

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT  
CYPRESS COLLEGE

**School of Culinary Arts & Hospitality Management**

Date: December 6, 2017

Place: Anaheim Campus, The Bistro, 8:30 am

Members: Mr. Raul Bermudez, Recruiting Manager, Hyatt Regency Orange County  
Ms. Elizabeth Campos, Event Manager, California State University Long Beach  
Chef Valeria Chow, Sous Chef, Long Beach Yacht Club  
Ms. Aida Garcia, Director of Human Resources, Anaheim Marriott  
Mr. Matthew Goddard, Recruiter, Young's Market Company  
Chef Brian Hathenbruck, Sous Chef, The Walt Disney Company  
Chef Adrian Hernandez, Executive Chef, Irvine Marriott  
Ms. Bianca Herrera, Human Resources Director, Hyatt Regency Newport Beach  
Ms. Chelsea Hildreth, Human Resources Manager, Hyatt Regency Orange County  
Ms. Karen Kretschmer, Human Resources Manager, Fairfield Inn Anaheim  
Mr. Tobie Martinez, Venue Manager, Jay's Catering & Ellie's Table  
Ms. Ghazaleh Nakhjavani, Human Resources Manager, Hyatt Huntington Beach  
Mr. Rick Richardson, Front Office Manager, Fairfield Inn Anaheim  
Ms. Paula Zepeda, Rooms Associate, Marriott and California State University Long Beach

College Personnel Present: Ms. Lisa Clark, Co. HRC Department Coordinator & Professor of Hospitality  
Chef Amanda Gargano, Culinary & Hospitality Instructor  
Chef Tracy Heine, HRC Kitchen Manager  
Ms. Rosanne Heller, Registered Dietician HRC Faculty  
Ms. Trang Nguyen, Student Outreach Coordinator  
Ms. Engie Penalosa, Student Outreach Coordinator  
Chef Jeremy Peters, Co. HRC Department Coordinator & Culinary Instructor  
Ms. Kathleen Reiland, CTE Division Dean  
Ms. Stephanie Rosati, Culinary & Hospitality Instructor  
Ms. Iris Zelaya, HRC Counselor

## **AGENDA**

### **I. Welcome and Introductions (8:45 – 9:00 am)**

**Ms. Lisa Clark** welcomed everyone to the School of Culinary Arts and Hospitality Management Advisory Board Meeting and stated that the emphasis of the meeting is to accumulate information and industry standards to provide constructive recommendations to improve and strengthen the HRC curriculum. Everyone then introduced themselves and shared what company they are in as well as their current position.

### **II. HRC Program Update (9:00 – 9:25 am)**

**CTE Division Dean, Ms. Kathleen Reiland**, announced her full support of the HRC Faculty's master plan for the program to move back to the Cypress College Campus. Ms. Reiland updated advisors regarding the an upcoming marketing campaign. She mentioned the Simplicity Program where employers can list jobs on a website that students can access to help them find jobs more easily. This program will be implemented in February 2018 and can be used for a local or broader audience. **Ms. Reiland** ended her announcements with the consideration of insured, unpaid internships for students to gain on-the-job experience and explained that funds to help buy equipment for the HRC Program come mostly from the "Strong Work Force Initiative".

#### **A. Update – Lisa Clark**

**Ms. Lisa Clark** began the presentation by recapping the Advisory Board Meeting held in Spring 2017. She explained to advisors that having more hybrid classes available helped students be more flexible with their work schedule. **Ms. Clark**, talked about potentially adding a new math course called "Business Math" that focuses on "Math Preparedness", which is applied math that is more directed to business requirements. She informed advisors of the upcoming Spring 2018 Career Fair that will be managed by Chef Stephanie Rosati's Special Events class and the significance of focusing on professionalism. **Ms. Clark** discussed the success rate of graduating students form the HRC Program, listing the amount of Certificates and Associate in Science Degrees awarded in the past 5 years, with Culinary Arts and Baking and Pastry having the highest amount awarded. She stated that the enrollment total for the year 2016 – 2017 was 1,425 seats taken and mentions the annually awarded Anaheim/ Orange County Hotel & Lodging Association Scholarship. **Ms. Clark** concludes with appreciation for the regularly held Hospitality Management transfer workshops hosted by the California State University of Long Beach and the Collins College of Hospitality Management in California State Polytechnic University of Pomona.

#### **B. Outreach – Jeremy Peters**

**Chef Jeremy Peters** discussed HRC's active relationship with 28 High School Programs in the Orange County District. He explains the High Schools Articulation Agreements are held mostly with local schools and mentions "Senior Day", when high school students tour the HRC Program. He also spoke about Chef Amanda Gargano's attendance in the "Major 2 Careers" workshop held specifically for high schools and how she was able to connect with the students that were present. **Chef Peters** concludes by asking advisors if they would do tours with the High School Programs. For those that said yes, like advisors from all Hyatt properties that attended, he will connect them with the high schools.

