

COURSE PETITIONS

COURSE PETITION #1

COURSE NUMBER AND NAME: **MGMT 3351**
 Business Accounts Management

CATALOG DESCRIPTION:

The course is designed to assist the student in using the PC to maintain, compile, and organize accounting data including (1) Accounts Payable, (2) Accounts Receivable, and (3) Payroll.

METHOD OF EVALUATION:

Resume, Autobiography, Annotated Bibliography pages D-2, Documentation pages D-6, D-10, D-11, D-12, D-13, D-14, D-15, D-16, D-17, D-21, D-22, D-23, D-24, D-25, D-37, D-57, D-58, D-59, D-60, D-64, D-66, D-69, D-71, D-72, D-86, D-87, D-88, D-89

EXPERIENTIAL LEARNING ANALYSIS

ACCOUNTS PAYABLE

Concrete Experience:

- In December 1999, I was promoted from Receptionist to Bookkeeper for Automated Food Systems, Inc. located in Duncanville, Texas. I was assigned the responsibility of Accounts Payable. I still maintain the books for the same company. I handle the following aspects of Accounts Payable:
 - Purchase Orders
 - Vendor Invoices
 - Assigning Accounts
 - Maintaining and Updating Vendor Accounts
 - Credit Application Submittals
 - Process Vendor Payments
 - Monitoring Aged Payables Report
 - Material Costing
 - Physical Inventory

Learning Outcomes:

- I learned the importance of issuing a Purchase Order to a vendor. I learned that Purchase Orders are a way to compare current vendor price to what you paid in the past. I learned that you should match the vendor packing lists and invoices to the purchase order to verify quantity ordered matches quantity received and quoted price matches actual invoiced price.
- I learned that entering purchase orders, packing list, and invoices using computer accounting software, saves quite a bit of time, compared to writing or typing them in

manually. I learned that entering the information into a computer versus writing or typing is more accurate and leaves less room for error. I learned that accuracy is very important when dealing with the company financials.

- In the book, Financial and Business Statements by George T. Friedlob and Franklin Plewa, Jr., they define Accounts Payable as "Amounts owed to suppliers for merchandise or services, such as an unpaid invoice for merchandise purchases or the utility bill".
- I learned to code invoices and vendors into different accounts based on the product they provided. For example, I have listed below a few of the accounts and descriptions I use to classify different products, whether they be an actual good or service:

Account Number	Account Description
1340	Inventory
7451	Domestic Sales Freight
7500	Vendor Shipping Expense
7625	Health Insurance
7880	Utilities
7900	Shop Expenses

- I have learned to examine invoices for any possible changes in remit to address. I learned that a vendor will usually send a special fax, letter, highlight the change on an invoice, or enclose a flier with the invoice, to notify the Accounts Payable Department of any changes they have made.
- I learned that there may be a drastic change in price that I am not aware of, so it is good to have two sets of eyes look over the payables before issuing payment. I have learned that the Production Manager does the majority of purchasing, which makes it beneficial for him to look over the Inventory and Shop Invoices prior to issuing payment.
- I have learned that it is extremely important to maintain the payment terms that the vendor set up on your account. I learned that during slow economic times, especially immediately following the terrorist attacks of 9/11, it is harder to maintain this responsibility. I have learned that when you are late on making a payment, the Accounts Receivable Clerk will hound you until they receive payment. I have learned that this can eat up a lot of my time and cause me to fall behind in my other tasks. I learned to address the incoming past due inquiries immediately, to put their mind at ease and prevent them from contacting me repeatedly. I learned to give them an idea as to when they can expect payment, so they have an answer as to when they can expect payment.
- By monitoring the Aged Payables Report, I am able to identify which bills will soon need to be paid. I learned to approve, process, and print checks for payment to

vendors. I learned to paperclip the check to the invoice(s) being paid when submitting to the company President for his signature. I learned this practice allows him to obtain an overview of the invoices being paid and allows him to spot-check our work to make sure we are being thorough in the Payables process.

