

877-684-7729

**ServiceMaster by PRS**  
Columbia, PA

**Columbia office: Serving Lancaster, York & Adams Counties**  
**Sunbury office: Serving Union, Snyder, Northumberland ,**  
**Mifflin & Columbia Counties**

ServiceMaster by PRS has established itself as a leader in the Pennsylvania Fire & Water restoration industry.

ServiceMaster by PRS was established on the principal that providing high-quality professional craftsmanship and project management guarantees satisfaction. Our objective is to complete each project on time and within the set budget. ServiceMaster by PRS is committed to providing all of our clients with excellent customer service to ensure their satisfaction.

At ServiceMaster by PRS safety is of utmost importance. We believe that safety is achieved through planning, proper training and work site awareness. All ServiceMaster by PRS projects are completed using first-rate construction practices to ensure a safe construction environment.

We are a full service disaster restoration company. We specialize in fire and water restoration projects. We are a preferred contractor for several large insurance companies.

ServiceMaster by PRS has provided Pennsylvania businesses and individuals with superior restoration services.

We are pleased that many of our clients return to us for assistance with future projects.

- \*Emergency Board ups
- \*Water Removal
- \*Fire/Smoke/Soot
- \*Structural Cleaning
- \*Content Cleaning
- \*Odor
- \*Sewer
- \*Bio-Hazard Clean-up
- \*Wind/Storm Damage
- \*Structural Repairs
- \*Vehicle/Property Impact
- \*Vandalism

**24 Hour Emergency Service**

A **ServiceMASTER**  
BRAND

[www.servicemasterbyprs.com](http://www.servicemasterbyprs.com)

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**ServiceMASTER**  
**Clean**

## What do your guests know about bed bugs?



### Free Bed Bug Travel Guide

Bed Bug Central brings travelers this ground-breaking publication to help guests remain bed bug free when they travel.

People who travel frequently for business, stay in hotels on vacation, travel internationally, or just want to learn how to stay bed bug free, this guide is for them! There are tips on preparing for travel, what to do if you find bed bugs in your hotel, how to unpack upon arriving back home, and much more.

Contact Leeann MacWilliams at [leeannm@patourism.org](mailto:leeannm@patourism.org) for your promotion code to receive this publication FREE to PTLA members. This is valid until June 30<sup>th</sup> only and only for PTLA members.

To contact Bed Bug Central directly for products or services call Robert DiJoseph at [Robert.dijoseph@bedbugcentral.com](mailto:Robert.dijoseph@bedbugcentral.com) or 609-915-2701.



Please join Monica Gould, MBA, CMC. President, Strategic Consulting Partners for a riveting session on The Six Skills of Leadership.

**Date:** June 25, 2009  
**Time:** 9:00 AM – 12:00 Noon  
**Price:** \$89.00 per person (Group Rates Available)  
**Location:** Best Western- Middletown  
815 Eisenhower Boulevard, Harrisburg PA

Contact Monica for registration information at [monica@yourstrategicconsultant.com](mailto:monica@yourstrategicconsultant.com) or 717-790-8723



#### ***A step towards reducing employee turnover.***

PTLA members may now enroll part-time employees (as well as other employees not eligible for group medical benefits) in an **affordable** basic medical benefits program. Available through the PTLA Member Advantage Programs, the PTLA Limited Medical Benefit Plan is offered through Wealth Management Services - Hershey, PA. PTLA has pulled together best-in-class partners in underwriting, plan design, administration and marketing, enabling the PTLA to offer its members

a means to provide fundamental healthcare coverage to all of their employees, whether full-time, part-time, temporary, seasonal, or independent contractors.

Although the percentage of employee turnover for the hospitality industry may vary from one study to the next, there is no argument that **employee turnover is high and directly impacts productivity and profitability**. Providing employees with medical benefits and allowing them to purchase benefits for their dependents are solid steps towards **reducing your future employee turnover**.

***We all know that healthier employees are more productive employees.***

Medical benefits not only attract higher quality employees, they help keep them healthy and productive. Employees without medical benefits are more likely to file workers compensation claims for medical treatment or defer medical treatment - potentially allowing minor conditions to develop into more serious medical situations.

In addition, when employees have greater empowerment and choice over their health and wellness, their employers are likely to see less sick days. Overall, quality medical benefits can help secure an employer's business goals.

Health benefits are a sound tactic in any employer's effort to improve its employee retention results. Employees are a key investment for any company and retaining employees is much more cost-effective than replacing them. Employee turnover equates to a net loss when you consider the time and cost associated with recruiting, screening, interviewing and training new workers - not to mention loss of productivity and overtime pay to those covering a vacant position. Some studies indicate that as much as 25% of annual compensation is a conservative estimate for the cost of replacing an employee.

Insurance benefits are an effective and efficient means of meeting the economic needs of both the employer and its employees.

***Everything you need, from one trusted source.***

Wealth Management provides solutions to our clients for health insurance benefits, as well as other benefits including dental, vision, disability, and life insurance. We address both employer-paid and voluntary programs. Our comprehensive analysis includes comparisons of self-funded versus fully-insured programs when appropriate. We also facilitate the transition that many employers are making to consumer-driven plans such as Health Reimbursement Arrangements (HRAs) and Health Savings Accounts (HSAs).

For more information regarding this program PTLA members are encouraged to **contact Sean Foley at Wealth Management Services - 800.555.4585 or [sean@yourwm.com](mailto:sean@yourwm.com)**.

