



# Hospitality Management Program

Consumer Sciences & Design Technologies Dept.

## Advisory Board Minutes April 18, 2016 Location: 19B – 3

|  |   |   |   |  |   |
|--|---|---|---|--|---|
| <b>Shelley Doonan</b><br>Professor & Coordinator,<br>Mt.SAC  | x | <b>Dr. Fawaz Al-Malood</b><br>Associate Dean, Business<br>Division  | x | <b>Cathy Davis-Dickey</b><br>Human Resource Manager,<br>Double Tree Ontario                  | x |
| <b>Carol Impara</b><br>Dept Chair CDST<br>Mt.SAC   | x | <b>Mee Shum</b><br>Adjunct Faculty & Work<br>Experience Supervisor, Mt.SAC  | x | <b>Michael Godfrey</b><br>Associate Dean<br>Collins College, Cal Poly<br><i>Pomona</i>       | x |
| <b>Dr.Margie Ferree Jones</b><br>Professor, of Hospitality<br>Management<br>Collins College Cal Poly<br>Pomona                           | x | <b>Amairany Garcia</b><br><i>(Mt. SAC Alumnae)</i><br>Former President, H M C<br>Operations Supervisor- Marriott<br>Courtyard | x | <b>Daniel Paz</b><br>General Manager Sodexo-<br>Mt.SAC                                       | x |
| <b>Faye Lao</b><br>Adjunct Faculty - Hospitality<br>Management<br>Mt. SAC  | x | <b>John Gilbert</b><br>Vice President of Business<br>Management Fairplex  | x | <b>Jay Badillo</b><br>General Manager<br>Embassy Suites-Brea                                 | x |
| <b>Dr. Ben Dewald</b><br>Adjunct Faculty Mt. SAC<br>Professor, of Hospitality<br>Management<br>Collins College Cal Poly<br><i>Pomona</i> | x | <b>Mark Podolski</b><br>Director of Sales & Marketing<br>Pacific Palms Resort   | x | <b>Rachel Choi</b><br>President, Hospitality Club<br>Mt. SAC                                 | x |
| <b>Scott Rudolph</b><br>Chef Instructor<br>Collins College Cal Poly<br>Pomona  | x | <b>Dr. Lisa Rodriguez</b><br>Director, Title V Grant Mt. SAC  | x | <b>Helen Tsang</b><br>Business Travel Sales<br>Manager<br>Pacific Palms Resort               | x |
| <b>Darma E. Paden</b><br>Career Services Specialist<br>Mt San Antonio College  | x | <b>Brandon Lai</b><br>Treasurer, Hospitality Club<br>Mt.SAC   | x | <b>Stacie Nakamatsu</b><br>Counselor, Counseling Mt.<br>SAC-Department/Hospitality<br>Liason | x |
| Call to order: 11:34 AM<br>Meeting Adjourned at: 1:40pm  |   | Roll Call (marked X for in<br>attendance)   |   | <b>Shirley Lopez</b><br>Student Assistant/<br>Recorder                                       | x |



# Hospitality & Restaurant Management Program

Consumer Sciences & Design Technologies Dept.