- Once the checks are signed, I learned to stamp the attached invoice(s) "PAID" and record the check number on the invoice. I learned this is convenient when needing to research or reference payment information or history in the future. I have learned that it is convenient and efficient to have a single file drawer designated for Accounts Payable folders. I learned to make a labeled file folder for each and every vendor. I learned to file these in alphabetical order for ease of reference. I learned to file the most current invoices in the front of the file, so they are in chronological order from most current to oldest. This provides convenience and order when searching for information from the vendor. I learned to keep the records in the designated filing drawer for one fiscal year. I learned that payable records still need to be referred to from the previous one to two years. I learned to put those in an organized and easily accessible location for ease of reference.

ACCOUNTS RECEIVABLE

Concrete Experience:

- Since I was hired as a Receptionist for Automated Food Systems, Inc., I was assigned various functions of the Accounts Receivables function. In the beginning I was responsible for:
 - Providing Customer Pricing
 - Obtaining Customer Purchase Order
 - Entering Invoice into Computer
 - Printing Invoices and Packing List

Learning Outcomes:

- I learned that in manufacturing, pricing has the potential to change each time you order from your vendor. I learned that by buying in volume, the vendor is often times able to offer a discount on pricing. I learned that the price I offer my customer is based on the price my vendor charges me. I learned that because pricing is not uniform, I must present my customer with pricing each time they order.
- I learned the importance of requiring a customer purchase order for each order they place. It forces the customer to enter the information in the computer to obtain a purchase order. This helps because the customer's Accounts Payable department is able to match the quantity and pricing and proceed with the payment process. I learned this increases the receipt of payment from the customer.

- I learned to enter customer contact, mailing address, ship to address, part quantities, part numbers, pricing, purchase order, and shipping method requested into Peachtree very carefully, so as not to mistype or transpose information. I have learned to review the information once all of the information is input, to verify the data is accurate. After I have established the data is correct, I save it.
- The next step is to print the invoices and packing list. I print three copies of the invoice:
 - White Copy-Mail to Customer
 - Yellow Copy-File Copy
 - Pink Copy-Bookkeeping Copy
- I learned the importance of color-coding the invoices is to differentiate the different invoice copies needed. If all the copies were white, it would be difficult to remember if you already mailed an invoice to a customer or if it was filed by mistake. By being color-coded it is a standard practice to process three different colored invoices each time an order is processed.
- The white invoice copy is always mailed to the customer. The yellow invoice copy is attached to the handwritten customer order form and filed in the Accounts Receivable file. I learned to file all Accounts Receivable invoices into a designated drawer. I further learned to prepare a file folder for each customer and file by the customer's company name in alphabetical order and to file the most current invoice in the front of the file to ensure the invoices are in chronological order. This filing system saves a lot of time researching past customer information. The pink invoice copy is the bookkeeper's copy. I learned that this copy is two hole-punched and filed in order according to the invoice number. I learned that customer invoices are not separated. All customer invoices are compiled according to invoice number.

Concrete Experience:

- In January 2000, I added to my Accounts Receivable responsibilities at Automated Food Systems, Inc. These new tasks enabled me to piece all of the puzzle pieces together in order to fully see and understand the Accounts Receivable picture. The new responsibilities included:
 - Recording Payment Receipts in the Bank Register
 - Filling out deposit slips and making deposits daily
 - Assigning Accounts to Sales Invoices
 - Maintaining and Updating Customer Accounts
 - Credit Application Verification
 - Monitoring Aged Receivable Reports

Learning Outcomes:

- I learned the importance of recording and depositing customer payments the day they were received. I learned that this practice assists in:
 - Maintaining a current bank account balance
 - Maximizing interest income earned
 - Decreasing interest expenses

- When processing a customer payment, the following steps were taken:
 - Detach the stub from the check
 - Stamp the back of check with the bank endorsement information
 - Fill out a bank deposit slip
 - Record the check in the bank register book
 - File the check stub with the other check stubs received that month
 - Deposit the check(s) at the bank

- I learned that each of these steps is important when processing a payment. If the check is not stamped, or not entered in the register book the process will be delayed. I learned to legible and accurately record transactions in order to prevent errors when balancing the bank register. I learned to run a calculator tape two types to double check my entries for accuracy. I learned incorrectly entering a single number significantly affects the balance total. I have learned that when I am processing deposits, it is important to not have any interruptions that might distract me from my focus and cause an error.

