



The 123rd Annual
Convention of the
Connecticut Funeral
Directors Association
December 8, 2011

In 2012
Offering Others
What We Have To Give



Installation of Pasquale S. Folino, CFSP and the 2012 Officers and Executive Committee

Vice President, Alexander J. Scott, CFSP, CPC
Newington Memorial Funeral Home, Newington

Treasurer, Matthew R. Adzima
Adzima Funeral Home, Inc., Stratford

Secretary, Stephen M. King, CFSP
Mystic Funeral Home, Mystic

Past President, Nicole I. Granados, CFSP, CPC
Carmon Community Funeral Homes, Windsor

Policy Board Representative
William R. Molloy, CFSP
Molloy Funeral Home, West Hartford

Executive Committee

Philip M. Pietras, Pietras Family Funeral Homes, Rockville

Joseph R. Introvigne, Jr., Introvigne Funeral Home, Inc., Stafford Springs

Howard K. Hill, CFSP, CPC, Howard K. Hill Funeral Services, New Haven

Erin V. Hastings, Beecher & Bennett, Inc., Hamden

Robert Muccino, New Britain Memorial - Donald D. Sagarino Funeral Home, New Britain



Pasquale S. Folino, CFSP
Thomas L. Neilan & Sons
New London & Niantic

Events Schedule

- 9:00 Supplier Exhibition, Registration & Continental Breakfast
- 10:30 Business Meeting, Legal & Legislative Update, 2012 Budgets, Election of 2012 Officers, CFDA President's Report, NFDA Report, (1 CEU)
- 12:00 Luncheon with Members, Past Presidents, Executive Board, Board Members, Committee Members, Suppliers & Friends
- 1:30 Seminar with CANA President Mike Nicodemus "Trends in Cremation, Options, Numbers & Certification Program" (2 CEU)
- 2:45 Legal & Legislative Update with CFDA Attorney John McHugh and Lobbyist Michael Dugan (1 CEU)
- 3:30 Keynote Speaker Dennis Snow "Delivering World Class Customer Service" (2 CEU)
- 5:30 Suppliers Pre-Banquet Cocktail Reception with Cool Cat Jazz Band Piano and Magical World of Comedy with Charles Hayden
- 7:00 Dinner, Installation of 2012 Officers and Board Members with Special Guest NFDA President-Elect Bob Rosson
- Music and Entertainment with the Cool Cat Jazz Band

Registration

Members: All CFDA members and suppliers are encouraged to attend the luncheon (\$35 per person) and the banquet (\$90 per person).

The Business Meeting, the CANA Seminar, the Legal & Legislative Seminar, the Keynote Speaker Dennis Snow and the Suppliers' Cocktail Reception are included in the registration fee (\$50 per person).

Non-Members: \$275.00 for Educational Seminars and Cocktail Reception. Contact the CFDA Office for reservations. (860) 721-0234

Room Reservations for the Crowne Plaza will be made by individual attendees directly to the Hotel's reservation department at (860) 635-2000 or toll free reservation number (877) 227-6963. Please have your credit card available and identify yourself as a member of CFDA. The daily cost of the room will be \$109.00 and you must make your reservation by November 25, 2011.

Cocktail Reception: A delicious array of Hors d'oeuvres and Open Bar provided by the generous support of many of our CFDA Suppliers.

Dinner Selections are: Filet Mignon with Stilton Cheese Crust and Cabernet Demi Glaze, Garlic Mashed Potatoes, Chef's Selection of Seasonal Vegetables; Grilled Salmon Fillet in a Lemon Caper Glaze, Couscous, Chef's Selection of Seasonal Vegetables; Grilled Pork Medallions with Cherry-Brandy Sauce, Mashed Potatoes, Chef's Selection of Seasonal Vegetables. There will be a cash bar during the banquet.

Seminars

Cremation Association of North America with CANA President Mike Nicodemus

“Trends in Cremation, Options, Numbers & Certification Program”

Legal and Legislative Update

Update and Reports on issues concerning CFDA by **CFDA Attorney John McHugh** and **CFDA Lobbyist Michael Dugan**.

Keynote Speaker Dennis Snow • “Delivering World-Class Customer Service”

Sponsored by Batesville Casket Company, Inc.

World-class customer service is not simply a matter of smiling employees who say “please” and “thank you.” Everything your customer sees, hears or touches impacts their experience. “Everything speaks.” This program highlights how delivering world-class service requires careful orchestration of the entire customer experience.

Attendees will discover:

- The key points of contact that make or break the customer experience
- How to elevate the customer experience from ordinary to extraordinary
- Customer service processes that make service excellence “business as usual”

Dennis Snow’s customer service abilities were honed over 20 years with the Walt Disney World Company. There, he developed his passion for service excellence and the experience he brings to the worldwide speaking and consulting he does today.



CFDA will once again collect donations of funds and toys at our Annual Meeting for Connecticut’s “Operation E.L.F.” (Embracing Lonely Families) Annual Holiday Drive. Please bring a toy or check with you to make the holidays a little brighter for a child with a parent/soldier serving away from home.

For Continuing Education Credits

You must sign-in, receive your name tag, and pick up your Continuing Education Form. Please have your form punched at the conclusion of each event. If you are a CFDA member it is your responsibility to return the white copy to the CFDA registrar and forward the pink copy to APFSP. You will retain the yellow copy for your records.

The law requires that funeral homes, in addition to funeral directors, maintain copies of continuing education certificates for funeral directors licensed at the funeral home.

Your CFDA Convention Planning Committee extends a very special Thank You to Our Friends in Funeral Service

who have generously agreed to assist in its planning efforts by sponsoring some of the events, speakers, or reception for the 123rd Annual CFDA Convention

Sponsored by CFD,LTD.