Travel, Study, Live Abroad: Interview with Tanya Kramer

Tanya Kramer is a former NDSU student who studied International Studies and Spanish, and also spent two semesters abroad in Morocco and Spain. She now holds the position of NDSU’s Study Abroad Advisor, helping current students to decide how they can spend a part of their university studies in another country. When asked what she remembers the most about her study abroad experiences, she comments on Morocco, saying that Marrakesh square was a crazy place full of tourists and vendors, but also snakes and monkeys.

Tanya recommends that students study abroad because it’s a chance to have experiences that happen outside of the classroom. She says that having life learning experiences while abroad is much more enriching. Tanya believes that studying abroad helps people become more confident. They come back not only with a new perspective, but also return more culturally diversified from experiences abroad. She also adds that it’s a great experience to put down on resumes.

NDSU offers a variety of study abroad programs for its students. Last year about 230 students studied abroad and about 150 students went on short term faculty-led trips. There are a variety of ways to spend time abroad, including exchange programs where you pay NDSU tuition, faculty-led tours where you travel as a part of a class with an NDSU professor, NDSU affiliate study abroad programs, internships, and work abroad. There are many kinds of classes available for students when they study abroad, including culture and language classes or classes within your field. You don’t need to have any language proficiency for most programs, but if you do want to learn a language, studying in the country that speaks it makes for easier and more interesting learning. When asked about what students’ responses are after returning from studying abroad, Tanya said students think it was “awesome” and they want to go back soon, or wish they would have stayed longer.

While there are so many reasons to study abroad, some students still worry about how they personally can do it. Many students might think, “I can’t afford to study abroad”, but there are affordable programs, especially the exchange programs that do not cost much more than a semester’s tuition at NDSU. Plus, there are scholarships available.

How can you learn more about study abroad?

Study Abroad 101 Information Sessions are held every Monday-Thursday at 4pm in the Office of International Programs.

HDE Korea Seminar & Study Tour

A college wide study tour to Korea, available for all NDSU students and faculty, will take place next summer, May 16-26, 2011. Students and faculty will have the opportunity to learn about Korean culture, food, and tourism. A variety of tourist attractions will be visited including, Palaces, Museums and Folk Villages. Participants will also have the opportunity to stay in a temple, visit the DMZ, and much more. Students will take a 1 credit Korean Culture Seminar Course next Spring and will earn 2 credits for the Korean Study Tour next summer. WooMi has helped plan the itinerary and Kara and another faculty member, Yeong Rhee in Dietetics, will lead the tour. For more information on the study tour, contact Kara Wolfe at 701.231.8224 or Kara.Wolfe@ndsu.edu.
It seems like my first year at NDSU has flown right by! It was a busy year in the food lab for me and my students. After a semester of bringing world flavors to campus, half of my ADHM 402 Professional Catering Management class joined me in the spring of 2010 for ADHM 404 Restaurant Management Operations. Students were placed into four groups and were tasked to develop their upscale casual restaurant concepts, brands, and prix fixe menus. The groups named their restaurants The Orchid, Mango Grill, Casa Roma, and Cilantro. The class did an excellent job marketing their special dinners, setting record highs for ticket sales ranging from 31 to 54 guests. After a successful series of functions and staying within their food cost percentage goals, we capped the semester with a tour and dinner experience at WF Maxwell’s, one of Fargo’s own upscale casual restaurants.

The fall of 2010 has been off to a great start for students enrolled in the ADHM 402 Professional Catering Management. In addition to planning four food tasting events for students in ADHM 411 Food and World Cultures, the class will also work with the College to cater the Annual HDE Wassail Tea event in December. Thus far, the class has completed two functions where ADHM 411 students were able to sample unusual foods such as Pasta Elias (an olive tapenade), moussaka, vareniky, and non-alcoholic Spanish sangria from Europe and the Mediterranean, as well as callaloo soup, jerked pork, mixed bean salad, and caramelized bananas ala mode from the Caribbean. Two more functions featuring Asian and Native American cuisines will be held in November.