- I learned the importance of a color-coded invoice system. By having a pink invoice copy specifically for bookkeeping purposes I do not have to search through the Accounts Receivable file to search for invoices processed that month. By locating the invoices in a designated area and filing in invoice order I am able to promptly classify each line item. The system allows me, as the bookkeeper, to assign an account category to each line item ordered. Below is an example of the various sales accounts the line items might be assigned to:

Account Number	Account Description
5220	Domestic Spare Part Sales
5225	Domestic Skewer Sales
5230	Domestic Large Equipment Sales
5235	Domestic Batter & Stick Sales
5240	International Spare Part Sales
5245	International Large Equipment Sales
5250	International Small Equipment Sales

- I learned that breaking the items down by account classification enables the company to identify what portion of sales to attribute to each sales category. I

learned this is beneficial in monitoring the progress of a particular product. I have learned this practice is helpful in identifying product strengths and weaknesses. I have learned to compare current accounts to historical accounts to calculate whether the product is growing and/or profitable. I learned this is a good way to pinpoint problem areas, so they can be addressed.

- Before I offer a new customer a credit account, I require they fill out a Credit Application. I have learned that a credit application can save you a lot of money and heartache. In processing a credit application you research the customer's credit history through:
 - Banking Information
 - Years in Business
 - Existing Vendors/Trade References
 - Personal References
 - Dunn & Bradstreet Number
- Once I receive the Credit Application, it is my responsibility to verify the accuracy and integrity of the information the applicant provided. I learned that most businesses listed as a reference do not provide information over the phone. Many states deem this unlawful and require a request in writing, accompanied by permission documentation from the applicant. I have learned that while this is very time consuming, the law is in place to protect individual's confidentiality and credit.
- I learned that most companies that return a credit application are approved for a credit account. They willing provide the information, because they do not have credit blemishes to hide. On the other hand, a company that has requested a credit account, that finds out they must fill out a credit application, and does not ever return it, probably would not have been approved and knowingly does not bother to return the application.
- I have learned that new customer's sometimes require the product immediately and will not wait until the credit application is approved. In this situation the customer can wire transfer the funds to my company's bank account or pay for it C.O.D. I have learned that these options allow for a win-win situation. I am able to collect my money upfront, which eliminates my risk in doing business with someone I have not yet established a business relationship with. It also allows the customers immediate need to be met.
- In the book, The McGraw-Hill 36-Hour Accounting Course, by Robert L. Dixon and Harold E. Arnett I learned "The accounts receivable aging schedule lists the name of each customer and, in a series of columns after the name, shows 1) the total amount owed you and 2) a breakdown of that amount in terms of the length of time it has been owing".

- I learned the importance of maintaining a current and accurate Aged Receivables Report. At a glance I am able to identify the total amount of receivables outstanding and past due. The report further breaks down the receivable accounts by customer, specific invoice(s) outstanding, and aligns the invoice in a category revealing the invoice is not yet due or identifies how many days the invoice is past due. I have learned to use this report as a tool when contacting customers regarding their past due balance. I call on past due accounts once per week. I have learned the sooner you correct the non-payment issue, the more likely you are to collect the debt owed you. I have also learned the longer a past due invoice goes without being collected, the harder it will be to collect payment.

- Through trial and error I have established a set of guidelines that produce results when trying to collect on past due accounts. I routinely practice the following process:
 1. Send a fax reminder if payment has not been received 7 days after due date.
 2. If you have not received a response regarding the fax reminder or received payment 14 days after the due date, contact the customer by telephone.
 3. If payment or contact regarding payment status has not been received 21 days after due date, fax, e-mail and call the customer to inform them, that in 7 days their account will be put on hold and no further orders will be accepted or processed until payment is received.

