Greetings from New Faculty, Jooyeon Ha

Hello, I am Jooyeon Ha. I joined NDSU in August 2011 as an Assistant Professor. Currently, I am teaching ‘Professional Catering Management’ and ‘Cost Controls in Hospitality and Foodservice Systems’.

I am originally from South Korea. I majored in Foods and Nutrition in Ewha Woman’s University in Seoul, Korea. I have worked for Hyundai Food System as a foodservice manager before I came to the United States for the graduate studies. I earned Master’s degree and Doctoral degree in Hospitality and Tourism Management at Purdue University in West Lafayette, Indiana. I have taught ‘Advanced Restaurant Management’ during my Master and PhD.

My research interests include Services Marketing in Hospitality Field, Consumer Behavior and Psychology, and Foodservice Management. Throughout my graduate studies, I have published several research articles in the refereed journals such as International Journal of Hospitality Management and Journal of Services Marketing. I also have presented academic research in the Annual Graduate Conference and International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference.

I love classical music and travel. I want to visit some other places in North Dakota to experience unique culture and know more about this region. I am happy to be a part of the ADHM department at NDSU. I hope all of my knowledge and experience contributes to the development of the department.

Meet alumnus, Barry Kuhnke

In April 2011, Barry Kuhnke was named General Manager of the Courtyard by Marriott & Moorhead Area Conference Center. Barry graduated from North Dakota State University with a B.S. Degree in Hospitality & Tourism Management. Barry brings his most recent experience from Minneapolis where he was the General Manager of the TownePlace Suites by Marriott – Minneapolis West. During his time there, he earned two awards from Marriott. In 2009, he achieved the Service Excellence Award and in 2010, he earned the General Manager – Sales Excellence Award.

During his 4 ½ years at NDSU, Barry worked the front desk at both the Kelly Inn and Holiday Inn on 13th Avenue. After graduation, Barry became the Assistant General Manager of the Hampton Inn of Burnsville, MN. One year later, he became the General Manager of the American Lodge & Suites of Brooklyn Center, MN. After this, he became the Assistant General Manager of the SpringHill Suites by Marriott – Minneapolis West. During his time in Minneapolis, Barry married Courtney Coles Kuhnke (2004) and has four beautiful children: Kalvin (2006), Aubrey (2008), Harlow (2009) and Lennon (2011).

As General Manager of the Courtyard by Marriott & Moorhead Area Conference Center, Barry is primarily responsible for the overall success of the hotel. This means meeting or exceeding planned objectives for assuring guest satisfaction, property revenue and profit, product quality standards and supervising the hotel team. This position manages all areas of the hotel property in accordance with the franchise and Raymond Management Company, Inc. standards. Primary job responsibilities generally fall into the following categories: guest services, sales and marketing, profit management, human resources management, asset management, safety and security, administrative responsibilities and coordination activities.

Since purchasing the Courtyard by Marriott & Moorhead Area Conference Center in June 2010, the hotel’s ownership team, Raymond Management Company, Inc., has invested in a multi-million dollar renovation of all guest rooms and convention space which was completed in the spring of 2011. Each of the hotel’s 126 guest rooms has been completely refreshed with new beds, flat panel televisions, mini-fridges, carpet, and guest room decor. The Moorhead Area Convention Center’s 10,000 square feet of meeting space has also been beautifully renovated to accommodate small meetings, grand events, and everything in between.

Barry’s advice for students in the HTM program today would be to gain experience in different areas of the hospitality industry. By doing this at a full service hotel you will be able to identify which work environment you enjoy the most. There are options to work or intern at the Courtyard by Marriott & Moorhead Area Conference Center and your experience will help you with future employers. If you are interested please visit www.raymondteam.com and/or www.marriott.com.farcy for further information.
It was a busy summer for me this year. I taught Hospitality Sales & Marketing online again and that class went very well.

