

7/14/08 (24)

**Christine Joyce**

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**From:** Lauren Rosenzweig  
**Sent:** Tuesday, July 08, 2008 10:03 PM  
**To:** Manager Department  
**Cc:** Board of Selectmen; Planning Board; Volunteer Coordinating Committee  
**Subject:** Candidate for Planning Board Associate

Hi Christine,

Can you please add to the July 14<sup>th</sup> agenda on Consent:

To appoint Leigh Davis Honn as a 1 year term associate member of the Acton Planning Board.

I interviewed Leigh and she has lots of energy and great ideas for the future of Acton. Leigh participated in the Visioning Sessions for the Comprehensive Community Plan, and became involved as a volunteer to help the Outreach Steering Committee. She has moved to Acton from Indiana and lives in one of the Historic houses. Her extensive professional experience in event planning should be a helpful skill in community education and outreach.

Please add Leigh's resume and application to the packet for BOS review.

Thanks!

Lauren

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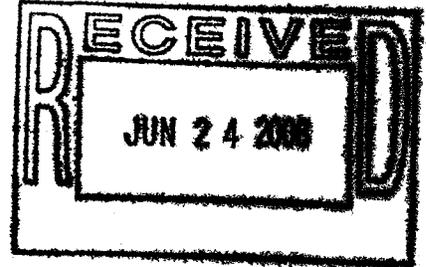
Checked by AVG.

Version: 7.5.524 / Virus Database: 270.4.6/1540 - Release Date: 7/8/2008 6:33 AM

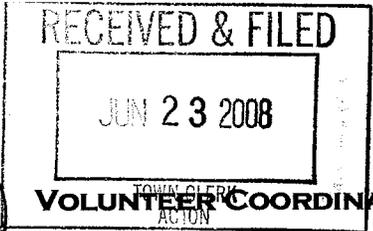
7/9/2008

The Volunteer Coordinating Committee met June 23, 2008 and interviewed Leigh Davis-Honn for a full member position on the Planning Board. She has attended meetings and talked with Roland Bartl. Her resume is very impressive and we feel she would be a great asset on this committee.

Jean Lane, VCC



Why PB?  
Most important thing for PB to address?  
Outreach Hearings - what did you think?



TOWN OF ACTON  
472 MAIN STREET  
ACTON, MA 01720

**VOLUNTEER COORDINATING COMMITTEE**

**VOLUNTEER APPLICATION**

TELEPHONE (978) 264-9612  
FAX (978) 264-9630  
E-MAIL VCC@ACTON-MA.GOV

Residents interested in serving on a Town Board, Committee or Commission are requested to complete this form and forward it to the Office of the Town Manager at Town Hall.

(Please print or type)

Title Mr. <u>Mrs.</u> Ms. Dr.	E-mail Address ldhonn@comcast.net	Date 6/10/08
Last Name Davis-Honn	First Name Leigh	Middle Initial
Street Address 105 School St., Acton	Home Phone 978-263-4301	Business Phone 978-266-8922

Please refer to the other side of this sheet and indicate below, in order of preference, the Board, Committee or Commission that is of interest to you: Planning Board

Have you previously been a member of a Board, Committee or Commission (either in Acton or elsewhere)? If so, please list the Board name and your approximate dates of service: no

Do you have any time restrictions? no, after business hours

Are you a U.S. Citizen? Yes How long have you lived in Acton? 1 yr In Massachusetts? 1 yr

Present occupation and employer (Optional: Attach résumé) Director, Client Services, Simply Hospitality

Do you or your employer have any current or potential business relationship with the Town of Acton that could create a conflict of interest? no

Education or special training: see attached resume

Please list below any additional information or comments that may help in the matching of your interests with the most appropriate Board/Committee, such as civic experience, special interest/hobbies, etc.:

\_\_\_\_\_

\_\_\_\_\_

TOWN OF ACTON VOLUNTEER BOARDS, COMMITTEES AND COMMISSIONS

Acton Community Housing  
 Acton-Boxborough Cultural Council  
 Aging, Council on  
 Appeals, Board of  
 Assessors, Board of  
 Cable Advisory Committee  
 Cemetery Commission  
 Commission on Disabilities  
 Community Preservation Committee  
 Conservation Commission  
 Fair Housing Committee  
 Finance Committee  
 Hanscom Field Advisory  
 Health, Board of

Historic District Commission  
 Historical Commission  
 Joint Technology Advisory Committee  
 Metropolitan Advisory Planning Council  
 Minuteman Home Care  
 Minuteman Vocational School Representative  
 Personnel Board  
 Planning Board  
 Public Ceremonies Committee  
 Recreation Commission  
 South Acton Revitalization Committee  
 Town Report Committee  
 Transportation Advisory Committee  
 Volunteer Coordinating Committee

*Thank you.* If you have questions or would like more information, please contact a member of the Volunteer Coordinating Committee. Current membership may be obtained through the Town Manager's office at Town Hall, (978) 264-9612.

The space below is for use by the Volunteer Coordinating Committee and the appointing body to record the status of your application.