| Agenda Item                   | Discussion/Recommendations  |
|-------------------------------|---|
| <b>Introduction and Lunch</b> | <ul style="list-style-type: none"> <li>• Dr. Fawaz Al-Malood gave a brief introduction of the Hospitality program and what will be discussed in the Advisory Board Meeting.</li> </ul>  |
| <b>Curriculum</b>             | <p><b>Curriculum 2 and or 4 year review:</b> None at this time</p> <ul style="list-style-type: none"> <li>• <b>Culinary Arts Degree Curriculum:</b> <ul style="list-style-type: none"> <li>○ Feedback on Proposed Culinary Arts Degree Courses:           <ul style="list-style-type: none"> <li>▪ Question: Students that go to Cal Poly, do they still need baccalaureate level?</li> <li>▪ Michael Godfrey from Cal Poly said “YES they will take it as an elective support credits at Cal Poly.” Restaurant Operations will not <i>articulate</i>. <i>I realize they may end up not transferring as baccalaureate-level courses because they have no CSU or UC equivalent, but like with a baking course, we will accept the content as hospitality-specific elective support and, provided the student has extra baccalaureate-level unit, he or she can petition for the content and the units, combined to meet elective support requirements.</i></li> <li>▪ Margie Jones- In regards to the Wine Studies Course, a trending option for most schools, is the Sip and Spit Law. It is currently being reviewed and could be implemented in the near future. She also mentions to ensure that the class will be unavailable for <i>articulation</i> to CSUs as it would be ill advised to misinform students.</li> </ul> </li> </ul> </li> <li>• <b>Curriculum Modification:</b> <ul style="list-style-type: none"> <li>○ <b>HRM 54, HRM 81, HRM 82, HRM 83 – LAB Parity</b> <ul style="list-style-type: none"> <li>▪ Lab parity for all Culinary Arts classes. Trying to get approval for culinary arts professors to be paid 100% for both Lab portion and lecture. Currently professors are paid 100% for lecture and 75% for lab.</li> </ul> </li> <li>○ <b>HRM 54 Name Change</b> <ul style="list-style-type: none"> <li>▪ HRM 54 Name Change from <b>Basic Cooking Techniques</b> to <b>Professional Cooking 1</b>.</li> </ul> </li> <li>○ <b>HRM 52 – Food Safety Certification Change,</b> <ul style="list-style-type: none"> <li>▪ ServSafe certification pass rate has gone down to about 50%. Proctors have noticed that the content of the book and curriculum isn’t matching the ServSafe Exam.</li> <li>▪ We wish to change the curriculum to include any qualified certificate that is accepted by LA County, ANSI, and accredited by National Food Service Professionals will be accepted.</li> </ul> </li> </ul> </li> <li>• <b>Industry Feedback on Curriculum</b> <ul style="list-style-type: none"> <li>▪ Mark Podolski- Can Mt. SAC incorporate soft skills into the Hospitality program?           <ul style="list-style-type: none"> <li>• Dr. Al-Malood soft skills are embedded into all HRM classes</li> <li>• Dr. Lisa Rodriguez- Mt. SAC offers a leadership program called The Lead Program.               <ul style="list-style-type: none"> <li>○ The Lead Program is free of charge, and since the program has been advertised through Mt. SAC Portal they have seen an increase in students registering for the program.                   <ul style="list-style-type: none"> <li>▪ Students are required to complete 20 hours of the program to be certified                       <ul style="list-style-type: none"> <li>• There are different certificates offered</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul> |



# Hospitality & Restaurant Management Program

Consumer Sciences & Design Technologies Dept.

