

SAN FRANCISCO STATE UNIVERSITY

HOSPITALITY MANAGEMENT DEPARTMENT NEWSLETTER

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Meet Nancy Hayes, Dean, College of Business

Nancy Hayes joined San Francisco State University as the Dean of College of Business in Fall 2005. Nancy began her professional career with 20 years at the IBM Corporation, where she rose through the ranks to become general manager of international operations for the worldwide sales and services division.

Most recently, she served as president and CEO of WISE Senior Services, a non-profit organization providing services to help at-risk elders remain independent. Earlier, she was CEO of the STARBRIGHT. Ms. Hayes earned an MBA in finance from the University of Chicago and a B.A. in marketing and English from the University of Dayton.



Nancy is impressed with the quality of the Hospitality Management program, the students and the faculty members. She is particularly appreciative of the significant support the program receives from industry professionals in terms of scholarships, internships, participation in classes as lecturers and guest speakers and service on advisory boards. She said that today's students will be the tomorrow's leaders in the hospitality industry and she expects to see them as Advisory Board members!

2005-2006 Highlights from the Chair

Janet Sim, Chair, Hospitality Management Dept.



Tourism continues to boost California's economy in 2005-2006. As tourism improves, the need for Hospitality Management graduates increases. The Hospitality Management Program at SFSU continues to serve the industry well with competent graduates.

Employers' survey showed that overall, employers were very satisfied with our graduates' performance and that our graduates possess sound knowledge in both the business and hospitality management content areas.

To meet the growing economy and needs of the tourism industry, CSU Chancellor Reid initiated the 2005 CSU Hospitality/Tourism Conference in Pomona on June 2, 2005, and the CSU Hospitality Summit in L.A. on November 30, 2005, to discuss ways to increase enrollment capacity of

Hospitality/Tourism programs to meet the growth of the industry. The charge was to review methods to expand the capacity of hospitality programs within CSU, and to exercise collaboration to determine recommendations to the Chancellor's Office. Discussions included ways to expand capacity, as well as to seek a system-wide marketing support.

To meet the increase in student enrollment, the department is pleased to announce that two new Tenure/Tenure Track faculty members will be joining the Department of Hospitality Management as Assistant Professors in Fall, 2006: Dr. Bo Hu received her Ph.D. in Hospitality and Tourism Management from Purdue University and has been teaching at Oklahoma State University for the past three years; Dr. Mehmet Ergul will be receiving his Ph.D. in Hospitality Administration from Texas Tech University this semester.

The department chair appreciates the continuous support from a long standing Hospitality Management Advisory Board. She especially thanks Mr. Michael Pace for hosting the 2006 Spring Semester Advisory Board meeting at Villa Florence Hotel.

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“CULTURAL DIVERSITY IN THE HOSPITALITY INDUSTRY” SYMPOSIUM

The Twelfth Annual Hospitality Management Symposium and Career Fair themed, “Cultural Diversity in the Hospitality Industry” took place on Wednesday March 29, 2006. Over two hundred students, thirty industry organizations and more than fifty industry representatives eagerly participated at the event and networked with each other. The day began with a round table discussion with Hospitality Management graduates, Lindsay Galloway, Victoria Balogna, Yohei Nakamura, Carmen Serra, and Courtney Mayer in a discussion on “Planning for Employment”. Student participants were given the opportunity to hear a few helpful hints, such as “Find Your Passion” and “Don’t be afraid to put yourself out there”. Mr. John Stephenson of Disney World Services gave a dynamic presentation on “Service in Academia with Cultural Diversity”. Niki Leondakis, Chief Operating Officer of Kimpton Hotels and Restaurants, reminded us of the impact of “Embracing, Celebrating, and Integrating Diversity in the Workplace”. Her powerful insight reminded us that diversity efforts grow with open minds and empowerment to all.



Keynote Speaker

Mr. Man Kim, Owner and President of Lori’s Diner International, Inc. was the keynote speaker on “Tales From a Restaurateur”. Mr. Kim immigrated from Korea 33 years ago and faced many challenges. He honed his skills as a night manager of a SF Steak Restaurant. During the day time, he drove a taxi. While driving one day in 1980, he passed a vacant restaurant. He bought it with his hard-earned money and transformed it to “House of Salads”. Later, he opened Sushi Bune. In 1987, he purchased Lori’s Diner Restaurant chain. He continued his successful restaurant ventures by purchasing and renovating Sear Fine Food in 2004. The HM Dept. greatly appreciates Mr. Kim as a generous donor of many internship scholarships to Hospitality Management students each year.