**VCC Interview**

Applicant Called \_\_\_\_\_  
 Schedule Date & Time \_\_\_\_\_  
 Recommendation \_\_\_\_\_

**Appointing Body**

Selectmen / Manager / Moderator  
 Interview Date \_\_\_\_\_  
 Appointed Date \_\_\_\_\_  
 Term \_\_\_\_\_

Board, Committee or Commission

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Member / Alternate / Associate  
 Member / Alternate / Associate  
 Member / Alternate / Associate  
 Member / Alternate / Associate

Notification of Appointment

Recommendation Sent \_\_\_\_\_

Received by VCC \_\_\_\_\_

Committee Notified \_\_\_\_\_

No openings at this time

Applicant Notified \_\_\_\_\_

# Leigh Davis Honn

Client Service Director, North America, at Simply Hospitality

ldhonn@simplyhospitality.org

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## Summary

Senior Director with a combined 27 years experience building relationships in the public and private sector.

Experience includes public speaking, training, creative and technical writing, event and volunteer management, marketing collaborations, conventions/trade shows, project management, contract management, leadership and team development, fiscal analysis, business process analysis, policy development and best practices implementation.

## Specialties

Relationship building/ retention, exceptional client service standard, creative thinking, communication-verbal and written, public speaking/ training including, but not limited to, the following subjects:

Hospitality

Customer Service

Communication Styles/ Organizational Behavior

Tourism Marketing & Collaborations

Volunteer Recruitment/ Management/ Retention

Event & Volunteer Best Practices

Technology Solutions in Event/ Volunteer Management

Technology/ Product Training

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## Experience

### **Client Service Director, North America at Simply Hospitality**

December 2007 - Present (7 months)

I was away from Simply Hospitality for almost two years, 2006-2007. In March 2007 I married and moved to New England where I've now opened the Simply Hospitality Northeast sales office!

I facilitate national web-based system demonstrations and as new clients purchase our online registration/event management system, TRS, I collaborate with them on website design, training and ongoing client support. For a sample of our clients, please visit [www.theregistrationsystem.com](http://www.theregistrationsystem.com).

Currently developing full user/system specifications for technical development of the Full Membership system, designed especially for association/ membership management needs.

Developing TRS sales territory for the northeast United States- Washington, D.C., to Canada, west through New York. Please contact me if you're interested in online registration/ management for events, conferences, volunteers, major sporting events or festivals? Per our clients, there's nothing like it on the market!

*1 recommendation available upon request*

**Visitor Service Director at Indianapolis Museum of Art**

**January 2006 - March 2007** (1 year 3 months)

After completing a consultant role for staff/volunteer training prior to IMA regrand opening, I was hired into the organization and was responsible for areas including:

Guest Services/Visitor Services  
Volunteers  
Tourism  
Shuttle Operations  
Switchboard Operations

With priorities including:

Revamp museum entry experience  
Revisit museum signage  
Facilitate better communication between front line staff and planning departments  
Increase membership sales through front line/gs sales  
Training  
Improve Customer Service ratings

Served on IMA Program Committee-review/ selection process for proposed IMA programs, Accessibility Committee, Emergency Planning Committee and Directors' Roundtable.

*1 recommendation available upon request*

**Guest Speaker / Lecturer- Tourism, Convention and Event Management Curriculum at Indiana University- Purdue University Indianapolis campus**

**September 2000 - November 2006** (6 years 3 months)

Guest Lecturer for TCEM Curriculum in multiple courses speaking on topics including:

Customer Service  
Communication Styles/Organizational Behavior  
Tourism Facility Marketing  
Event Management

*1 recommendation available upon request*

**Client Service / Training / Volunteer Director at Simply Hospitality**

**February 2004 - March 2006** (2 years 2 months)

Contracted to clients in volunteer management, training, and client service roles including:

Indianapolis Cultural Development Commission--conducted training on cultural venues as part of a 5-yr cultural tourism development and marketing campaign

United States Grand Prix Formula One race-- 2-yr volunteer mgr recruiting/coordinating/trng 500+ vols in city-wide locations, speaking 6 languages

Indianapolis Museum of Art--organizational change training in advance of regrand opening after museum renovation. Trained staff, vols and docents with a primary focus on Customer Service/Communication Style with problem resolution exercises. Results documentation provided to client with next step recommendations.

Acted as Indpls hospitality/guest services trainer conducting hospitality trainings for vols of citywide events/conferences

Developed tech and user requirements for online volunteer/event management system, The Registration System (TRS), which is now being sold nation-wide.

*1 recommendation available upon request*

**Contract Instructor at Indiana University- Purdue University Indianapolis campus**

**February 2004 - March 2006** (2 years 2 months)

Instructor for this six-week Continuing Education course, Indianapolis Cultural Sampler.

Six week curriculum (2 distinct six-week courses were developed) focused on cultural mediums--Museums, Theatre, Dance, Art, Music, Dining

Developed collaborations with citywide cultural venues and each week the class met in a different cultural venue, learning/touring behind-the-scenes.