|                              |  |
|------------------------------|--|
|                              | <ul style="list-style-type: none"> <li>▪ John Gilbert- How often are the hospitality courses being updated? His biggest fear is that Mt. SAC won't update the courses fast enough to match the rapidly growing hospitality industry.             <ul style="list-style-type: none"> <li>• Shelley/Al-Malood- curriculum goes under review every 2 &amp; 4 years.</li> <li>• Dr. Al-Malood- By the time the curriculum is completed and pushed through the school, it will most likely be outdated.</li> <li>• Shelley - If curriculum is developed in a mindful way professors can adapt the classes based on the syllabus to both meet curriculum needs as well as adapt to an ever changing industry.</li> </ul> </li> <li>▪ John Gilbert- brought up the various POS Systems             <ul style="list-style-type: none"> <li>• Dr. Al-Malood suggested keeping the courses covering/outlining the operations of a POS System, could be kept broad, allowing adaptability in the class room to the changing Hospitality Industry.</li> </ul> </li> <li>▪ Shelley Doonan asked if developing a Culinary Arts Associate Degree at Mt SAC was a good idea.             <ul style="list-style-type: none"> <li>• Scott Rudolph - Agrees... having a 2 year program...4 year program.</li> <li>• Dr. Fawaz Al-Malood- once the program is established then it will be very successful, because there are very few 4 year programs in Culinary Arts.</li> <li>• Dr. Margie Jones thought that it is a good idea but suggested looking at local community colleges offering Culinary Arts degrees, to understand need/competition.</li> </ul> </li> </ul>  |
| <p><b>Program Update</b></p> | <ul style="list-style-type: none"> <li>• <b>New full-time faculty position:</b> <ul style="list-style-type: none"> <li>○ Shelley Doonan- April 29th and May 2nd interviews for the final candidates;</li> <li>○ Fall 2016 there will be a second professor in the Hospitality Management Program.</li> </ul> </li> <li>• <b>Cohort Model (update)</b> <ul style="list-style-type: none"> <li>○ Very successful – increase in certificates awarded</li> <li>○ Shelley Doonan/Dr. Lisa Rodriguez- 2 more years of support from Title V.               <ul style="list-style-type: none"> <li>▪ Title V supports 50% of Culinary Lab expenses.</li> </ul> </li> </ul> </li> <li>• <b>New CTE Enhancement Fund</b> <ul style="list-style-type: none"> <li>○ CTE Fund will be paid out by the end of summer, by purchasing new equipment for the Business &amp; Computer Technology Complex, housing our student run restaurant.</li> </ul> </li> <li>• <b>New Building: Student Run Restaurant &amp; Culinary Arts Facility: (update)</b> <ul style="list-style-type: none"> <li>○ We have broken ground on the new building and hope for full operation in 2018               <ul style="list-style-type: none"> <li>▪ Scott Rudolph- With the new student run restaurant, will it be revenue generating?                   <ul style="list-style-type: none"> <li>• Shelley Doonan- deferred to Dr. Al-Malood.                       <ul style="list-style-type: none"> <li>○ Dr. Al-Malood – yes, most likely it will run through foundation.</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> <li>• <b>Competitions</b> <ul style="list-style-type: none"> <li>○ Shelley Doonan- Mt.SAC competed in the SkillsUSA regional and state competitions. We took 3 culinary students, 2 bakers and 2 restaurant services students.               <ul style="list-style-type: none"> <li>▪ Culinary two students tied for 4<sup>th</sup> place and the third took 6<sup>th</sup> place.</li> <li>▪ Our bakers took 3<sup>rd</sup> and 5<sup>th</sup> place.</li> <li>▪ Restaurant service we placed in 1<sup>st</sup> and 3<sup>rd</sup>. Advanced to state and placed 3<sup>rd</sup>.</li> </ul> </li> </ul> </li> </ul> |