- While I do not enjoy this aspect of my job, I realize that this function is necessary in order to collect customer payments. I have learned that some customers always pay on time, without exception. On the other hand, there are other customers that consistently pay late and I know their Accounts Payable Clerk on a personal basis. I learned to maintain a friendly, customer-oriented attitude with the customers that consistently pay late. I have learned to balance this friendly demeanor with an assertive and firm demeanor. I have learned that sometimes customers do not heed your warning and you are forced to turn them over to a Collection Agency. The first time I turned a customer over to a Collection Agency I was upset. Even though I had made extensive efforts to collect on their account, I still felt like I was betraying them in a sense. I learned to understand that the customer who refused to pay his bill was the party at fault.

PAYROLL

Concrete Experience:

- Since December 1999, I have prepared and processed the Payroll for Automated Food Systems, Inc. on a bi-weekly basis. I am responsible for accurately inputting, processing and printing the payroll for the managers, office personnel, marketing and sales personnel, and shop employees. The information I am entrusted with is highly confidential, especially employee wage and bonus information.

Learning Outcomes:

- There are several things to consider and remember when processing payroll:
 - Overtime Eligibility
 - Double Time Eligibility
 - Vacation Pay
 - Holiday Pay
 - Sick Pay
 - Dependent Insurance Deductions
 - Child Support Deductions
 - Salary Versus Hourly Pay
- The first step in beginning the payroll process is collecting and tallying timecards. I have learned to have someone check the timecards after I have added them, to make sure I have not added them incorrectly. I learned that overtime is considered time worked over forty hours in one week. I learned that when an employee is an hourly employee, he is eligible for overtime. I learned that when an employee earns overtime, he is to be paid at a rate of one and one-half of his regular hourly rate. I learned an employee is eligible for double time pay at a rate of two times his regular hourly rate, when he works on a Sunday or holiday, if that day is not a day he is regularly scheduled to work. I learned that it is not mandatory to pay a salaried employee overtime or double time pay; however, they can be paid overtime/double time for any time worked over forty hours in one week, at the discretion of management.
- My company pays for employee's health insurance. They also offer employees the opportunity to insure their dependents through the company insurance policy, as long as they pay for it. Several employees insure their spouse and children through the company health insurance policy. I have learned to deduct this expense from the employee's paycheck on a bi-weekly basis. In order to calculate the deduction amount I multiplied the dependent monthly premium by twelve (months), and divided that number by twenty-six (the number of "bi-weekly" pay periods per year). The number I arrived at is deducted from their paycheck every payday. I learned that by

deducting the amount directly from their paycheck, it is more efficient and effective this way.

- I learned the process of deducting and paying employee child support. One of the employees at Automated Food Systems, Inc. has two children, and was recently divorced. Two weeks after the divorce was finalized, I received child support documents from the Attorney General's Office instructing me on how to deduct child support from the employee's paycheck. I learned that an identifier number and the employee's name had to appear on the check. I learned that my company would be penalized if the payment was mailed late. I learned that these payments are to be mailed every payday to the designated County Clerk's Office, in care of the spouse's name. In order to prevent myself from forgetting to mail payment, I scheduled a reminder to pop-up on my computer every payday, to avoid any penalties.
- I have learned to follow these steps in processing and preparing payroll:
 - Collect and Tally Hourly Employee Timecards
 - Enter Hourly and Salary Employee Hours
 - ✓ Regular
 - ✓ Overtime/Double Time
 - ✓ Vacation Pay
 - ✓ Holiday Pay
 - ✓ Sick Pay
 - Enter Employee Deductions
 - ✓ Dependent Insurance
 - ✓ Employee Child Support
 - Calculate and Print Pay Check
 - Print Payroll Reports
 - Submit Payroll Checks, Payroll Reports, and Timecards to Company President to Review and Sign
 - Deliver Checks to All Employees
 - Record Payroll in Bank Register
 - File and Lock Up Checks

APPLICATIONS AND IMPLICATIONS FOR NEW SITUATIONS:

- The skills I learned in Accounts Payable will be valuable in any job I might pursue that involves purchasing, controlling cost, and payment processing.
- While performing my Accounts Payable and Accounts Receivable duties I was able to meet and communicate with many people. I was able to learn and expose myself to various attitudes, cultures and personality traits. The diverse communication skills I have gained will benefit me in business and personal life.
- The lessons I have learned in my Accounts Receivable responsibilities are extremely beneficial. The processing, depositing, and recording of customer payments will

assist me in my personal financial processes. I could also utilize this knowledge if I ever own my own business.