The Catering students also had the opportunity to work with the Daily Bread program of the Lutheran Social Services of North Dakota by helping with the Chefs' Gala and Auction on October 6, 2010. Area chefs worked together and showcased their delicious creations to raise money for the hungry during this annual event. Cari Drees, the event coordinator, praised the hard work and enthusiasm of the students as they helped with set-up, service, and clean-up for the event. It was an excellent way for students to serve the community while receiving hands-on experiences in the preparation and execution of a large-scale event.
From the Desk of Dipra Jha:
It was a busy summer for me this year. I taught Hospitality Sales & Marketing online for the first time and that class went very well. I also got to do some traveling. Winnipeg was a lot of fun because it was my first trip to Canada. I went to Hawaii just before school started and was captivated by the beauty of those islands. The highlight of my Hawaii vacation was a submarine tour of marine life.

Last fall, students in the Resort & Spa class worked in teams to create an urban resort concept in Vancouver, Canada to reflect the spirit of the 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 someone from the Medora Foundation. Students in the Beverage Operations class were fortunate to taste some unique “new world” wines from countries like Australia, New Zealand, and South Africa.

WooMi Phillips’ Classes
The spring semester is always harder to begin than the fall semester. In the fall, all the students are ready to come back to campus and eager to start the new school year after a long summer break. It is much harder to come back to campus after a shorter winter break when it is still 20-30 degrees below outside with snow on the ground. However, the spring semester is busier for me with more students in my classes. This spring I had 93 students in tourism and travel management and 35 for convention and meeting planning.

For the tourism class, we invited several guests to the class including Cole Carley (Head of Fargo-Moorhead CVB/President/CEO), Shawn Dobberstein (Executive Director at Fargo Airport Authority), and David Larson (We Fest Sponsorship Sales Manager). The students also shared their international travel experiences with the class and learned about different aspects of world tourism.

In the convention and meeting planning class, the students toured the Holiday Inn, Radisson Hotel, and Fargodome to learn about the different types of meeting services each property has to offer. In addition, we invited Daphne Meyers (Red Barn Group-independent meeting planner) and Lee Massey (Media Productions) back to class. As always, the students had fun doing the Meeting Matrix project in this class.

In February, HSA planned a combined trip with FABO to Minneapolis, MN. Eight HTM students and three faculty members (Dipra, Amelia, and WooMi) went on the trip. We took tours of ShopNBC, the Marquette Hotel, and W Hotel Foshay. We stayed in the beautiful Marquette hotel and had a dinner with a HTM alumna at Zelo restaurant. We also attended the University of Minnesota Fashion Show.
Fall Classes Under Way
Fall is a great time of year. Hopefully, some of our alums and supporters were able to participate in the Homecoming festivities in October. The Hospitality Student Association had a ‘float’ in the parade and President Bresciani gave a positive State of the University address. Some upcoming HSA events include the Fall Suite-Steaks raffle and the Spring Food & Wine show is scheduled for March 24, 2011, so students will begin the planning soon.

ADHM 479 – Spring 2010 – Capstone Project
Students in the Hospitality Industry Management Strategies class completed individual special projects, such as creating a business plan or writing a research paper.

Summer 2010
The summer was a busy one for many of our students. Thirty-two students completed internships, many at local operations. Thanks to Fargo hotels - Candlewood Suites, Radisson, Ramada Plaza & Suites, LaQuinta, Holiday Inn, Hilton Garden Inn, and Discover Lodging; Fargo Restaurants - Spitfire Bar & Grill, Olive Garden, Buffalo Wild Wings, Texas Roadhouse and Nichole’s fine pastry; as well as, the Maple River Winery, North Dakota Tourism office, Theodore Roosevelt Medora Foundation, the F-M Redhawks, Madden’s resort, Breezy Point resort, Shooting Star Casino and other operations for their support.