This fall, students in the Resort & Spa class worked in teams to create an urban resort concept in London, United Kingdom to reflect the spirit of the 2012 Olympics. They presented their unique ideas at the end of the semester. We also toured two resorts in the Brainerd, MN area and had several interesting guest speakers in class including Randy Long who owns Fargo Entertainment Company. Students in the Beverage Operations class were fortunate to taste some unique “new world” wines from countries like Australia, New Zealand and South Africa.

As I try to visit family and friends in Korea each summer, I spent about six weeks in Korea between June and July. It is not the greatest season to visit Korea as it is the hottest and most humid time of the year. But, I had a great time and enjoyed mom’s cooking! While I was in Korea, I attended a conference that was held by the Tourism Sciences Society of Korea and presented a research study that was conducted with two other faculty, Kara Wolfe and Amelia Asperin. We were excited to present the study containing data that students from ADHM 479 collected during spring semester.

Although I always enjoy visiting family and friends back home in Korea every summer, it is always exciting to be back on the campus and see the returning and new students in August. This fall, I am taking over the HTM program coordinator role after Kara Wolfe left this summer to take a position at another university. With the new role, I am only teaching ADHM 405 Casino Operation Management.

The Casino Operation Management class is always fun to teach. One of the changes I made this fall is the field trip to Shooting Star. In the past two years, we went to the Mystic Lake Casino and Hotel. Because the Shooting Star Casino is much closer, the class was able to spend more time at the casino. The general manager, Mr. Ed Hanson, graciously allowed us the opportunity to tour the facility. The students got to tour various areas of the casino and hotel including the gaming floor (slot machines and Blackjack tables), the hotel, meeting space, entertainment, surveillance and security, and Human Resources. Overall, the trip went well and I would like to continue the trip next year. As we did in the past, the student groups also taught different types of table games to their peers. This year we learned about Blackjack, Craps, Roulette, and Baccarat.

Besides the casino class, I also conducted a joint study tour with Apparel, Retail Merchandising, and Design to Las Vegas. There were 12 students between the two majors on the tour. We stayed at the beautiful Vdara Hotel at the City Center. As we did in 2009, we dined at the Wynn buffet and enjoyed the show Reve. In a very short four-day trip, we visited Zappos, the Venetian/Palazzo hotel, the Crystal Mall at City Center, the meeting space at Aria Hotel, the Bellagio Hotel, and Barney’s.

We believe that there is a lot to see and learn in Las Vegas for hospitality students and would like to continue the study tour in the future.
Where did the time go? The summer flew right by for me this year! I taught Food and World Cultures online for the first time. I think that being able to taste the food in class is an important component, so teaching the course online provided a chance for discovering some creative teaching methods! I am back in the classroom this fall, though, and I am very grateful for the wonderful partnership with Mosaic Foods. So far we’ve had one food tasting event and my students are looking forward to the next three. In all honesty, so am I! The other change I am excited about is that I am teaching two new classes this year: Introduction to the Hospitality Industry in the fall and Hospitality Industry Management Strategies in the spring. Both were previously taught by Dr. Kara Wolfe, so I know I have big shoes to fill. What I love about this opportunity is that I meet students as they come into the program ready to learn, and I see them as they prepare to graduate ready for the “real world.”

On another note, I am working with Dr. Sherri Stastny (from Dietetics) and Ann Ragan (from Interior Design) on developing a series of proposals for redesigning FLC 310 (food lab) and FLC 312 (make-shift dining room). Both of these spaces are utilized by our students taking Restaurant Operations Management and Professional Catering Management. We will be assisting the College in the efforts to transform these spaces into learning and teaching laboratories that can enhance the hands-on experiences for students in Dietetics and HTM. We foresee that it will be a long-term project, and that we will need a lot of support and resources. However, we know it will be well worth it in the end.