- The knowledge I gained in invoicing customers via Computer Accounting Software will prove valuable in any sales, bookkeeping or retail position. If I decided to own my own business, I could implement the use of Peachtree for the Accounting side of my business without batting an eye.
- The knowledge and laws I have learned concerning Payroll will always be an asset to me, both personally and professionally. The experience I have in Payroll is considered an asset by many company standards. I could utilize this skill in the future as a Payroll Clerk and a manager.

COURSE PETITION #2

COURSE NUMBER AND NAME: BUAD 3352
Business Event Planning

COURSE DESCRIPTION:

The course is designed to expand professional skills in planning and implementing special business events. Focus is on planning a (1) Press Conference, (2) Social Event, and (3) Event Travel Arrangements.

METHOD OF EVALUATION:

Resume, Autobiography, Documentation Pages D-6, D-18, D-19, D-20, D-21, D-22, D-23, D-24, D-25, D-73, D-85

EXPERIENTIAL LEARNING ANALYSIS

PRESS CONFERENCE

Concrete Experience:

- As a member of the Greater Dallas Chamber and Duncanville Chamber of Commerce, Automated Food Systems, Inc. was asked to sponsor a press conference for Governor Rick Perry on February 13, 2002. Of course, we graciously accepted. As Office Manager for Automated Food Systems, Inc. I was tasked with preparing and planning for the big event.

Learning Outcomes:

- In preparation of the event I ordered a banner that read, "WELCOME GOV. RICK PERRY". I went to a local print shop and chose the banner size, font style, font size and colors. After I ordered the banner I learned that the city of Duncanville requires a banner permit to hang signs or banners. I had to go to City Hall to purchase a permit for twenty-five dollars.
- I learned of the various security concerns associated with a government figure in public. I was contacted and visited by the governor's security personnel prior to the event. They came out to research the building layout and all entrance's and emergency exits of the building. We had a designated entrance and exit for Governor Perry that no one else was allowed to use. I made signs to label entrances for the public. Five Duncanville police officers stood guard in the company parking lot.
- We received permission from Governor Perry's security personnel to invite other small businesses from the community to attend the press conference. I learned that I needed to have a head count on the number of people that would be attending

prior to making final arrangements. Once I received a firm number on the number of people that planned on attending the event I:

- Rented Chairs to Seat Attendees
 - Purchased Beverages and Finger Foods
 - Contacted the Local Media
 - Scheduled Office to be Professionally Cleaned
 - Scheduled Lawn Service to Manicure the Premises
- I learned that word travels fast, as several media personnel attended the event. Television crews from channel eleven and eight were present. Also present was the local newspaper, and various radio station representatives. The governor discussed homeland security, education, taxpayer issues, and so forth.
 - After the press conference Governor Rick Perry took a tour of our plant and visited with all of the employees of Automated Food Systems, Inc. He seemed to be very interested in knowing the aspects of the business. When I got the chance to visit with him he was quite genuine and down to earth.

SOCIAL EVENTS

Concrete Experience:

- In December of 2003, I scheduled the annual Automated Food Systems, Inc. Christmas party. I planned the food, beverages, entertainment, location, date and time of the party. I also prepared a "surprise" slide show presentation for all of the employees. I secretly contacted their family members to obtain pictures, so I could scan and paste them into the presentation. Everyone was really surprised and seemed to really enjoy the personal side the slide show added to the party.