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*The Hire Standard*



***Oral Fluid Drug Screening***

OraSure Technologies provides comprehensive service for our Intercept Oral Fluid Drug Test and QED saliva alcohol screen. We can support not only PA business locations but also out of state properties if a business has a multi-state, multi-location enterprise. We have a wide range of experience servicing the hospitality industry. You can speak with us to learn how to create a new drug free workplace program or to enhance an existing one.

OraSure offers the membership of the PTLA a price of \$39.50 per drug test. The price-per-test amount is all inclusive and includes the Intercept device, chain-of-custody form, prepaid shipping and packaging to the lab, laboratory analysis, (including confirmation testing) MRO services and results. Members can also call into OraSure customer care and speak with an account manager with questions regarding their testing program. The cost of employee drug testing varies greatly depending on the volume of testing and who a company contracts with. For a smaller volume company (less than 500 tests/year) per test pricing can range from \$45-\$75/test **more than 25% off the retail price**.

*For more information on OraSure and the Intercept products, contact Joe Gunderlock at 800/869-3538 with any questions.*

***Think Outside the Cup!***

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## Black Consulting Services, Inc.

### HOSPITALITY SERVICE

Let us help to establish or rebuild your hotel profitability, solve your hospitality management systems inefficiencies, re-engineer your hotel staff, management policies and guest programs, establish effective marketing programs, and manage your new developments from inception to the first guest registration and beyond.

Black Consulting Services, Inc. is an experienced management consulting firm with over 40 years experience in hotels, bed & breakfasts, and inns. We help organize and identify solutions in the key areas of your business, including:

- » *Customized Training Programs* – We believe that knowledge by itself is not power; rather, applied knowledge is power. We are dedicated to providing the materials and tools that will guide individuals and organizations through the process of creating and building prosperous lives and successful businesses. Our approach is unique, our materials are timely, and our processes are dynamic and results-oriented. A variety of diverse courses are available, including:
  - Customer Loyalty
  - Time Management
  - Skills Improvement
  - Goals and Objectives
  
- » *Marketing Program Development & Implementation* – We develop a marketing plan to include all aspects of advertising. It will include what is going to be achieved and how we intend to do it.
  
- » *Leadership* – Our Leadership Development process is a structured, open-ended pragmatic approach to leadership growth. It is a process designed to help individuals develop the attitudes, skills, and qualities necessary for personal and organizational leadership.

*Why you should consider us* – Black Consulting Services, Inc. provides the knowledge and expertise to help manage all aspects of your business. We can assist with your marketing, organization, budgets, menus, competitive analysis, and more! What do you have to gain?

—Peace of mind and repeat customers—



5275 East Trindle Road  
Mechanicsburg, PA 17050



Phone: 717-620-3042  
Fax: 717-571-1572



**ITG Networks**

Wexford Professional Building III  
11676 Perry Highway, Suite 3105  
Wexford, PA 15090  
Office: 724-934-4636  
Fax: 724-934-4635

May 26, 2009

ATTENTION: PTLA Members

For members of the Pennsylvania Tourism and Lodging Association, ITG Networks offers a free on-site evaluation of your current Phone System (PBX) or High-Speed Internet Access (HSIA) solution. If you can answer yes to any of the following questions, why not take this opportunity to revisit your current solution?

1. Are service calls on your existing PBX really saving you money over the cost of investing in a new system?
2. Is your Voice Mail down again?
3. Are chargeable calls not configured and reporting properly?
4. Do your guests report problems connecting to your wireless network?
5. Are users experiencing problems with email or VPN support?

**ITG Products and Services:**

Specializing in visitor-based networks, we will design, install, and support the following products:

- **Mitel Phone System Solutions**
- **Wired and Wireless Internet Access Solutions**
- **24X7X365 Technical Support Services**
- **Structured Cabling (Data, Voice, CCTV, CATV)**

ITG solutions are backed by our Industry leading *Service Level Agreement (SLA)*. When you place a call to our Technical Support Team, a ticket is generated that tracks the issue from creation to completion. If an escalation is required, a trouble ticket number will be provided to you. .

Attached please find a copy of our product tri-fold. To find out more about our support solutions, please contact us at **877-934-4636**.

Yours truly,

Eddie Rosenberg  
Senior Account Executive  
ITG Networks  
Phone: 724-934-4636 x33  
Email: [erosenberg@itgnetworks.com](mailto:erosenberg@itgnetworks.com)



**SILVER**  
SOLUTION PROVIDER

O P E N

HOSPITALITY®



## PROVEN HOTEL INTERNET MARKETING PARTNERSHIPS MATTER NOW MORE THAN EVER!

**IN TURBULENT TIMES IT IS IMPORTANT TO HAVE A STRONG MARKETING PARTNER TO HELP YOU GENERATE RESERVATIONS AND BOOKINGS.**

Open Hospitality provides integrated services designed to increase your web direct reservation sales channel.

These include:

- Professional Web design
- Internet Booking Engine
- Search Engine Marketing
- Real time web and production reporting
- e-Marketing Campaigns
- Proactive account management support

These solutions give your hotel a unique and fresh web presence to your potential guests. Your online presence can be a valuable asset. Our shared goal is to increase your web traffic and your booking conversion rate.

**YOU DO NOT NEED TO GO IT ALONE.  
PARTNER WITH OPEN HOSPITALITY.**



[www.openhospitality.com](http://www.openhospitality.com)

VICKI BLATT, Regional Director of Sales

Tel: (845) 598-3992

[vicki@openhospitality.com](mailto:vicki@openhospitality.com)