the next 5 paragraphs I REALLY want to write about because, well, food, BUT for your sake, I will abstain) and I really can't leave out my most favorite place on the planet when I was a kid, the bowling alley at Showboat. All I knew of Atlantic City was when I was a young girl. I moved away and pretty much forgot about the place. So when I came back here, decades later, I feel like I needed to totally relearn what this city was all about. So when Jen Miltner, now the president of The GACCA, approached me and mentioned the group and the benefits of joining, a light bulb over my head lit up (and yes, it was in fact an antique-style incandescent light bulb with the squiggly wires inside and carbon filament, because, well, I'm me, and there's a whole bunch that goes along with that statement). What better way to get to know the city than join the group of people who were the keepers of the keys to this city? So I joined, and never looked back. And they're not paying me to say this next part, because this is 100% volunteer, this truly is an amazing organization comprised of hospitality professionals having each other's backs (scratches and all), perpetuating success in tourism all while giving back to the community and ultimately going above and beyond to exceed our guests' expectations.

I try and imagine that first meeting way back in 1995 with Vonnie and Doreen and their crew gathering together and discussing their idea over happy hour priced margaritas (with muddled, exotic fruit apparently, since when I googled "top cocktails of 1995" that's what popped up). I wonder if they ever fathomed that first meeting would evolve into what we are today. So! My "fellow slave", if you would like to learn more about The Greater Atlantic Concierge Association please go to our website at www. www.acconcierge.org or email me at jbrenna@cubalibrerestaurant.com. I have zero problem talking your ear off about the organization and other things (because I have A.D.D. and will literally go on and on and before you know it you're sitting with me in Cuba Libre's Main Bar munching on Cuban Sandwich Spring Rolls and sipping Rosé Sangria and somehow our GACCA conversation morphed into me blabbing on bout when and why the Salem Witch Trials started and the socio economic fallout from the Santorini Caldera eruption of the late bronze age).

A Tribute to Michael Doyle

Atlantic County Magazine Article, Print Date 6.18. 2019 by Judy Brenna

It may come as a surprise to some that one of our own crossed over this past winter, Michael Doyle. If you don't recognize the name, please don't be ashamed. Almost everyone in this area has only known him for the last 24 years as Dr. Pitney, or as he had explained it to me when I first met him in his full Dr. Pitney regalia and asked him, "what are you exactly?", in his spookiest and shakiest voice imaginable, "I'm the Ghooooooooost of Dr. Pitney!".

I'm sad to admit, I don't know his birth date. I'm even sadder to admit, I don't even know the exact date of his passing. Little information is out there on the inter webs regarding the history of Michael Doyle. But I DO know a few things. He was extremely affable. He was a welcoming soul, very extraverted (and a natural flirt), and versatile, with a fierce memory, at least from what I can tell. He listened and paid attention. Even when you think he wasn't. And he gave the impression he wasn't, which made him all the more intriguing. I am one of those people that by nature assume no one is really listening to what I'm saying (that's part of the job description being the youngest of 4), so you can imagine it was always slightly shocking when he would strike up a conversation and ask how things were going and make references to a previous discussion.

I DO know he was an actor. And he had a deep love for the subject of history (2 things we had in common and chatted about). A former heating and air-conditioning expert from the Philadelphia area, Michael moved to Atlantic City... when? I'm actually really not sure. But, I DO know at some point when he relocated here he founded a group called Boardwalk Living Theatre. It was with this group, (around 1996), he birthed the idea of "The Ghooooost of Dr. Pitney", the seashore equivalent of Philadelphia's Ben Franklin.

Born in Mendham Borough, New Jersey in October 29, 1797, Dr. Jonathan Pitney studied medicine at Columbia University. Pitney moved to Absecon, having fallen instantly in love with the area, in May of 1820 and established his medical practice there. He was a delegate to the New Jersey Constitutional Convention in 1844 and was instrumental in lobbying for the construction of the Absecon Lighthouse in the aftermath of the tragic Powhattan ship wreck. Google that story, it's pretty horrific. Pitney's main achievement was the promotion of Absecon Island as a shore medical retreat. With the help of civil engineer Richard Osborne and well-connected Richard Summers they devised the idea creating a large scale resort. In 1853 he presented Osborne's designs for the city to Philadelphia railroad investors, which led to the creation of the Camden and Atlantic Railroad which opened on July 1, 1854 (a day which Michael Doyle coined "the grand opening of Atlantic City"), bringing a trainload of 600 Philadelphians (and marking the first of many seasonal "shoobie" invasions) from the banks of the Delaware River to the Atlantic Ocean.