Learning Outcomes:

- I learned to pick a central location to have the party, since all of the employee's are scattered throughout the Dallas area. After calling several locations, I asked my supervisor if we could have the party at her house due to budget stipulations. This proved to be a more relaxing and intimate setting than the restaurants in past years.
- I learned that it would be less expensive to cook the food myself, rather than have it catered. I planned a menu for the evening and purchased the food and beverages the day before the party. Two other ladies in the office assisted in the preparation of the food. I learned to manage my time to decorate before the event, get myself ready, cook and arrive at the party on time.
- I learned there are several things to consider when planning a social event:

- I rented and scheduled the delivery of folding chairs and tables to accommodate the employee's and their family members
 - I organized and put together goody bags for all of the kids to keep them entertained
 - I prepared invitations for all of the employee's
 - I prepared maps to include with the invitation
 - Planned board games and card games to play after dinner
 - I arrived early to help set up for the party
 - I stayed after the party to help clean up
- I learned a deposit is required when renting items. I used a company credit card to secure the deposit, but a check would have been acceptable too. The deposit was returned when the chairs and tables were returned undamaged and on time.
 - I learned to prepare invitations for the event on Microsoft Word. This enabled me to clearly communicate the event time, place, and date to avoid any miscommunication on the details of the party. I used Christmas clip art in the invitation to identify the theme of the party. I also prepared a map to the event to insert into the invitation, to prevent anyone from getting lost. This was effective, because all of the employees and their families were in attendance.
 - I learned to plan a schedule of events for the party, as a back up in case there was a lull. After dinner we cleared the tables and brought out game boards, cards and dominoes for everyone to play. This was successful in making the party more personal. It was an icebreaker for the employee's spouses, which allowed us to get to know them better.

TRAVEL ARRANGEMENTS

Concrete Experience:

- Since I started working for Automated Food Systems, Inc. in July 1998, I have handled the planning and scheduling of travel arrangements for special events;
 - Trade Shows
 - Machine Installations
 - Service Trips
 - Customer Relations Trips
 - Research and Development Trips
- I am responsible for:
 - Scheduling and Purchasing Airline Tickets
 - Making Hotel Reservations
 - Obtaining Rental Car Reservations
 - Providing Maps

- Providing Information on Weather Forecasts
- Dinner Reservations
- Obtaining and Disbursing Expense Money

Learning Outcomes:

- I learned to make airline, hotel and car rental travel arrangements for employees using various methods. These different methods allowed me to save time, save money, and view detailed information prior to making a reservation. The different methods available are:
 - Directly with the service company via Internet or Telephone (Delta, Avis, Holiday Inn)
 - Travel Agency
 - Internet Discount Travel Specialist (travelocity.com, expedia.com, priceline.com)
- I learned making travel arrangements for employees of the company is a big responsibility. The traveler's rely on me to schedule and provide accurate travel information, such as, travel dates, times, gate and terminal locations, updated flight schedules, and back up schedules. If any errors are made during scheduling, for instance incorrect travel dates, the mistake has the potential of costing the company additional money and time.
- When making airline travel arrangements I learned to enroll the traveler's into frequent flyer programs. This allows the traveler to acquire miles for the airline trips they take based on the miles they fly on each trip. After the traveler has accumulated a certain number of miles, they can exchange these airline mile points toward a free airline ticket. I have enrolled employees of Automated Food Systems, Inc. in these programs based on the air carrier they frequent, such as, American Airlines Advantage Miles and Delta Sky Myles. I also signed the company up to gain these advantages from our corporate credit card, Capital One. We gain one mile for every one-dollar we spend on our Capital One card. I was actually able to take advantage of this promotion recently, when I scheduled an international First Class flight to Germany for the president and vice president of Automated Food Systems, Inc. for a trade show they will be attending in May. Each ticket would have cost the company over six thousand dollars. I was able to turn in 150,000 Capital One Miles and obtain the tickets for free. This saved the company over twelve thousand dollars. I learned the frequent flyer miles have expiration dates. The traveler must use the miles within a year of gaining the miles in order to use them. One of my tasks is to keep track of the frequent flyer miles for each employee, so the company can thoroughly benefit from the program.
- I learned you are permitted to purchase frequent flyer miles through the airline frequent flyer program. These can be given as gifts to family or friends. They can also be purchased if you are a couple of thousand frequent flyer miles short of

having enough to apply toward an airline ticket. This proves beneficial when the miles you purchase to make up the difference are less expensive than the price to purchase a ticket without the miles.