|                               |   |
|-------------------------------|---|
| <p><b>Work Experience</b></p> | <ul style="list-style-type: none"> <li>▪ <b>Work Experience Opportunities</b> <ul style="list-style-type: none"> <li>○ Mee Shum- International students find it hard to find placing in the Hospitality Industry because of their F1 Visa status. A lot of employers are not open to providing international students with internships.           <ul style="list-style-type: none"> <li>▪ Dr. Al-Malood- Sodexo on Mt. SAC campus has been a huge help with placing international students               <ul style="list-style-type: none"> <li>• Daniel Paz- Talks about placing several students into his work force. Mentions a worker and student named Franco, and his road to progression starting from the bottom, and working his way up.                   <ul style="list-style-type: none"> <li>○ Students do most of the paperwork in regards to getting the internship, all we do as the employer is write a letter about how many work hours is given to the international intern.</li> </ul> </li> </ul> </li> </ul> </li> <li>○ Amairany Garcia- As a previous international student, she noticed smaller businesses are willing to take more international students.           <ul style="list-style-type: none"> <li>▪ Student needs to be more involved and get to know people</li> <li>▪ Everyone needs to start from somewhere, and if the hard work and dedication is there the international student can succeed.</li> </ul> </li> <li>○ *A lot of companies just do not want to run the risk if something happens, they are liable.</li> </ul> </li> <li>▪ <b>International Internships/Externship Opportunities – Spain</b> <ul style="list-style-type: none"> <li>○ Shelley Doonan- Overviews how Spain will work and what is being done. Students pay (\$2200.00) for the insurance and flight going to Spain. Internship broker approached us, student will have a tourist visa (89 days), they will have the opportunity work in Michelin starred restaurants and the top hotels and resorts in the country. Most placements offer meals and accommodations and some offer a stipend. Living in the country will allow students learn the culture, as well the international aspect of Hospitality. This internship is especially beneficial to culinary arts student’s, Spain is at the forefront of culinary invention and innovation.</li> <li>○ Shelley Doonan asked the board what they think about sending students to Spain.           <ul style="list-style-type: none"> <li>▪ Helen Tsang- I think it’s a great idea</li> <li>▪ Stacie Nakamatsu- How does this internship fit in with schedule? Will it be through Work Experience?               <ul style="list-style-type: none"> <li>• Shelley Doonan – that is something that still needs to be worked out.</li> </ul> </li> <li>▪ Darma Paden- Why does Spain want Mt. Sac students?               <ul style="list-style-type: none"> <li>• Shelley Doonan- They are looking for motivated students to work in their restaurants.</li> </ul> </li> <li>▪ Amairany Garcia- Spain is a great idea because it offers the student a different perspective and allows them to gather worldly knowledge.</li> <li>▪ Amairany Garcia- How about possibly collaborating and doing something with China, Hong Kong, Beijing? Expanding the internship. Maybe adding culture classes to the curriculum so that students going to internship have some background about the place they are going.</li> </ul> </li> </ul> </li> <li>▪ <b>Internship Opportunities</b> <ul style="list-style-type: none"> <li>○ Mee Shum- Direct question to Pacific Palms Hotel; Pacific Palms can you help with placing international students and with them getting paid or not paid?</li> <li>○ Helen Tsang/Mark Podolski- We want to be fair to the intern, but as well not to drag the staff.</li> <li>○ Jay Badillo – Has had great experience with interns in Florida and is looking into supporting that in his Brea property.</li> </ul> </li> </ul> |
|-------------------------------|---|



# Hospitality & Restaurant Management Program

Consumer Sciences & Design Technologies Dept.

|                             |   |                  |                  |
|-----------------------------|---|------------------|------------------|
|                             | <ul style="list-style-type: none"> <li>▪ <b>Needs - Opportunities for International Students</b> <ul style="list-style-type: none"> <li>○ Companies willing to step up and offer internships to students.</li> </ul> </li> </ul>  |                  |                  |
| <b>Program Needs</b>        | <ul style="list-style-type: none"> <li>▪ <b>Support for Competitions</b> <ul style="list-style-type: none"> <li>○ Shelley Doonan- We need sponsorship and/or help from the industry. Would like to host a competition here at Mt. Sac.               <ul style="list-style-type: none"> <li>• The last competition at LA Trade Tech: home school had the home advantage. Not the experience I would like for our students.</li> </ul> </li> <li>○ Scott Rudolph- Would the competition at Mt.SAC be an invitational?               <ul style="list-style-type: none"> <li>▪ Shelley Doonan- Yes, Regional competition, just Southern California schools.                   <ul style="list-style-type: none"> <li>• I.E. Cypress, Saddleback, Cerritos, RCC</li> <li>• 4 competitors at a time, based on current kitchen space.</li> <li>• John Gilbert- Great idea! Should be launched when the new building is up and running. Why? Because it gives you more time to put it together, and a reason to show off the new facility.</li> </ul> </li> </ul> </li> </ul> </li> <li>▪ <b>Study Abroad Program</b> <ul style="list-style-type: none"> <li>○ Students have voiced an interest in setting up HRM study abroad courses.</li> </ul> </li> </ul> |                  |                  |
| <b>Program Success Data</b> |   | <b>2013-2014</b> | <b>2014-2015</b> |
|                             | <b>All Hospitality Certificates</b>   | 64               | 92               |
|                             | <b>Culinary Certificates</b>  | 5                | 26               |
|                             | <b>Degrees</b>  | 14               | 19               |
| <b>Alumni Input</b>         | <ul style="list-style-type: none"> <li>• <b>Alumni Association</b> <ul style="list-style-type: none"> <li>○ Shelley Doonan - Alumni association to be able to reach out to them for help, will it be a good idea?               <ul style="list-style-type: none"> <li>▪ Dr. Margie Jones - Does the college have an alumni association? Be cautious, just alumni who want to meet and give back seems more and more it is less about what they can do to help the school and more about what the school can do for the alumni.</li> <li>▪ Dr. Fawaz Al-Malood – <i>our foundation handles the alumni piece for the college; however, their focus seems to be in raising scholarship funds, rather than developing an alumni network for programs. Paralegal has a very successful alumni group and maintain a strong connection through LinkedIn.</i></li> <li>▪ Dr. Ben Dewald – Suggested utilizing social media to keep in contact with Mt.SAC alumni. Suggested using Facebook and/or Linked-In. Suggested inviting honest, successful people who wish to contribute to their college.</li> </ul> </li> </ul> </li> </ul>  |                  |                  |



