



May 23, 2025

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As we spend time with our families and friends on this Memorial Day weekend, let's all take a moment to remember and honor those who have made the ultimate sacrifice in service to our country and to their families. May we always remember this nation remains the home of the free, because of the brave.

In observance of Memorial Day, our CFHLA Office will be closed Monday, May 26th and will resume normal office hours on Tuesday, May 27th.

Osceola County General Managers Meeting



This week, our **Osceola County General Managers** held their second meeting of the year at the [Gaylord Palms Resort & Convention Center](#) (Thank You Ross Barker, General Manager).

During the meeting, each of our members had a chance to network and discuss a variety of issues that are important to the hospitality and tourism industry in Osceola County. Lastly, a special thanks to **Robb Larson**, **General Manager of [Osceola Heritage Park](#)**, for providing an update on the strong economic impacts of the venue throughout the FY 2024, along with several exciting updates on its future plans.



CFHLA would also like to thank our **2025 Osceola County General Managers meeting sponsors, [ATMFLA, Inc.](#) and [BMS CAT](#)** for their continued support throughout the year!



UCF Area General Managers Meeting



Additionally, the **UCF Area Hoteliers** held their second meeting of the year this week at the [Celeste Hotel Orlando, a Tribute Portfolio Hotel](#) (Thank You **Matthew McAlister**, General Manager and **Sarah Ehmke**, Director of Sales).

This meeting featured a presentation on Economic Crimes from **Sergeant Justin Wall** of the [Orange County Sheriff's Office](#).

Additionally, we'd like to thank **Lieutenant Jeffrey Mayer** who provided an update on behalf of the [Orange County Sheriff's Office](#). We truly appreciate the continued partnership and collaboration with our outstanding law enforcement partners!



CFHLA would also like to thank our **2025 UCF Area General Managers meeting sponsors**, **BMS CAT** and **Sunbrite Outdoor Furniture, Inc.** for their continued support throughout the year!



State of Orange County Address - Register Today!



Orange County Mayor Jerry L. Demings will deliver his 2025 State of the County message on Friday, June 6, 2025 at the Linda W. Chapin Theare within the Orange County Convention Center.

During the presentation, Mayor Demings will provide an overview of the accomplishments and challenges we face while looking ahead at how Orange County is *Building Better Through Efficiency*.

LOCATION

Orange County Convention Center
West Building
Linda W. Chapin Theater

DATE & TIME

Friday, June 6, 2025
8:00 am | Breakfast & Networking
8:45 am | Doors Open
9:00 am | State of the County Address

COMPLIMENTARY REGISTRATION

[CLICK HERE TO REGISTER](#)

Host Sponsor:



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Partners In Action - CFHLA Members Unite for Cheney Elementary



We are proud to recognize a recent and impactful **Adopt-A-School partnership opportunity** between [LandCare](#), [Hampton Inn & Suites Orlando Gateway](#), and [Hyatt House Orlando Airport](#). Nearly 20 volunteers from each of the businesses came together for a half-day of service to transform the [Cheney Elementary School](#) Garden. LandCare generously donated a new fence, irrigation system, mulch, planters, and soil, while both hotel teams provided plants and solar lighting to breathe new life into the space.





Thanks to this collaborative effort, Cheney Elementary now has an official Garden Club to engage students year-round. This project is a shining example of how CFHLA members continue to make meaningful contributions to local schools and students through the Adopt-A-School program.

Universal Orlando Resort's Epic Universe Officially Opens: A New Era of Immersive Entertainment Begins



This week marks a historic milestone in Central Florida's history, as [Universal Orlando Resort](#) officially celebrated the official grand opening of their newest theme park **Epic Universe**.

Epic Universe is the most ambitious development the company has pursued worldwide. This highly anticipated fourth theme park at Universal Orlando Resort, features five immersive worlds that offer more than 50 awe-inspiring and unique attractions, rides, dining, and shopping experiences. These worlds include **Super Nintendo World, How to Train Your Dragon - Isle of Berk, The Wizarding World of Harry Potter – Ministry of Magic, Dark Universe** and **Celestial Park**.

Plus this expansive new theme park will bring **millions of new visitors** to Central Florida, is projected to create more than **17,500 new jobs** and

generate **\$2 billion for Central Florida's economy in the FIRST YEAR of opening!**

But this grand opening not only elevates the future guest experience in Central Florida. It also represents a major boost for our local hotels, restaurants, shopping and retail outlets, as well as our allied member businesses.