Another project that has kept me busy over the past semester and into this year is the Tartan Project Committee. Now that the official NDSU tartan has been chosen, we are moving forward with getting product into the Bookstore and other local retailers. As part of the product launching, the three student organizations in the department worked on a float for the Homecoming Parade. It was a lot of fun working with students from the Hospitality Student Association (HSA), NDSU American Society of Interior Designers (ASID), and Fashion, Apparel, and Business Organization (FABO). We had more than 80 students, faculty, staff, alumni, and family members walking in the parade representing our Department. I think it was safe to say we certainly made our presence known. We are starting to see some prototypes for products and will keep you apprised as they become available. In the meantime, check out the NDSU tartan tie and lambs wool scarf on www.collegiatetartan.com. Get your tartan on!

Where is Kara?

As you may remember from the Spring newsletter, I moved to Peoria, IL this summer to start a Hospitality program at Bradley University (http://www.bradley.edu/academic/departments/fcs/news/story.dot?id=163469).

This is an update, to let you know things are going well my first semester at Bradley. There are 15 students majoring in Hospitality Leadership. We are already recruiting high school students for next fall and the outlook is promising.

The student organized a hospitality club, it’s called Fresh Slice. We will start doing some fundraisers, with the intent of going to the National Restaurant Show in Chicago in May. Peoria is about 3 hours from Chicago and lots of Bradley students are from the suburbs of Chicago. So, it should be relatively inexpensive for us to attend the show.

Here’s a picture of the founder of our University, Lydia Moss Bradley. She started the school in 1897 with the intent of providing students with an opportunity to lead productive and industrious lives. Of course, I think the new Hospitality Leadership program fits in with Lydia’s vision.

I miss hearing from NDSU students and alums. So, feel free to drop me an e-mail anytime, klwolfe2@bradley.edu. Also, if you’re seeking interns, let me know. Bradley students are required to do lots of practicum hours.
President: Teresa Werner

My hometown is McClusky, ND. I am currently a junior at NDSU. I have been working in restaurants since the age of 14 and love it. I love to hang with friends, listen to music and rollerblade. I hope to someday have some type of event planning business and do catering for it also! I hope to get the awareness of HSA out there more and have a successful Food and Wine Show!

Vice President: Laura McMartin

Hi! I am Laura McMartin, originally from St. Thomas, ND. I am currently a junior. I have enjoyed my time in the hospitality industry and throughout the hospitality program thus far! Through my summer internship with Bliss Events here in Fargo, I found my passion for event coordinating, as that is what I am looking to find a career in upon completion of my degree. As far as my goals for HSA go, I am looking forward to all the of new experiences throughout tours and speakers, and also making the Food & Wine Show another great, successful event!

Treasurer: Annie Klebe

My name is Annie Klebe and I am the Treasurer for HSA this year. I am originally from a small town in the northern part of North Dakota called Willow City. I love traveling and recently participated in a Las Vegas study tour through the Hospitality and Tourism department. I am a Junior Accounting major, with a minor in Hospitality and Tourism Management. My future career goal is to become an Accountant for either a large hotel or some other tourism establishment. I look forward to meeting everyone in HSA this year and I hope that we can take part in some great tours and events. If you have any questions, please don’t hesitate to ask me or send me an e-mail at: annie.l.klebe@my.ndsu.edu.
Jason Brinks

I was introduced to the Thought Leader Series internship opportunity thanks to a suggestion from Dr. Kara Wolfe. I eventually submitted my resume, and was one of five students chosen to be interviewed. With the position came a spot in Dr. Tim O. Peterson’s Legacy Leadership Group. The internship began with attending the Legacy meetings and working with a team of students also working on the Thought Leader Series Project. For various reasons there was not much work accomplished during the remainder of the spring semester. Majority of the work for the project was accomplished during the summer by the two HTM interns. A hefty portion of the tasks included a lot of marketing and sales skills. The details of the locations for the dinner and the show, as well as the caterer, were established by those running the internship and we were left to sort out the details, such as linen colors and center pieces, later in the summer. The major focus of the summer for the HTM interns was to acquire sponsors in the vision of continuing the Thought Leader Series past the three year grant period. The majority of the tasks I performed throughout the internship did not directly apply to the hospitality industry, however, I was able to improve my interpersonal skills, and better developed my tolerances for various personalities and work ethics.