## Hospitality & Restaurant Management Program

Consumer Sciences & Design Technologies Dept.

|  |   |
|--|---|
| <p><b>Student Activities</b></p>             | <ul style="list-style-type: none"> <li>• <b>Hospitality Club</b> <ul style="list-style-type: none"> <li>○ Rachel Choi gave a brief overview of the club and what it stands for as well as activities and events planned for this semester</li> </ul> </li> <li>• <b>Fundraisers:</b> <ul style="list-style-type: none"> <li>○ Rachel Choi - Currently have fundraisers planned in the month of May. A vast majority of our activities and events are in May as well.</li> </ul> </li> <li>• <b>Community Service:</b> N/A</li> <li>• <b>Travel:</b> <ul style="list-style-type: none"> <li>○ Mentioning of Chicago- Credit to Dr. Al-Malood and Shelley Doonan           <ul style="list-style-type: none"> <li>▪ Shelley Doonan: Taking 8 actively involved students in the Hospitality club to the National Restaurant Association Show in Chicago, Illinois.</li> </ul> </li> </ul> </li> </ul>  |
| <p><b>Industry Recommendations</b></p>       | <p><b>Recommendations/Trends:</b></p> <ul style="list-style-type: none"> <li>• Initiated by Dr. Fawaz Al-Malood       <ul style="list-style-type: none"> <li>○ Mark Podolski - Concerned about students that recently graduated and expecting to obtain a management job for the first time. Emphasizing the importance of starting at the bottom and working their way up within the company. Hard work, dedication and schooling will allow them to climb the management tree a lot faster within the company.</li> <li>○ Cathy Davis – May is Youth Hospitality Month at Hilton. She would be more than happy to host career panels and mock interviews when available between April and June.</li> <li>○ Helen Tsang - Would like an executive career panel where several executives come together so they can share their experiences and how they got to where they are. This panel would re-occur once or twice a year.</li> </ul> </li> <li>• <b>Hiring - tips and beneficial subjects for students to be aware of.</b> <ul style="list-style-type: none"> <li>○ Cathy Davis: Experience, hiring people with the right attitude</li> <li>○ John Gilbert - Harder and harder finding those with the social skills</li> <li>○ Cathy Davis: Even having basic soft skills, that’s a home run. Some experience is better than none. We deal with hospitality not hostility.</li> <li>○ Mark Podolski - Companies are more inclined to hire from within their own company, companies are taking a risk hiring people from outside the companies.           <ul style="list-style-type: none"> <li>▪ Daniel Paz: Encourages the panel to take risks.</li> </ul> </li> <li>○ Amairany Garcia: Recommend students take the internship earlier rather than later           <ul style="list-style-type: none"> <li>▪ Provides students with more practice scenarios               <ul style="list-style-type: none"> <li>• Mentioned the Las Vegas Cesar’s Palace internship.                   <ul style="list-style-type: none"> <li>○ Recommended as a result of positive student feedback.</li> <li>○ Dr. Fawaz Al-Malood agrees that it’s a great opportunity</li> </ul> </li> <li>• Students need to find the right balance between school and work. A leadership class, either in cohesion with the Culinary program, or separate, offered by Mt.SAC that incorporates all the key components</li> </ul> </li> </ul> </li> <li>○ Helen: Courses about a career development, a course which has everything together.</li> </ul> </li> </ul> |
| <p><b>Community Leader Service Roles</b></p> | <p>Due to the increased interest from industry partners in becoming more actively engaged in serving the community through the Hospitality Management Program at Mt.SAC, we’ve developed a Community Leader Service Role table that outlines the various ways that community leaders can be of service. The table lists the roles, description, and time commitment (See attached).</p>   |



