

Host Users Group

Users helping users to optimize their SMS Host Experience.



Letter from the Chair

Happy Spring!!!

I hope all of you are enjoying some warmer weather wherever you call home. Here in upstate New York, we are still seeing the occasional snowflake but are enjoying the extra daylight in the afternoon.

In This Newsletter

Letter from the Chair

Meet Your Board

Paying Dues

What it means to be a member

Save the date



Letter from the Chair Cont.

The board met in person earlier this month at the beautiful Abbey Resort in Fontana, WI. This was our first in-person board meeting since the conference in Sandestin last year. We took time to get to know each other and the area around the Abbey Resort. I think everyone will find this is such a beautiful area of the country and the Hotel is a unique property.

Your 2023 dues invoices were mailed out at the beginning of this month. The amount will remain the same as 2022 at \$225 per installed property. You can pay them by sending in a check, when registering for the conference when it opens, or by going to our website www.smslug.org and paying via credit card. Your property dues must be paid to register and attend HUG.

Speaking of registration HUG 2023 will be opening in April. When the board met, we started putting together a conference that will have some great sessions, networking opportunities, exchanging ideas and best practices, connecting with the Springer Miller team and having some great sponsors too. So, mark your calendars for November 13-16, 2023, to be at The Abbey Resort in Fontana, Wisconsin.



Meet Your Board!



Scott Campbell - Trustee

Scott is the Director of Revenue Management at Hammock Beach Resort in Palm Coast, FL.

He received a Bachelor's in Hospitality Management from the University of Central Florida's Rosen College of Hospitality Management and has been working in hospitality for over 21 years. Scott's first was being on the opening team of a Culvers restaurant at 14 years old. He grew up in Geneva, Switzerland and have enjoyed traveling his whole life. Scott love all things Disney, cruising and photography. A fun fact about Scott is that he was one of the first people outside of Mexico to be certified as a Certified Tequila Expert through the Mexican government and has a passion for all things tequila, especially educating others about it.

1. If you weren't in your current role in hospitality, what other industry would you pursue?

a. I originally was going to be an animator for Walt Disney Feature Animation but when 2D was killed, I changed my career path to hospitality.

2. How long have you been attending HUG and what is your favorite part of the HUG conference?

a. I've been attending HUG for 3 years but have been a user for over 10 years.

3. Being on a volunteer board can be very time consuming but very rewarding. What other volunteering have you done that you have found rewarding?

a. As a SCUBA diver, I love helping clean trash out of the ocean and the beaches. It got me to fall in love with 4Ocean, an organization that focuses on cleaning the ocean, where I have since become a global brand ambassador for them.

Meet Your Board!

Aaron Ness - Secretary

Aaron is the Revenue Business Analyst at the Beaver Run Resort in Breckenridge, CO. He was born in Australia, raised in Indonesia for about 12 years and went to hospitality school in Switzerland. Aaron has called Breckenridge, Colorado home for 12 years where him and his family love everything outdoors!

1. If you weren't in your current role in hospitality, what other industry would you pursue?

a. If I wasn't in hospitality my dream job would be in music or film.

2. How long have you been attending HUG and what is your favorite part of the HUG conference?

a. I have been apart of 4 HUGs and I love networking with fellow huggers.

3. Being on a volunteer board can be very time consuming but very rewarding. What other volunteering have you done that you have found rewarding?

a. I am active in the church and active member of Knights of Columbus. I think being in the service industry makes me love to serve and give back to the community.



2023 HUG Dues

As a property using Springer-Miller products, you are invited to be a member of the Host Users Group (HUG).

The SMS | Host Users Group distinguishes itself as one of the only users' groups within the hospitality technology industry to be run by the users, for the users. HUG was formed to assist members in maximizing the utilization of the SMS | Host hospitality management system from Springer-Miller Systems. The organization serves its members by providing a united forum through which users can share knowledge and best practices, create solutions and influence product direction.

To have participants attend the annual Host Users Group Conference, simply pay your annual property dues today!

2023 HUG dues invoices were sent out in March via USPS addressed to your Accounts Payable department. If your property would preferred to pay dues online, please click the link below.

Pay Your Dues

What does it mean to be a member?

- Registration availability to the annual HUG Conference; offering some of the best training and networking in the industry!
- Springer-Miller Dollars that make your conference attendance almost free!
- Access to previous year's HUG Conference recordings and session content.
- A voice in future product enhancements.
- An opportunity to share, learn and grown with other Springer-Miller users.
- Access to the entire HUG Community!

Save the Date!

2023 HUG Conference Details

Where: The Abbey Resort, Fontana-on-Geneva Lake, Wisconsin

When: November 13 - 15, 2023

Registration Opening Soon!!



Host Users Group, PO Box 1010, Las Vegas, NV 89121

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