



The new Chatsworth Branch Library.

## New Chapter in Chatsworth

### ■ New Chatsworth Library opens.

Story and photos by Bev Haro, Club Counselor

On Nov. 15, the Library Dept. opened up its brand new branch in Chatsworth, on Devonshire Ave. The department's new City Librarian, Fontayne Holmes, welcomed guests and neighbors.

Speakers included Mayor Jim Hahn; Councilmember Greig Smith; Geri Witt, vice president of the Board of Library Commissioners; Keith Watts, president of Friends of Chatsworth Branch; and Ashley Gomez, a sixth-grade student at the Ernest Lawrence Middle School.

The Pledge of Allegiance was executed by the

James Monroe High School JROTC.

The original Chatsworth branch opened in 1963 as the department's 59 branch. That building was demolished so that a new, impressive building could take its place. The new 12,500-square-foot facility offers multiple computer workstations that link patrons to the LAPL Website, catalog, a vast array of databases and the Internet. The branch also has special areas for children, teens and adults and a multipurpose meeting room.

Construction of the new building was funded by Proposition DD, a library bond that will build or renovate 32 new branch library facilities, four in communities without current library service.

The building was designed by Mahmoud Gharachedaghi of GA Design. The building contains many art projects as well.

Congratulations on this great new facility!



Also attending the event were (from left) LAFD Assistant Chief Curtis James and Firefighter Williams (Fire Station 88, Division III).

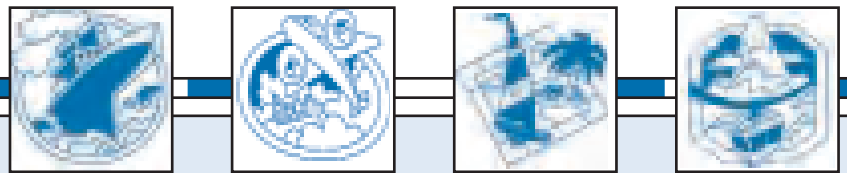


Councilman Greig Smith presents an award to Fontayne Holmes, City Librarian.



Mayor Hahn cuts the ribbon at the grand opening.

## OFFICIAL CLUB PARTNER



# Travel Talk

by Tony Adler, President, Cruise and Resort, Inc. Club Travel Partner



## Make Sure to Pack A Sense of Humor

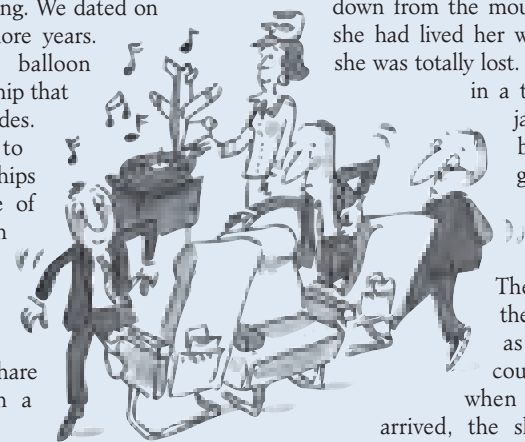
I thought it might be fun to share with you some personal adventures I've experienced while traveling the world.

When I was 12 years old, I convinced my father to take me on a Princess cruise to Mexico. This was still a few years before *The Love Boat* hit television screens, so cruising was still in its infancy. They had evening games where the Cruise Director helped the passengers get to know each other. One game was a sort of relay race where we popped balloons by sitting on other people's laps. This was a great ice breaker that probably wouldn't be politically correct today. Anyway, a very attractive girl my age popped a balloon on my lap. That eventually led to my very first kiss a few days later. After four years, I found the girl's name in the phone book and we began dating. We dated on and off for six more years. One pop of a balloon spawned a friendship that has lasted for decades. Today's cruises to Mexico are on ships 10 times the size of the one we were on and they cost less than they did back then, but I bet there are still a few people who share their first kiss on a "Love Boat."

You would think everything would go smoothly for professionals in the travel business, wouldn't you? Well it doesn't always happen that way! My wife and I took our kids to a top resort in Hawaii when our oldest child was only five. We did millions of dollars in business with the particular hotel and its parent company, but we were greeted by a desk agent with an attitude. The connecting oceanfront rooms we were promised were not available for us. We were told that our children could be in one wing and my wife and I could be in another wing, about a ten-minute walk away. This desk clerk was serious! When I asked for the manager, the same clerk did a 360-degree turn and advised me that she was the acting manager that evening. We ended up sharing a garden room with roll-aways that night. I was able to reach the president of the hotel chain the next morning, and our rooms were changed along with a big apology. Nevertheless, there was absolutely nothing I could have done to resolve the situation the night before. We were VIPs and treated like that! We now have much more empathy for what our clients occasionally go through, even at the best properties. That situation was one of the reasons my company, Cruise and Resort, became part of the Virtuoso Group. This group represents the majority of upscale vacation travel booked by people in the United States. We have special representatives at most properties to try to make sure what happened to us doesn't happen to our guests. Even with that in our hip pocket, it doesn't always assure our clients will never encounter a

rude desk clerk.

My wife and I have been on more than 60 cruises, so we know not to miss the boat! We were hosting a group on a Bermuda cruise that stopped in Norfolk, Va., a little over a year ago. A few of our families got together and rented a van from a major car rental agency so we could take our kids to Williamsburg for the day. After dropping off some of our group at the ship, we returned the van to the agency just ten minutes away. This was two hours before the ship was supposed to sail. The rental car agency offered to drive us (myself, my eight-year-old son and a friend) back to the ship. Taking them up on their offer turned out to be a big mistake. After driving for about 20 minutes, the driver said she had just come down from the mountains where she had lived her whole life and she was totally lost. We ended up in a terrible traffic jam, stuck on a bridge, and going the wrong way on a one-way street.



The captain of the ship waited as long as he could, but alas, when we finally arrived, the ship had just departed. We made arrangements with the port agent to take a taxi to Virginia Beach, board a launch boat and meet the ship on the open seas. (This misadventure required a stop at an ATM so I could pay the launch operator \$400.) A rope ladder was thrown overboard and we actually had to climb aboard the ship while it was moving. Not only was it scary, but the embarrassment was overwhelming. Hundreds of passengers were taking pictures and videos as we made our way up the ropes. We lost all anonymity on that cruise; we became celebrities! We even gained a few new clients who said we really knew how to find adventure beyond the typical shore excursions!

The above examples show that you never know what you might encounter while traveling. Not everything always goes according to plan. If you have an open mind, an open heart, and the willingness to roll with the unexpected, traveling really is a great deal of fun!

My company Cruise and Resort, is your Club Partner for travel. We would love to help you plan your next vacation, corporate meeting, or incentive. From individual trips to groups more than 2,000, we are your best source for honest travel advice and great Club pricing. Moreover, we also have a sense of humor about traveling. You sort of have to!

Call your Club representatives at (888) 652-6400 - Julie, David or Kristy - to talk about any travel destination. Be sure to mention that you are a Club member for your maximum discounts. We value your business and look forward to the opportunity to assist you.

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