CAREER FAIR

The annual Career Fair was well attended by over 200 students with hopes of securing employment and internship contacts. More than 60 industry professionals pre-registered for the event with additional attendees registering at the door. With the event outgrowing its space, 30 vendors set up booths both inside and outside on the patio of the Seven Hills Conference Center. Participating companies were: Alcatraz Cruises—Hornblower, Aramark, Brinker International Chili’s, Claremont Resort & Spa, Costanoa, Embassy Suites at SF Airport, Enterprise Rent-a Car, Fairmont Hotel and Resort, Four Seasons Hotel, GES, Hertz Corporation, Hilton San Francisco, Hyatt Hotels, Kimpton Hotels and Restaurants, Larkspur Hospitality, Left Bank Restaurant Company, Lori’s Diner International, Mark Hopkins Intercontinental Hotel, Marriott Hotel at SF Airport, Meeting Professionals International, Renaissance PARC 55, Ritz Carlton Hotels, Sara Lee Foodservice, Sodexo Foodservice, Starbucks, Sysco Foods, Westin St. Francis Hotel, Walt Disney World, Yosemite DNC Parks/Resorts.



HOSPITALITY MANAGEMENT SCHOLARSHIP RECIPIENTS



The 2005-06 **Hotel and Restaurant Foundation scholarship awardees** are: Sara Asavachaisophon, Marin Coon, Mitchol Hong, Kepan Huang, Kristine Lind, Brenda Locke, Yoko Nakanishi, Akiko Oguma, Jacqueline Omoso, Amphorn Siangwun, Shusuke Taharabaru, Hisaka Takuya, Fumihiko Togo, Joel Vidal.



Mr. Lawrence Chan has awarded three **Lawrence Chan Scholarship students** with GPA over 3.0 majoring in Hotel Management: Juan Francisco Carrasco, Kristine Lind and Isabelle Wu.

CONGRATULATIONS TO CLASS OF 2006

The First Annual Hospitality Management Graduation Celebration planned by the Graduate Committee of Hospitality Management students took place at Hilton Hotel San Francisco on Saturday, May 27, 2006, from 7 to 8:30 PM. Our appreciation goes to: Hilton San Francisco and Mr. Stephen Lui, IT Area Director, Hilton Hotels for sponsoring the event; Mr. Man Kim, Owner and President, Lori’s Diner International, Inc. for hosting the beverage service; Tami Tsuneta, Patricia Corea, Angel Chao, Christine Cheung, Aaron Brown, Ryan Steele, and committee members for planning the event.

A TRIBUTE TO HELEN FINK!



Ms. Helen Fink came to San Francisco State University twenty years ago, and has been the Office Manager for the Department of Hospitality Management for the past 15 years. Dr. Sim said that she does not know how she can ever replace Ms. Fink, as she does much more than what's in her job description. She has been responsible for Vista Room menus, tickets, and deposits; HM fundraiser matters; HM advisory board member contacts, board meetings and minutes; HMS and NSMH student organization matters; student scholarship accounts; HM symposium and career fair matters, and many other duties. She even edits faculty manuscripts for publications, often on her own time. Dr. Sim thanked Helen for her dedication, her wisdom, and her outstanding contributions to the Department of Hospitality Management in the past 15 years.

On May 1, 2006, The Hospitality Management Department sponsored a retirement luncheon in the Vista Room to celebrate Helen's achievements. Respected faculty and staff had a chance to give Helen a proper goodbye as well as share anecdotes on how she has touched their lives. The common theme among everyone's tributes was that she is loved and will be missed by all. As a personal tribute "Helen, you will be impossible to replace. Your kindness and ability to help everyone has never been unwavering." On behalf of San Francisco State University, we send Ms. Fink our best wishes and hope she will keep in touch!



"AN EVENING ON THE STRIP" FUNDRAISER



The Hospitality Management Society and The National Society of Minorities in Hospitality sponsored the annual Fall Fundraiser at SFSU in the Vista Room on Dec. 2, 2005. The event was a great success. Over \$7,000 was raised for student scholarships and program needs. A committee of thirteen officers from each student organization put in non-stop work and dedication during the Fall 2005 semester to ensure the fundraiser would be successful. The theme of the event was "An Evening On The Strip". Students decorated the fourth floor of Burke Hall to resemble hotels and attractions as one would see in flashy Las Vegas. The fundraiser was a great mix of fun and excitement bringing together all the elements of Las Vegas fun, food, glitz and glamour. The silent auction room was themed as Treasure Island. Caesar's Palace was the room for guests to enjoy casino entertainment, and the Bellagio had the lavish buffet,

complete with Chocolate Fondue fountains. Casino entertainment included fake poker, black jack, roulette, and craps table. To top it all off, the "strip" was complete with the Elvis Chapel of love where guests were able to participate a "quick" marriage ceremony by our own Elvis impersonator and enjoyed a souvenir photo opportunity. Generous donations to the Silent Auction items included Southwest airline ticket vouchers, and hotel stays at Four Season Hotel, Lone Oaks Lodge, Orchard Hotel, San Remo Hotel, Pan Pacific Hotel, Handlery Hotel, Renaissance Parc 55 Hotel, Mandarin Hotel Oriental, Sheraton Hotels, Ritz Carlton Hotel and others.



Student organizations express their gratitude to student volunteers, Hospitality Management Advisory Board members, guests, and industry donors.

Our Appreciation to Fundraiser Donors...