Each participant then received discount/complimentary tickets to their next performance.

**Tourism Director at Simon Property Group**

**February 1999 - January 2004** (5 years)

Responsible for creation and implementation of citywide tourism marketing campaigns with multiple sponsorship partners.

Assembled cultural venues and hotels to develop innovative and appealing leisure travel packages to increase attendance/visits and revenue.

Developed and facilitated onsite tourism and group activities such as photo scavenger hunt, spouse programs for convention attendees and promotions for convention attendees, generating additional exposure to residential and local corporate market as well as addl revenue source.

Collaborated effectively with SPG merchants to create marketing/product relationships benefitting both entities, generating greater visibility and sales to residential and tourist markets.

*1 recommendation available upon request*

**Guest Services Manager at Indianapolis Convention and Visitors Association (ICVA)**

January 1995 - March 1999 (4 years 3 months)

Developed new ICVA initiative for Guest Service functionality in partnership with the downtown Indianapolis Simon Property Group mall, Circle Centre, which is attached to the Indiana Convention Center and RCA Dome. The Centre saw 1 million visitors each month, including visitors staying in the five attached hotels.

Responsibilities included :

Development/training/management of part-time and full-time staff and volunteers with ultimate goal being delivery of world-class service to our guests

Developed all operational processes, forms, training documentation, financial reconciliation and monthly client contractual reporting

Tourism marketing collaborations and generation of sponsorship revenues, as well as citywide relationship building with market partners

Influenced mall merchants to participate in tourism marketing campaigns such as coupon books, special events for tourism/convention groups, in-store fashion shows/trunk shows

*1 recommendation available upon request*

**Business Development Analyst/ Project Manager at Electronic Data Systems (EDS)**

March 1987 - January 1995 (7 years 11 months)

Multiple positions/responsibilities in locations including Austin, Tx, Chicago, Il, Indianapolis, In.

Marketing/Business development activities for EDS Federal, State, Local business sectors to include trade shows, analysis of and proposal writing for RFPs, speech writing for Directors and clients.

Analysis of best practices with change implementation for internal and client staff/processes

Acted as part of national implementation team assigned to long and short-term client projects, as

needed, to include initial client relations/relationship building, analysis of client system requirements, liaison with technical staff on client requirements and development of system, client training, system user documentation, and live implementation.

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## Education

**Birmingham-Southern College**

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# Leigh Davis Honn

Client Service Director, North America, at Simply Hospitality

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## 6 people have recommended Leigh

"Leigh has the best customer service skills I have ever encountered in my 25 years in sports event management. She will never say "No" to any request and will persevere till the job is completed perfectly. She is a stickler for detail and no detail is too small for her in all areas of project management. Her personal skills are delightful and I have always enjoyed working with her."

— **Allison Melangton**, *Vice President, Indiana Sports Corporation*, was with another company when working with Leigh at Simply Hospitality

"Leigh and I worked together on the IMA's program committee. During that time her insights provided a greatly needed perspective on programs and activities. Her experience in the hospitality arena was a great addition to the discussion and she reminded us on numerous occasions that the customer/client/guest should always come first in our considerations. I feel that this insight made the programs that the IMA offered better in many ways. Her attention to detail and facilitation skills kept the meetings going in a positive way. Her counsel was wise and the group benefited greatly."

— **Christina Koennecke**, *Manager Corporate and Foundation Programs, Indianapolis Museum of Art*, worked with Leigh at Indianapolis Museum of Art

"Leigh would be an asset to any organization as well as a strong contributor and leader. She's highly motivated and a true joy to be around."

— **Striby, Donna**, *Meetings Services Manager, ICVA*, worked directly with Leigh at Indianapolis Convention and Visitors Association (ICVA)

"Leigh taught me so much in the 18 months I interned for her. She taught me the art of communication and networking. She is so amazing, smart and talented individual. I could not have asked for a better mentor. She is so well connected."

— **Lindsey Skeen**, *Director of Sales, Columbus Area Visitors Center*, reported to Leigh at Simon Property Group

"I have had the distinct pleasure of working directly with Leigh Davis Honn in a cultural training/public speaking capacity. While she has addressed groups both small and large, Leigh's ability to make audience members feel like they are engaged in a one-on-one conversation is truly remarkable. Leigh has the incredible ability to also listen - something of a lost art today. Her

professionalism and public speaking skills are those of true, great orators. I would highly recommend Leigh for any position that would require the distinct art of engagement. Her ability to connect, listen and problem-solve are unsurpassed."

— **Stevi Stoesz**, *Owner, Blue Moon Marketing*, worked directly with Leigh at Indiana University Purdue University Indianapolis campus

"Leigh is energetic, enthusiastic, professional and customer focused. I would highly recommend her work. I also would recommend Leigh for her tremendous public speaking skills. Leigh is especially skilled in speaking on customer service, organizational behavior and identifying communications styles, all areas of volunteer management and recruitment. She really knows her stuff and knows how to communicate it in a meaningful and interesting way to her audiences."

— **Brenda Myers**, was Leigh's client

Contact Leigh on LinkedIn