As usual, my parents came to Fargo-Moorhead for their annual visit. They enjoy escaping the Kansas heat. I enjoy spending time with them and it’s an excuse to attend local events and attractions. We attended the Fargo street fair, rode the SS Ruby and visited the Ronald Reagan Minuteman Missile Site near Cooperstown, ND. It was definitely worth the trip, for more information see http://history.nd.gov/historicsites/minutemanmissile/index.html

From the Desk of Kara Wolfe
Updates from Kara Wolfe

Review of Spring 2010 Semester

You may remember in the last issue, we announced the program was up for re-accreditation from ACPHA (Accreditation Commission for Programs in Hospitality Administration). We had three site visitors, who are faculty in other programs throughout the U.S. They made some recommendations, such as adding a Facebook page, upgrading our kitchen/food preparation facilities, and conducting a survey of recent alums. We will submit a follow-up report to ACPHA in December to inform them of our progress. We have created a Facebook page for the program and are working on kitchen improvements. Some of you received an e-mail regarding the alumni survey and hopefully you participated in the survey, so we can use the feedback for continuous quality improvement. If you have not yet completed the online survey, there is still time.

ALUMNI Survey

As a graduate of the College of Human Development and Education, you are an important source of placement information. The following online survey will assist us in gathering important placement information to recruit students, advise current students and to strengthen our majors to better prepare graduates for employment. This survey is being sent only to graduates whose majors are in the Department of Apparel, Design and Hospitality Management.

Please take a few minutes to complete this online survey via the following link. Your responses will be greatly appreciated. Should you have any questions, please feel free to contact Nancy Gress at nancy.gress@ndsu.edu.

Thank you,
Nancy Gress

To take the survey see:
http://tt1 opinio.net:443/s?s=10137
Responses are due by November 19th.

Have you moved?

Is this going to your current address?

Each time we send out the newsletter, we request a mailing list from the NDSU Alumni Foundation. If you would like to keep receiving this newsletter at your most recent address, please update your address with the NDSU Alumni Association. You may visit: www.ndsualumni.com or call the Alumni Association office at 701-231-6800.
The College of Business at NDSU offers a variety of study abroad programs to expose students to different cultures and the international environment. As our world continues to become more and more intertwined, it is important for students to become more globally minded. A couple of the programs available through the College of Business that are faculty led include: Spring Break in Europe and Summer in China. This past Spring break, two HTM students took part in the Spring Break in Europe study abroad program and this past summer I went along on the China Study Tour. Study abroad opportunities offered by NDSU are a great way to earn credit needed for your degree, while still having fun and seeing the world. For more information on study abroad programs offered by the college of business, visit: http://www.ndsu.edu/cgi/.

Sarah Keller in Europe for Spring Break

I took part in the European Study tour in the spring of 2010 of my senior year at NDSU. We traveled to Berlin, Germany, Krakow, Poland and Budapest, Hungary. It was a great opportunity that allowed me to see parts of the world that I've always dreamt of seeing while also earning 3 credits towards my business minor. As a student in the Hospitality program, I was able to see some of what we learned in classes first hand. It was a very memorable trip and I had a great time with students from different programs at NDSU. Some of the historic sites we saw during our trip include: The Berlin Wall, Check Point Charlie, Holocaust Memorial, Kaiser Wilhelm Church in Berlin, Brandenburg Gate, Auschwitz-Birkenau Concentration Camp, and Schindler's Factory. It was a great experience and I would highly recommend it!

Laura Kowalski in Europe with the College of Business

I highly encourage HTM students to pursue study abroad opportunities in the College of Business. The knowledge I gained from my Spring Break trip this past March will benefit my career outlook and opportunities for years to come. My experiences in Germany, Poland and Hungary over our 10 day trip showed me how the Hospitality industry, specifically in hotels and restaurants, are efficiently and effectively operated. While at NDSU, I focused mainly on event planning but by viewing all areas within Hospitality, especially in these 3 countries, gave me a well rounded background that I will be able to use in interviews and everyday career decisions. One aspect that remained the same no matter what country our group was visiting was customer service. After all, Hospitality is all about the consumer and what we as professionals in the industry can do to give guests the best possible experience.
A Summer Abroad

Caitlin Braun in China and Korea

I spent this past summer traveling and studying in China and Korea. I have studied abroad (in Costa Rica) and have traveled to many countries in South America and Europe before, but Asia was different. The customs, food, language and even university life was a completely new experience, one that has instilled in me a new appreciation for different cultures.

I spent two weeks travelling around China on a NDSU College of Business Study Tour. We attended business lectures, learning about what it takes to set up a business in another country and what it is like to run a business in China. Especially interesting was learning about the Chinese government’s regulations on media and touring a U.S. owned factory first hand.