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|--------------------------------|-----------------------|----------------------------|-------------------------|
| Adventure Cat Sailing Charters | Embassy Suites | Kabuki Spa | Orchard Hotel |
| Aquarium of The Bay | eTravco | Lafayette Park Hotel & Spa | Pan Pacific Hotel |
| Artesa Winery | Faz Restaurant | Lone Oak Lodge | Peju Province |
| Beach Blanket Babylon | Filoli | Lori's Diner Int'l Inc | Renaissance Parc 55 |
| Bohemian Club | Four Points Sheraton | Mandarin Oriental | Ritz Carlton - SF |
| California Academy of Sciences | Four Seasons Hotel,SF | Monterey Bay Aquarium | San Remo Hotel |
| California Hotel & Lodging Ass | Gary Danko Restaurant | Napa Valley Wine Train | Sara Lee Coffee & Tea |
| Claremont Resort & Spa | Gaylord Restaurant | National Steinbeck Center | SFMOMA |
| Cliff House | Guckenheimer Foodserv | Nob Hill Spa at Huntington | Signature Hospitality |
| Coffee Bean and Tea Leaf | Infineno Raceway | Old Faithful Geysers of CA | Sears Fine Food |
| | | | Southwest Airlines |
| | | | The Handlery - Union Sq |
| | | | The Coffee Bean & Leaf |
| | | | The Wine Train |
| | | | The Westin SFO |
| | | | Todai Daly City |
| | | | Travel By Charlie |
| | | | Wine.com |
| | | | Yan Can Cook |



CURRENT STUDENTS...TOMORROW'S LEADERS



HOSPITALITY MANAGEMENT SOCIETY



The Hospitality Management Society had an extremely strong participation this year with the largest number of members. Considerable changes are on the horizon for the club, including branching out into different directions.

Members are happy to announce that their new officers are **John Slamon, President; Jessica Laub, Vice President; Sarah Guglielmelli, Secretary; Leng "Angel" Chao, Public Relations; Gary Ho, Treasurer.** The new officers have been instrumental in bringing a new zest to life for the

organization. They have recently taken a tour of the Hilton Hotel, Union Square, which was a magnificent experience. HMS is also becoming a more socially conscious organization through supporting groups such as the **AMERICAN CANCER SOCIETY.** Last year's scholarship



recipients were Neil Gouveia, Tami Tsuneta, and Kim Johnson. Officers are proud and excited to work on the fundraiser and look forward to a strong semester.



NATIONAL SOCIETY OF MINORITIES IN HOSPITALITY



NSMH was founded with the purpose to "Educate in order to aid in the recruitment, retention, support, and advancement of minority students in the hospitality industry". Building and maintaining relationships between hospitality professionals and minority students are ways to ensure that there is an encouraging lifelong commitment to the organization.

This year NSMH traveled to two conferences. Las Vegas served as a meeting place for the National Society of Minorities in Hospitality's Western Regional Conference, October 14-16,

2005. San Francisco State University's chapter sent twelve members to this conference, five more than the previous year. Very special thanks to Mr. Man Kim of Lori's Diner for his generous sponsorship, helping three students to attend this conference.

In February, 2006, the NSMH National Conference was an experience to remember. Students had the opportunity to meet other hospitality management students across the nation and key players in the industry. The national conference was a place to practice interviewing skills and a place where they can grow and find their competitive edge.

In addition to the conferences, NSMH met regularly throughout the year. For the first time, students worked hand in hand with the Hospitality Management Society to sponsor the department fundraiser. Members of the organization also enjoyed going out to new restaurants, exclusive hotel tours, and two very successful potluck dinners.

NSMH expresses their appreciation to all the candidates who ran for the board. They will all be excellent leaders. The new 2006-2007 NSMH board at SFSU are: **Christine Cheung, President; Francisco Carrasco, Vice President; Winly Wong, Secretary; Christina Tang, Treasurer; Candice Lam, Public Relations; Angel Chao, Fundraiser; and Gary Ho, Recruiting Manager.**

The board expresses their best wishes to everyone in the Hospitality Management Program.



2005-2006 Executive Board on campus recruiting new members!!!

"STRUCTURED" INTERNSHIPS BY DR. DAVID JONES



As student enrollment grows, the internship program has also grown. Dr. David Jones has made significant changes in the HM 200 Introductory Internship Class. The old method of helping students find a specific position with a hotel or restaurant in which they learn only one perspective of that position is changing. Dr. Jones has worked with several local hotel and restaurant companies, such as Kimpton Hotels and Lori's Diner, to offer internships where the students rotate to different areas of the operation over the course of the semester.

This approach to the introductory internship is designed to give the student a broader exposure to the industry where they want to pursue a career, as well as help them determine which area of the operations they prefer. The other internship sites are Fairmont Hotels, Crowne Plaza Union Square, Embassy Suites Burlingame, Marie Calendars, and Panda Express. After the students graduate from the program, Dr. Jones feels confident that students will be better prepared for the industry when they get hired. The HM Department appreciates all of the HM Advisory Board members who have helped us with this approach. If industry representatives are interested in this program, please contact David Jones for available opportunities.