For me, the most rewarding part of this whole experience was after the presentation, when all of the patrons thanked me and told me how much they enjoyed everything that went into this event.

Those who may be interested in pursuing this internship opportunity should have an easy going, yet ambitious personality, as plans and details will change on a whim. Because of the sudden changes, I would also recommend having a flexible schedule.

For anyone who is interested in this position I highly welcome any questions and comments.

Please contact me at jason.brinks@my.ndsu.edu.

Bailey Benson

This summer I had the sweet opportunity to work as an Intern at the OmniOrlando Resort at Championsgate in Florida. Originally, I had just started “Google-ing” hotel brands and searching through their job openings hoping to find an internship position. However, I found this particular opening because Amelia had posted in on Blackboard. I’ve always wanted to travel and experience places other than North Dakota so I took a chance and applied to be a Recreation Intern at the Omni Resort in Florida.

My work at the resort was quite enjoyable. I worked outside each day in the beautiful sunny weather. Some days it was sweltering hot, but it was such a fun atmosphere to be in that the heat didn’t really matter. The Omni had two pools, a lazy river, a 125 ft water slide, two hot tubs, and recreation facilities that include a short par-3 golf course, a basketball court, a sand volleyball court, and two tennis courts. We also had a poolside restaurant and a camp for children ages 4-12 that parents could utilize if they wanted some free time. The Recreation staff was in charge of all of these areas.

A typical day for me would include planning and hosting fun activities for children throughout the day, answering guests’ questions, and meeting their needs at the towel hut as well as throughout the pool area. In addition to these basic tasks, I was given a lot of other responsibilities to add excellence to our service. I worked alongside three other interns to develop a new guest rewards system that would encourage guests to participate in the various events we provided for them. We also collaborated on creating a festive and exciting 4th of July holiday weekend for the guests. We provided fun games for children of all ages like a giant Slip n’ Slide as well as a Gator Show. Our goal was to let guests know that we could and would provide for them in any way possible in order to make their stay more enjoyable.

On other days I might be a camp counselor, making arts and crafts with the kids and providing them with entertainment for the night. Some days I would help assist in implementing team building activities for outside companies. And other times, I might be selling concessions at our “Dive-In Movie” where guests were allowed to lounge in the pool and watch an outdoor movie. Each day was a new adventure. I had the basic tasks to fulfill, but we were given so much freedom to go above and beyond our regular duties to provide the guests with spectacular service.

This internship taught me so much about being in the hospitality industry. Each day is going to look different because each day you’re working with different people. It taught me that if you don’t already have a passion for serving others then you probably won’t enjoy working in an industry where your main purpose is to serve people. This internship showed me what it really looks like to serve people, and to serve them well, both guests and coworkers alike.

The most rewarding part of my summer experience was being able to see the positive impact I could have on the guests. Just one bright smile, attention to detail, or going beyond their expectations could really liven up their day. Knowing that I could bring joy to their life made serving them so much better for me. All I really needed to see was that I could make a difference.

As students seek out internship opportunities, I would encourage them to set their sights high, and not to limit themselves out of fear. Pursue something that they’re passionate about because it makes work so much more satisfying and worthwhile.
Meghan Folkerts

This past summer I interned with the Fargo-Moorhead RedHawks in Food and Beverage. It was very rewarding and gave me a new perspective on the Food and Beverage Industry. I found this internship in January on the organizations website and knew of the possibility of interning here through a friend who had interned with the RedHawks the previous summer.