### **C. Activities – Stephanie Rosati**

**Chef Stephanie Rosati** continued by sharing how grants from the “Strong Work Force Initiative” and “Perkins” help enrich the HRC Program with new equipment for the Baking and Pastry Program and Beverage Management courses including the new bread making equipment, deck ovens, new mixers and blast chiller. She also explained that the grants support the HRC Program’s Career Fair and Workshops and ends her section by mentioning the newly installed system that records chef demonstrations for hybrid classes.

### **D. New – Amanda Gargano**

**Chef Amanda Gargano** spoke of the introducing Specialized Culinary Classes like Butchery or the Art of Chocolate Production. She proudly announced our newest relationship with Marriott’s Voyage Leadership Program and explained that of the 9 chosen participants out of 18 interviewed nationwide, 3 students were from the Culinary Arts Program at Cypress College. **Chef Gargano** mentioned that they were in the planning stages of offering a Study Abroad Nutrition course and ended the presentation by announcing the new International Cuisines class taking place this Spring 2018 semester.

Lastly, **Ms. Lisa Clark** transitioned to the HRC Advisory Discussion portion for the small group discussions. She mentioned the potential addition of a Nutrition and Dietetics Degree as well as possibly condensing the Sanitation and Safety course to half a semester, 2 units for the 8 weeks. She then asked advisors for Specialized Culinary Courses recommendations. From there, **Chef Jeremy Peters** asked advisors if they agree to reduce the seat count from 25 to 18. It would allow for more time to help students individually with techniques due to the smaller student to professor ratio and raises the overall safety in the kitchen. **Chef Stephanie Rosati** supported this decision and explained that in her Baking Fundamentals II and Pastry Arts class it was difficult to help every single student with their questions and concerns when in the kitchen due to the large class size.

### **E. Advisory Small Group Discussion and Recommendations (9:25 – 10:00 am)**

For the remainder of the meeting, **Ms. Lisa Clark** asked the Focus Groups to focus on issues such as:

#### Evolving Industry Expectations

- Share current and future desirable employment characteristics and skills.

#### Proposed Curriculum Revisions and Additions

- AS-T: Hospitality Management TMC
- AS-T: Nutrition and Dietetics TMC
- **Food Science Fundamentals Certificate**
- HRC 120 Sanitation & Safety – 2 units, 8 weeks
- Specialized Culinary Course Recommendations?
- HRC 265 International Cuisine: Cultural Diversity
- 200 level Culinary Seat Count 25 to 18?

## **F. Evolving Industry Expectations**

Advisors stated that desirable employment characteristics and skills from new applicants are showing concrete examples of accomplishments from courses taken along with demonstration of all awarded and earned Certifications and Degrees. When it comes to the interviews, be ready on how to sell yourself. Do not simply rely on your resume, take 10-15 minutes to fully showcase yourself and know the balance between experience and education because many companies have different expectations from both categories. Educating yourself on the company's standards and expectations should not be disregarded, it should be done at all times. If you have little to no work experience, advisors said to apply for an internship. It will help you get the initial experience required in many fields of the industry and gives you the chance to shadow an experienced employee when on-the-job. It's extremely important for employees to show professionalism when calling out of work and to always communicate with their employer. They also want to stress the importance of being on-time and understand the process of moving up the ladder. They want students to have realistic expectations of the industry and to look at the long run when in a company. As a new employee, they should consider the growth potential and work to see the value and benefits provided by the company they work in. Advisors encourage them to see different management styles and to work in different places and positions in order to expand their views and use it to build their technical and personal skills. A personal skill that needs improvement over all is the written communication between an employee and their employer. When sending an email, it must contain a subject to explain the contents of the email as well as who sent it, when, and what the situation or request is. It's important to keep the message short, specific, and professional at all times. For everyone looking to one day manage and lead others, advisors agreed that emotional leadership should be required for all majors. It's important to connect with an individual, taking into consideration their mental and emotional state and know how to properly approach people with different characteristics in order to prevent any misunderstandings.

## **G. Proposed Curriculum Revisions and Additions**

Advisors supported all proposed curriculum revisions and additions. The additions include the AS-T: Hospitality Management TMC, AS-T: Nutrition and Dietetics TMC and Food Science Fundamentals Certificate.

These additional certificate and degrees will create additional opportunities for students in the industry sectors and create pathways to our CSU partners. The proposed change for HRC 120 Sanitation and Safety to 2 units allows students to utilize the information and material much more quickly in the industry and gives them the chance to strengthen their skill set. They also fully supported the proposed reduced seat count of 25 to 18 for 200 level courses. As for specialized culinary course recommendations, advisors listed several ideas including carving and butchery, specialty pastry courses, time management, and a special diets course focusing on vegan, dairy free, allergens and gluten free. Finally, advisors recommended continued overall program focus on engagement, hospitality (sell your skill), building connections, and understanding how to work with and interact with people.

Ms. Lisa Clark thanked the advisors for their participation and the meeting concluded at 10:00 am.