Offering special tours in the city for tourists and history fanatics, Michael spent the rest of his days, replete with top hat, bowtie and black tails, educating tourists, making people laugh, and entertaining group parties (particularly, according to him, one very oddly-themed bachelorette party) as the late great Dr. Pitney. And his role wasn't just for tourists. As part of Atlantic City's 150th birthday celebration, Michael advocated for a celebratory voyage to commemorate the first Camden-Atlantic Railroad train ride into the City by the Sea, and managed to get the backing of the cities of Philadelphia and Atlantic City to get involved.

For his commemoration, Michael had envisioned a special excursion train with bands, decorations, other actors dressed as various characters from Atlantic City's illustrious past and at least 300 riders that would have included local officials, dignitaries, history buffs and media. Sadly, without the financial backing for this, he had to settle for an undecorated, regularly scheduled NJ Transit train, a lone accordion player and a dozen or so passengers who came aboard especially for the trip, joining an assortment of commuters, gamblers and other riders. But that didn't dampen his spirits. In true actor's fashion, embodying the ever poignant saying, "the show must go on", Michael entertained them, using bombastic oratory to praise the resort while costumed actors provided a period backdrop.

One can only hope his legacy will continue on in the hearts of history lovers in the area. And although I can't claim that I knew him very well, I was impacted by his existence. And in his passing. I like to imagine he's finally on that elaborately decorated excursion train in the sky, sitting with Dr. Pitney himself, sipping some kind of delicious beverage concoction, and talking passionately about the love they both shared for this island. I raise my top hat to you, Michael. May you continue to shine like the polished buttons on your waistcoat. You will be forever missed.

2020... started out strong... with a ton of success!

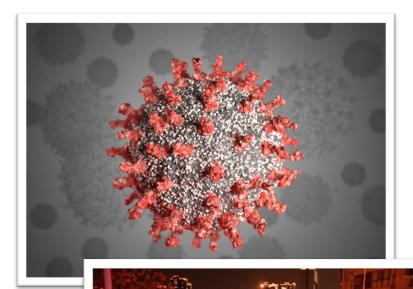








And then COVID-19 Hit the States...



Pneumonia of unknown cause - China

Disease outbreak news 5 January 2020

On 31 December 2019, the WHO China Country Office was informed of cases of pneumonia of unknown etiology (unknown cause) detected in Wuhan City, Hubei Province of China. As of 3 January 2020, a total of 44 patients with pneumonia of unknown etiology have been reported to WHO by the national authorities in China. Of the 44 cases reported, 11 are severely ill, while the remaining 33 patients are in stable condition. According to media reports, the concerned market in Wuhan was closed on 1 January 2020 for environmental sanitation and disinfection.

The causal agent has not yet been identified or confirmed. On 1 January 2020, WHO requested further information from national authorities to assess the risk.

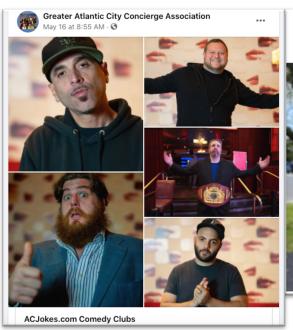
National authorities report that all patients are isolated and receiving treatment in Wuhan medical institutions. The clinical signs and symptoms are mainly fever, with a few patients having difficulty in breathing, and chest radiographs showing invasive lesions of both lungs.

According to the authorities, some patients were operating dealers or vendors in the Huanan Seafood market. Based on the preliminary information from the Chinese investigation team, no evidence of significant human-to-human transmission and no health care worker infections have been reported.

Public Health Response



We found other ways to stay up to date and keep in touch!







"May the love in our hearts never have to be rationed.

Let enforced isolation lead to deeper connection.

May we all work as one, whatever might face us.

In this fight to survive, we'll stay strong and courageous."

- John Mark Green

We WILL be back!