- I learned that when you purchase airline tickets direct from the airline, it is usually less expensive to purchase them online. Many companies, airlines included are encouraging buyers to purchase their products over the Internet, by offering them discounts online. When customers utilize the Internet for purchases, this reduces the number of customer service agents they must employ, which directly reduces their overhead costs.
- I have learned to retrieve the address of the traveler's trip destination prior to making travel arrangements. This practice allows me to research and pinpoint the best airport for them to fly into. I am able to enter the destination address on the Internet and search nearby airports to conclude which airport would be the best one to fly into. The search results provide me with the distance of the destination from the airport in miles. This has the potential to save the traveler travel time, if he is traveling to a city with multiple airports.
- I learned that airline tickets are disbursed in different forms. The most common ticket forms available are paper tickets and electronic tickets. Electronic tickets are the type of tickets we prefer to receive, as they are delivered directly by e-mail and are received immediately. When we make an airline reservation close to the departure date, the seller usually requires a paper ticket. Paper tickets are sent in the mail, which costs the buyer additional money for delivery and has the potential of getting delayed in the mail.
- When making hotel reservations, I have learned to use various methods of comparing hotel prices, in order to obtain the best price. I have found the cheapest method for finding a hotel in the desired location is through searching Internet travel websites or searching the hotels direct website. I prefer to use Internet travel websites because they:
 - Allow you to choose from a variety of hotels
 - Sort hotels according to price, location, or customer preferences
 - Provide pictures of the hotel interior and exterior
 - List the number and size of beds
 - Classify and rate hotel on a scale of one to five stars
 - Provide unsolicited, previous customer feedback
 - List hotel amenities and features
- I learned viewing pictures of the hotel prior to making the reservation is helpful. Pictures allow you to view actual images of the hotel, which enables the traveler to see first hand whether the hotel matches their individual preferences. Prior to using the Internet to view pictures of hotels, we made reservations over the phone without having any idea of the condition of the hotel. On some of these occasions, the

traveler's were greatly disappointed at the conditions of the hotel. In some instances they actually moved to another hotel due to the unbearable hotel environment.

- I learned the importance of reserving a hotel close in proximity to the event. When the employees in the shop or managers go out of town to do an installation, trade show or service trip, they perform physical labor and are worn out at the end of the day. The last thing they want to do is drive a long distance to get back to the hotel. When reserving a hotel I have learned to base my decision on the following considerations:
 - Within ten miles of the event
 - Restaurant on the premises
 - Offers late check-in and check-out
 - Amenities offered
 - Reasonably priced
 - Safe Area
 - Rating of Hotel
 - Previous Customer Feedback

- I learned to make rental car reservations for employees that travel for the company. Car reservations are important, because they ensure the traveler has a reliable means of transportation when they reach their destination. I am able to make these reservations on the Internet and by phone with rental car companies, such as Avis, Alamo and Budget.

- I learned it is beneficial to enroll in the company in a corporate rental car program. This program provides discounts to its regular customers. Being enrolled in type of account saves the company money and allows a quick check-in and check out for the customer, because the corporate information is already on file.

IMPLICATIONS AND APPLICATIONS FOR NEW SITUATIONS:

- The experience I gained planning and organizing a press conference will benefit me in understanding security issues involved in high profile leadership roles. This knowledge will enable me to have more respect for the in-depth and extensive security planning, a security agent establishes. I will benefit from this awareness in the future in any political event I help plan. I will also be sure to not take for granted the risks political figures are subject.

- The skills I learned planning the press conference and social events taught me various aspects of planning an event, such as gathering a head count on the number of people that will attend the event, planning and preparing food, beverage and entertainment to satisfy those in attendance. I will be able to apply these skills in the future when planning a wedding, party, church gathering and so forth.

- The knowledge I gained making travel arrangements for events will benefit me professionally and personally. I will always understand the importance of comparing prices and enrolling in discount programs to save myself and/or my company money. I will also be able to utilize the various methods for scheduling, reserving and purchasing travel accommodations. The ability to be versatile is an asset that will benefit me at work, home or church.