An exciting part of this internship was that each day was different and had its own challenges. I worked with two other interns in my department and after the first couple weeks we were left in charge each day to get things done. Each morning we had a meeting with our supervisor discussing the day’s attendance, any picnics, or any special promotions dealing with food. From there we started cooking the upcoming nights food and organized the concession stands to make sure everything was stocked and supplied. During the game, the schedule changed dramatically between seven and ten workers and managing the concession stand. I was responsible for any mishaps with the registers, fix any food or beverage problems, address customer complaints and keep an eye on the supply of food. I was also responsible for the closing of the stand, managing the four registers money and locking up. I also was involved with executing company picnics by getting the food, drinks and equipment ready. On non-game days we were able to experience the ordering of food and supplies, tracking of inventory, and participate in receiving and checking in orders.

My experience with the RedHawks directly applies to hospitality by dealing with two of the main money makers in the industry; food and beverage. During my internship I used many concepts and ideas I learned throughout the core hospitality classes. I learned many aspects from food control, food costs, food production, sanitation and forecasting. In learning more about all these concepts I believe it has given me the real life knowledge to apply to future jobs in the hospitality industry.

The most rewarding part of interning at the F-M RedHawks were the friendships gained, knowledge learned and finding the fun in food and beverage sales. The RedHawks are like a huge family, all trying to work together to give a great experience to any fan. I ended my internship with many new friends, networking opportunities and a greater sense of the hospitality industry.

In finding a summer internship, I recommend students to look for employers they may see themselves working for in the future. My advice for students looking for an internship is to think outside the box. Look at companies that you might not think would be interested in you. I am grateful for the work experience I gained through my internship. I learned persistence, organizational skills, and the hard work, effort, patience, and perseverance.

I am looking forward to seeing who will take the next incredible opportunity to fill this position in fall 2012.

Amy Gedrose

This summer I had the opportunity to intern at the NDSU Alumni Center, and am currently still working there. It has been such a great learning experience, and I think that I have really grown in the past couple months.

I found the internship through a friend who had heard about the opening. The internship started out learning the basics of events at the Alumni Center. There are two different types of shifts that I would do. One is called event custodian, the other is guest service representative. On event custodian shifts I was in charge of doing room set-ups and minor cleaning. The guest service representative shifts were for the actual events. My goal was to make sure that the event ran smoothly and that the customer was happy. As time went on I was able to become more involved in the actual planning process. I had the opportunity to plan weddings and many other events. It was interesting to see an event from start to finish. I also learned how to use the event planning system that the Alumni Center uses. The most rewarding experience from my internship was becoming confident in my abilities and knowledge. I was and am still being challenged by the job, and I learn something new at every event.

My advice for students looking for an internship is to think outside the box. Look at companies that you might not think would need our major. I never thought the Alumni Center would be an opportunity and it turned out to be a great experience.

Malina Chhoun

The Thought Leader Series (TLS) is an amazing student-impacting and student-driven program that was introduced in the NDSU College of Business this past September, 2011. As the lead event coordinator for TLS, I was able to implement the skills I have learned as a Hospitality and Tourism Management student here at NDSU as well as gain new insights and knowledge. It is being used in divisions such as: sales and marketing, advertising, and human resources. Under the guidance of Associate Dean Dr. Tim O. Peterson, a team was developed to lead this brand new program. This team consisted of two Hospitality majors, Jason Brinks and me, as well as members from the Legacy Leadership Program.

The Thought Leader Series first came into fruition in October 2010 when the NDSU Development Foundation granted its first SU Impact Grant to our program, originally named the Thought Leader Workshop Series. The main purpose of the Thought Leader Series is to introduce our NDSU students to national and international thought leaders from across the nation. It is designed to enhance student learning outside of the classroom and to allow students to experience firsthand how innovation and forward-thinking can lead to success in every aspect of their lives.