Shanghai and Beijing were where we spent the majority of our time. It was fascinating to see how clean and modern the cities are in touristy/wealthier areas. The roads are in perfect condition and while you can see many cars rush past you, the roads are also full of bicycles, scooters and rickshaws. Interestingly, the Chinese are not yet used to seeing foreigners in their country so we were treated like celebrities, with people asking to take pictures with us and sometimes even staring at us.

Because of China’s long history, we were able to visit many historical sites such as The Great Wall, Tian’anmen Square, The Forbidden City, and the Terra Cotta Warriors near Xi’an. While these historic landmarks were beautiful, it was amazing to consider that these structures were built so long ago without modern technologies.

After China, I flew to Korea where I stayed for two months. I spent the first month visiting my sister (who lives in Korea as an English teacher) in Gwangju, a major city in the southwestern part of the peninsula. The second month I studied international relations at Kyung Hee University in the capital city of Seoul.

Spending my first month in Gwangju, a city that is not frequented often by tourists, allowed me to be a part of everyday Korean life, taking in the culture and doing everyday activities like grocery shopping. I lived at my sister’s apartment and spent my days eating at local restaurants, reading at coffee shops and riding the bus around the city. I did taekwondo three nights a week, obtaining a yellow belt after one month of hard work. I even had the opportunity to teach a lesson on jobs at the public elementary school where my sister works. An interesting tidbit that I learned while at the school was that Koreans are very interested in blood type. The sixth graders that I was talking with were shocked to hear that I didn’t know my blood type, as this is comparable to our not knowing the zodiac signs in the U.S., an indicator of personality traits.

After my month in Gwangju, I took a bus north to Seoul and attended Kyung Hee University, a Korean university that has an exchange program set up with NDSU. I took two classes per day that focused on Global Governance (they also have a Hotel and Tourism Management Program) and was excited to meet my classmates from all over the world including countries like China, Taiwan, Germany, Serbia, Yemen, Japan, Russia, Mexico and Ukraine (which is where my roommate was from). Such a diverse group of students allowed me to learn more about the world and since there were not many Americans I could share my culture with them as well.

Even though I learned the Korean alphabet and some basic phrases, it was a bit difficult to communicate at times. But this is one of the reasons why traveling is so exciting, it’s fun to see how far pointing and gesturing can get you. All in all, it was a great way to spend the summer. I was able to take some interesting classes, experience new cultures, make friends from all around the world, and learn about Asia.
HOSPITALITY STUDENT ASSOCIATION

President: Lacey Finnell
Vice President: Casey Paisley
Treasurer: Ayush Satyal
Secretary: Jennifer Gardner

Lacey Finnell — HSA President
I am a transfer student from Laramie County Community College in Wyoming. I would really like to plan a trip to a hospitality convention next semester as well as the food and wine show. I also would like to learn how to roll sushi. The HSA food & wine show is scheduled for March 24, 2011. Lacey has talked to a sushi restaurant owner about the club having lessons later this semester.

Casey Paisley — HSA Vice President
I am from West Fargo, ND. My favorite thing to do is read, when I have the time, and being with my family, friends, and my two dogs. I am majoring in HTM because of the versatility the degree will have in the real world. My goals for HSA this year include getting and keeping more students involved in the club, and I would like to find something the club has not done and do something new, as well.

Jennifer Gardner — HSA Secretary
I am originally from San Diego, CA, and moved to North Dakota for school. I am majoring in HTM with a minor in Business Administration and Interior Design. I have been working in the restaurant industry for about 5 years. I enjoy cooking and crocheting in my free time. I am currently working at Red Lobster and the Ramada.