Congratulations again to Universal Orlando, on this brand-new, transformational and amazing theme park to our community! We also appreciate Orange County Mayor Jerry L. Demings for proclaiming Epic Universe Day at the grand opening celebration.





Be sure to plan a visit to Epic Universe and experience the innovation first hand, that's redefining theme park entertainment, right here in our own backyard.

Orlando International Airport (MCO) Earns Prestigious Customer Experience Accreditation

CFHLA is also proud to congratulate **Orlando International Airport (MCO)** on recently earning the esteemed **Airport Customer Experience Accreditation** from **Airports Council International (ACI)**. This global recognition reflects MCO's continued dedication to delivering world-class service to over 57 million annual passengers.

MCO was recognized for excellence in three key pillars: Customer Understanding, Strategy, and Measurement. From enhanced digital signage to large gate numbers above checkpoints, improvements are guided by direct traveler feedback. Every team member contributes to a clear vision that prioritizes smoother, more enjoyable travel.



Programs such as Reserved Parking, advanced security screening, and the MCO Paw Pilots Therapy Dog Program further elevate the passenger experience. Multilingual Customer Service Ambassadors and the “Memories Created in Orlando (MCO)” initiative highlight MCO’s commitment to personal, memorable service.

Thank you to the entire team at MCO for continuing to set the standard in excellence for airport hospitality and for reaffirming its status as a global leader in delivering exceptional traveler experiences.

Exclusive CFHLA Member Offer at Dr. Phillips Center for the Performing Arts

CFHLA is excited to share two must-see performances coming to the [Dr. Phillips Center for the Performing Arts](#) - with special discounts just for our CFHLA members!

First, on Sunday, June 1st Puerto Rican music icon **Yandel** takes the stage for a night of his greatest hits - reimagined and elevated by a full symphony orchestra. This is more than a concert - it’s a cultural fusion like no other.

[CLICK HERE](#) to get your ticket for this show. Use promo code **yandel20** for an additional **20% off CFHLA Member Discount**.

Then, the international sensation **STOMP** returns with its trademark blend of percussion, movement, and visual comedy from June 6 - 7. This is a high-energy, unforgettable performance perfect for all ages. [CLICK HERE](#) to get your discounted tickets for STOMP.

These performances are expected to sell out quickly - so **secure your seats today** and take advantage of these exclusive CFHLA membership perks!

Thank you again to our partner at the Dr. Phillips Center for the Performing Arts for their continued support of our members and for helping to elevate the arts throughout the Central Florida region.

**GLE**

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CONGRATULATIONS TO OUR MAY MEMBERS OF THE MONTH

Meet Our May Members of the Month



William Matthews



Joelynn Moses

[Restore Now](#)

Sheraton Orlando Lake Buena
Vista Resort Resort

To nominate a future CFHLA Allied and/or Lodging Member of the Month, please [CLICK HERE](#).

MEET THE VIP



Did You Know...

The Team at [Minuteman Press Sandlake](#) appreciates all the relationships we have developed within CFHLA. The hoteliers, engineers and allied members have been a big part of our growth and it means the world. We would love to develop a working relationship with all CFHLA members, even if you may not need our services! If you do, keep in mind we specialize in hotel/vacation property signage (indoor/outdoor), wayfinding, ADA and ALL TYPES of other signage and printing. We want to help make your upcoming project, stress free, on budget with our team supporting you the whole way!

UPCOMING EVENTS

For more information on upcoming events, or to register, just click on the button below.

- [CFHLA Board of Directors Meeting - May 2025 \(5/28/2025\)](#)
- [VIP - May Post Board Networking \(5/28/2025\)](#)
- [May After Hours Reception \(5/28/2025\)](#)
- [Engineers Council Board Meeting \(6/5/2025\)](#)
- [Vacation Ownership Council Meeting \(6/5/2025\)](#)
- [2025 State of Orange County Address \(6/6/2025\)](#)
- [2025 Hospitality Tradeshow Committee Meeting #1 \(6/9/2025\)](#)
- [CFHLA Executive Committee Meeting \(6/10/2025\)](#)
- [Wednesday AM Leads Group \(6/11/2025\)](#)
- [Wednesday Noon Leads Group \(6/11/2025\)](#)

- [Security and Safety Council's Casino Night Fundraiser \(6/12/2025\)](#)

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About CFHLA

6675 Westwood Blvd #210, Orlando, FL 32821

The mission of the Central Florida Hotel and Lodging Association is to represent the Central Florida Hospitality Industry, by setting the standard of excellence through advocacy, collaboration, education, recognition, and service.