From the start, Jason and I were hard at work to make this event a success. My responsibilities as an event coordinator included: acquiring sponsorships through cold-calling and meeting with business professionals in the FM area, creating promotional materials, working with NDSU Catering staff and Alumni Center staff, communicating with local media, communicating with representatives of our speaker, and creating awareness of our new program throughout the Fargo area. It was crucial during the summer months that my colleague Jason Brinks and I create awareness of TLS as well as acquire sponsorships. One of our main goals is still to make the Thought Leader Series a self-sustaining program.

The name of the event Jason and I were responsible for was, “Extraordinary Visions: An Evening with Dewitt Jones,” the first annual event in the Thought Leader Series on September 22nd, 2011. Dewitt Jones is known as one of the most influential thought leaders in the country and has an impressive resume that includes being an Academy Award nominee as a motion picture director as well as having over twenty years of experience as a photojournalist with National Geographic. His Extraordinary Visions presentation focused on four key messages: creativity, passion, purpose, and vision, all of which are essential for students to accelerate in both their academic and professional careers.

From the beginning to the end, this project was extremely labor intensive in terms of development and implementation. Being the first event in the series, there was a heavy burden placed on the shoulders of our team. Either our event was a success and would continue to succeed or it would be mediocre and forgotten about after its first three years. However, through our willingness to work together cohesively as a team, for our hard work, effort, patience, and perseverance, “Extraordinary Visions: An Evening with Dewitt Jones,” was undoubtedly a success.

We measured this success through the confirmation that we were able to gain sponsorships through the thoughtful consideration of local businesses, the lower level at Festival Hall was filled with students the day of the presentation, and there was a significant amount of interest about our next event in the series next fall 2012. I believe I have gained priceless knowledge through this position with the College of Business. I have learned more about myself, my skills, my ability to work with others, as well as my ability to adapt to change in a work environment. This knowledge can rarely be learned as a student but I was able to experience the real-world work challenges through this opportunity. I am grateful for the time I have spent as a part of the Thought Leader Series team and look forward to seeing who will take the next incredible opportunity to fill this position in fall 2012.
Jeff Rustvang’s Study Abroad Experience

I took part in a study abroad experience this past spring in the Gold Coast of Australia at Griffith University and had the time of my life. It is an experience that I wouldn’t trade for any other trip/experience that I have been on. I was very fortunate to make some great friendships in people that I still communicate with weekly now that I am home. I have had some friends already come for a weekend visit and I have two trips planned to go visit friends I met while abroad. I was also fortunate enough to do some traveling around Australia, this was great because I was able to see different regions of Australia and see the major attractions of those regions like the Great barrier Reef, Sydney Opera house, Melbourne Museums and some world renowned beaches, places it would be hard to visit down the road when I am older and have a family. The most difficult part of my experience abroad was being away from friends and family but at the same time I was very excited because I knew I was going to be out of my comfort zone a little bit and had to meet people in a different setting. This was a great part of my study abroad experience because I found out a lot about myself as a person and that was pretty cool. I would love to go on a study abroad program again and encourage everyone to do the same because it will be something you will never forget and you will make lasting friendships with people all over the world.

Congratulations!!

In 2002 and again in 2010, the HTM program was granted accreditation by the Accreditation Commission for Programs in Hospitality Administration (ACPHA) through 2017! We are one of the 55 accredited programs in the nation.

http://www.acpha-cahm.org/

Current and Past issues of Hospitality Times
http://www.ndsu.edu/adhm/newsandeevents.html
HTM Facebook “Hospitality & Tourism Management @NDSU”

Editor’s Note:
Hello! My name is Amanda Peterson. I hope you enjoy this issue of Hospitality Times. Please feel free to contact me with any comments or questions at amanda.peterson@my.ndsu.edu.

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Is this going to your current address?

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SEND US AN UPDATE

We would like to add you in our newsletter so we can keep track of our graduates from NDSU.

Please e-mail us this information:
To: WooMi.Phillips@ndsu.edu

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E-mail address _________________________
How you got to where you are now: ____________________________
Advice to students in the program: ____________________________