SEND US AN UPDATE
We would like to add you in our newsletter so we can keep track of our graduates
Please e-mail us this information:
To: Kara.Wolfe@ndsu.edu

Name__________________________________________________________
First                               Last
City & State_____________________________________________________
Class of:________________________________________________________
E-mail address___________________________________________________
How you got to where you are now:__________________________________
Advice to students in the program__________________________________
International Business Protocol Seminar

The Hospitality and Tourism Management program offered an International Business Protocol Seminar in September where students learned basic skills that are necessary to succeed in international business and strategies to help them compete in today's global economy. Some of the topics the course covered include: expectations of various cultures, global communication styles, the importance of rank and business card protocol in international business, working with interpreters, world class handshakes, business lunch and dining etiquette, eye contact and gestures, and issues specific to global travel. The course was taught by Dr. Patricia Berglund and Professor Emerita. Dr Patricia Berglund is a certified Corporate Etiquette and International Protocol Consultant who has traveled worldwide and interacted with industry personnel from 127 countries.

Where Are You Now?

Angela Jaske
Class of 2009

I am currently working at The Holiday Inn of Fargo. I am the Evening Restaurant Manager. I have been working for the company for 3 years. As the Restaurant Manager, I directly oversee my staff as well as the other departments when I work as Manager on Duty for the hotel. In my department, I do anything from hiring, letting employees go, payroll, to having apart in budget plans for the hotel.

My very first job was at The Radisson of Fargo back in High School. I worked there for 5 years in various positions. At The Radisson, I worked as a banquet server, banquet captain, restaurant server, bar back, front desk, bell man, catering and helped with accounting. I learned a lot of different qualities by working at The Radisson that I still use each day.

I started College at NDSU in 2005. I was originally a Business Administration Major and later switched to Hospitality Tourism Management. Once I changed majors, I felt this was my true calling. I started to enjoy going to my classes because I was learning more of what I would use at work. Soon after I switched my major, I started at The Holiday Inn. I first started as a server and worked my way up to being a department head.

My favorite part of my job is the opportunities I get by working with a wide diversity of people that come to the hotel on business and/or pleasure. When I work one on one with an event to make it a success, it’s a feeling of complete satisfaction when it is over. I take pride in making each and every person I meet that day feel special. At the Holiday Inn, I try to take every opportunity to work in a different department. There are always new doors opening in the Hospitality field and I want to be prepared by having the experience and education to be qualified in every one of them.
Amy (Farwell) McMahon
Denver, Colorado
Class of Fall 2003

I am currently the Front Office Manager at the Omni Interlocken Resort and Spa in Denver (Broomfield), Colorado. We are a full service Four Star, Four Diamond resort with a 27 hole championship golf course, full service Mokara spa and 6 food and beverage outlets. In my role I oversee a staff of 20-30 associates (depending on the season) with 2 assistant managers. I manage all positions at the Front Desk, PBX, Guest Services, Night Audit, Concierge, the Loyalty Program and our Kids programs.

Omni Hotels and Resorts is a privately held company and is honestly the best hospitality company that I have ever worked for. They truly believe in "growing their garden" and promoting from within their company. I started as a guest service agent in early 2005 and was quickly cross-trained in the Housekeeping department as an assistant housekeeping director even though I never held the title. By the fall of 2005 I was promoted to an Assistant Front Office Manager but was still working strictly in the Housekeeping department. In the fall of 2006, I was promoted to the Front Office Manager and I’m hoping the opportunity will arise to be a Director of Rooms. I was named the Manager of the Year in 2008 and have a staff that is consistently in the top 5 of all Omni Hotels in their guest survey feedback engine, Medallia, regarding any question pertaining to the guests Arrival and Departure experience.

NDSU offered a lot of opportunities for me. Through NDSU I was connected with Grand View Lodge on Gull Lake to intern for the summer and was selected to the Walt Disney World College Program where I got to work at Disney’s Grand Floridian Resort and Spa. I really enjoyed my time at NDSU.

I truly believe that getting experience in the hospitality industry is so very important and learning as much as you can while you are at a job only makes you more valuable. If you are willing to learn something outside your job description it really shows that you are serious about the hospitality industry and that there is nothing that will stand in the way of achieving your dreams.

Name: Nikki Harris
Seattle, Washington
Class of 2008

After graduation I started applying to jobs in the Twin Cities area and out west. Towards the end of that summer I received a call from Princess Cruises located in Seattle about a job I applied for. I took a trip to interview in person after a short phone interview and shortly thereafter I got the job and moved out west on election day via the train. I worked there until recently when I explored my options and now have a sales job at a local workflow and multi-function printer dealership. I have a large territory in the southern Seattle area and continue to grow my client base with new products and services that we can provide to all levels of business. I enjoyed working for the cruise line for the most part. It’s a great company and is a good place to set up a platform for yourself in the tourism industry, but I could not sustain a living there so I had to move on. I hope in the future I can look at the possibility of going back to Princess because it’s consistent and has maintained its high profile even in this economic climate.