# Hospitality & Restaurant Management Program

Consumer Sciences & Design Technologies Dept.

## Community Leader Service Roles

| Role  | Descriptions  | Time Commitment   |
|---|---|---|
| <b>Advisory Board Member:</b>                     | <ul style="list-style-type: none"> <li>As a community member with knowledge and experience in the Hospitality Management field, your expertise will help to ensure that our program is operating effectively and meets the needs of our students and our local business community. The goal of our programs (certificates and degree) are to provide appropriate training to our students, as well as a reasonable expectation of employment within the community.</li> <li>Review our current performance and let us know how we are doing.</li> <li>Review all curriculum changes and provide feedback and approval on existing offerings.</li> <li>Provide input on what is currently happening in the industry and what we can do to prepare our students.</li> </ul> | <ul style="list-style-type: none"> <li>Meet once a year in person on campus (2hr meeting).</li> <li>Your advice and/or expertise may also be sought via phone or email.</li> <li>Invited to attend the Carl Perkins Grant Advisor Meeting (Once a year-2-3 hr meeting): Optional</li> </ul> |
| <b>Class Guest Speaker</b>                        | <ul style="list-style-type: none"> <li>Attend a hospitality class relevant to your area of expertise and discuss one of the topics in the curriculum from your perspective and experience.</li> </ul>   | <ul style="list-style-type: none"> <li>Flexible</li> </ul>  |
| <b>Panel Guest Speaker</b>                        | <ul style="list-style-type: none"> <li>Participate in a panel with a group of other employers from different segments of the hospitality industry to share your professional experience with students and answer any questions they may have.</li> </ul>  | <ul style="list-style-type: none"> <li>Once a year (2hrs)</li> </ul>  |
| <b>Hospitality Club Tour</b><br><i>Site visit</i> | <ul style="list-style-type: none"> <li>Provide a tour of your restaurant/hotel/club (front and back of the house) to the Hospitality Management Club. These are the most actively engaged students and some of our strongest future graduates. Many of our students never get a chance to see what a really professional facility looks like. This would be an opportunity for them to see and learn directly from you how your business operates and what the roles of each of your team members are and how important each one of them is to the company.</li> </ul>  | <ul style="list-style-type: none"> <li>Once or Twice a year</li> </ul>  |
| <b>Job Shadowing</b>                              | <ul style="list-style-type: none"> <li>Allow a student interested in your industry segment to shadow you to see first-hand what it is like to be in your professional shoes.</li> </ul>   | <ul style="list-style-type: none"> <li>1 or 2 days (could be longer-you determine length)</li> </ul>  |
| <b>Internship</b>                                 | <ul style="list-style-type: none"> <li>Offer internship positions to students in the Hospitality Management Program (paid or non-paid)</li> <li>Students gain valuable skills and work experience that they can document on their resume, which makes them more marketable.</li> <li>You get to identify potential stars that you may want to recruit permanently.</li> <li>You also get a pair of extra hands to help.</li> </ul>  | <ul style="list-style-type: none"> <li>Minimum 3 months (2 days per week @ 8 hrs for 12 weeks) or equivalent</li> <li>Students must be supervised</li> <li>At least 3 OJT learning objectives must be defined before they begin</li> </ul>  |