I would advise students to get as involved in the industry as much as possible and as many co-curriculars too. The more you can see and do in any facet of life is going to help you create new opportunities and experiences. Try getting a job in the field or try different jobs in the field. I worked at a hotel and a restaurant and by doing that, increased my skill set even more. Also, get involved with HSA! It is a great way to get to know your peers and have lots of fun. It is also a great way to build connections and relationships in the industry. HSA faculty do what they can to give you every possible advantage to build your resume and make those lasting connections for future career opportunities.
Meet Alumnus, Chris Urban

Chris Urban
Bismarck, North Dakota
Class of 2008

I graduated from NDSU’s Hospitality and Tourism Management program in May of 2008. My wife and I currently reside in Bismarck, ND where I am the General Manager of the New La Quinta Inn & Suites. I took many stepping stones along the way to arrive in a General Manager position.

If I could offer one piece of advice to current HTM students, it would be “Don’t wait for your internship or to graduate to get experience in the industry!” I truly believe that I am where I am today because I started working in a Front Desk position as a freshman in the program. Working in the hourly positions and in multiple departments will give you the knowledge and experience needed to incorporate with your degree to be successful once you complete your degree and seek a management position.

While in school, I started in a limited service property in Fargo in a Part-Time front desk position. Here I made sure to get experience working every shift including night audit. While in this position, I always offered to help out in the housekeeping department because they were constantly understaffed. Because of my work ethic I was promoted to Guest Services Manager 6 months after I started. Working as the Guest Services Manager, I was in charge of everything from the Front Desk Schedules, Accounts Receivable, Accounts Payable, and Ordering to assisting the Housekeeping Department when they were understaffed. I left this position in order to gain experience in a Full-Service Hotel as a Front Desk Supervisor.

While I was a Front Desk Supervisor, I was in charge of leading the front desk by setting a good example. I was also responsible for being the Manager on Duty one weekend a month where I would over-see any banquets or events happening on property. From there, I was offered an Assistant General Manager position at the Homewood Suites by Hilton in Fargo.

Being in this position, I was in charge of the Front Desk staff as well as ordering for the gift shop, tracking our guest satisfaction scores, helping with marketing, assisting housekeeping when needed, assisting during the Manager’s Reception and coming in on the weekends to help the breakfast attendants. Although I was still enrolled at NDSU full-time, I was able to hold down this full-time salary position as it was a 3pm-11pm shift.

Once I graduated from NDSU, I accepted a position as the Front Office/Guest Services Manager at The Hotel Minneapolis-A Doubletree Hotel. I was hired pre-opening so I was part of the monsoon of work that is required prior to a hotel-opening. This was the best experience I have had in the industry since I was able to see everything come together from the ground up. Once open, I was in charge of all of the guest services departments including Front Desk, Reservations, PBX, Bell, and Door Staff. I was unfortunately laid-off from The Hotel Minneapolis due to low occupancies most likely because of the economic situation of that time.

After being laid off for a few months, The Hotel Minneapolis called me because they had a Housekeeping Supervisor position open, so I accepted the position to gain more experience in that department. Working as a housekeeping supervisor really shed light on how a housekeeping department works in a full-service property. I was in charge of inspecting 80-90 rooms/day, helping to clean rooms, assigning rooms in the head housekeepers absence, and overall supervision while I was inspecting rooms.

I then was offered a position as the Director of Sales/Assistant General Manager of the new La Quinta Inn & Suites in Fargo. Again, I gained more experience of opening another hotel and as a Sales Director. Finally, about a year later, because of my hard work and efforts at La Quinta Inn & Suites, Fargo, I was offered the General Manager position at La Quinta Inn & Suites, Bismarck. I re-located to start work August 1, 2010. Since then I have been in charge of all of the pre-opening ordering, structuring, hiring, sales, etc. The hotel opened October 19, 2010.