Employment and Internship Ideas as Summer Approaches

Theodore Roosevelt Medora Foundation

The Theodore Roosevelt Medora Foundation (TRMF) in Medora, North Dakota is a public non-profit organization that was formed in 1986. TRMF operates lodging, entertainment, recreation, and services in the beautiful North Dakota Badlands at the gateway to the Theodore Roosevelt National Park.

TRMF hires approximately 300 seasonal employees each year to fill a variety of job positions. In 2010, 21 different U.S. states and 20 foreign countries were represented by our summer employees. Our summer staff consists of high school and college students, working adults, and retired adults from across the United States, as well as a diverse mix of international employees from across the globe! Medora is host to over 250,000 visitors from around the world annually. Many guests come back year after year, but for some, it is their first encounter with the Old West. Either way, we want them to have a great vacation experience with authentic western hospitality. Our success depends on teamwork! We insist on a high level of job performance and respectable conduct, both on and off the job, from all of our employees.

Medora is a perfect location for Hospitality & Tourism students to learn about the tourism industry; it is North Dakota’s #1 Vacation Destination! Students can gain great work experience at attractions such as the Pitchfork Steak Fondue, Medora Musical, Bully Pulpit Golf Course, and the recently renovated and expanded Historic Rough Riders Hotel & Conference Center and Theodore’s Dining Room. Working in Medora is a very rewarding and memorable experience where lifelong friendships are formed. In Medora, students can fulfill college internship requirements and gain amazing experience. They will obtain significant career and leadership skills while earning a paid internship in a challenging, friendly, and fun atmosphere.

We offer dozens of different work opportunities each summer and we will work with students to find a summer job that fits their internship needs. Many of our internships occur when an applicant looks at our job list, finds a job he or she thinks would give them good experience in their field, and then checks with their university to see if that job position would qualify for internship credits. Medora managers are happy to help fill out paperwork, do evaluations, and create additional learning experiences that are required by the student’s college or university. For more information, visit www.medora.com/employment.

Pillar Hotels & Resorts

Pillar Hotels & Resorts is based in Irving, TX and provides on-site management services for an expansive portfolio of 16 well-respected flags recognized worldwide. As one of the largest franchisees of Marriott, Hilton and IHG, we enjoy excellent relationships with our brand partners. We are committed to providing superior quality and service to our guests. We have been the fastest growing management group from managing 23 hotels in July 2008 to now having 237 managed hotels in 2010. We offer properties in 37 different states and employ approximately 7,000 employees. We offer many different opportunities from entry level management positions to cross brand training to internship opportunities. Our business is focused on building value. We are single minded in our goal to provide the highest possible return to investors by approaching each hotel in an innovative, resourceful and entrepreneurial manner.

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Pillar Hotels & Resorts — Continued

Pillar Hotels & Resorts has consistently delivered results for ownership by providing highly competent, professional management. We realize that people make the difference in the hospitality industry and are committed to staffing our hotels with outstanding service personnel. Whether traveling for business or leisure, Pillar Hotels & Resorts has the perfect location and experienced staff to make your stay with us unforgettable. We stand on four pillars of strength: community, culture, consistency and communication. It is our goal to give back to the community and support non-profit and other civic organizations, schools, athletics, and fellow employees’ outreach efforts. The support of time and energy is always needed, appreciated and rewarded. We strive to make good choices in hiring, mentoring, training and rewarding employees while fostering a trusting and supportive environment. Good character counts, especially when no one is looking. We must always lead with good, ethical and moral clarity. Positive results come when we are consistent in our behavior, expectations and attitudes while allowing flexibility in our approach to achieve success. Open and honest communication with our associates, guests, brand partners and each other is an important part of our continued success. Without these four pillars, we would not achieve the success we do as a company today. We encourage you to check out not only our company but our great hotels nationwide.

Snowstorms, threat of flood, and the flu season have not stopped the students in ADHM 404 Restaurant Management Operations from testing recipes and organizing delicious upscale casual restaurant-style meals to welcome the spring. This semester, the groups named their restaurants Wok ‘n’ Roll, Red, Krazy Kabobs, and Good Korma. Compared to previous semesters, ticket sales have been less due to a smaller venue; we moved from the Alumni Center to FLC 312 (right beside the food lab). Based on customer feedback, however, the venue change has not affected guest satisfaction scores for the class. Another exciting development is for my ADHM 411 Food and World Cultures class. I have partnered with Mosaic Foods to provide the menu items for the food tasting events in class. As a result, my students have been able to sample a wide variety of international dishes. I think the biggest sellers thus far have been the Tres Leches Cake (Latin America), Jerk Chicken (Caribbean), Steamed Pork Dimsum (Asian), and the Honey Ham and Brie Crostini with Fruit Chutney (European).

On another note, this semester I was part of our department’s Tartan Project Committee. The first activity was the Tartan Design Contest which challenged students from our department to create an innovative and symbolic tartan, inspired by the history and colors of NDSU. The winning tartan will be used to make and market branded NDSU products in the future. Kelly Nelson, a sophomore majoring in Apparel, Retail Merchandising and Design (ARMD), received first place with 44 percent of the online votes. Andrea Golen, a sophomore majoring in interior design (ID), came in second and Alissa Heinze, a junior in ARMD, placed third. At this time, the winning tartan is being reviewed to verify uniqueness of design and, if approved, it will be registered with the Tartan Registry in Edinburgh, Scotland as the official NDSU tartan. In the meantime, early phases of product development and market research are being conducted. The sale of these products will generate funds to enhance the educational environment, student scholarships in ADHM, and provide faculty research and travel awards. Although HTM does not have a design component as compared to the ARMD or ID programs, there is still a lot of opportunities for the HTM students to contribute to the success of the project beyond product development. Coming in the horizon are multiple events that will be held by the department to launch and promote the NDSU branded tartan merchandise. HTM students will help in planning as well as executing these events, applying concepts about food selection, presentation and service, venue planning and event marketing.
**ADHM 491—Leadership**

In the seminar class this year, we focused on Hospitality Leadership. Students chose a word related to leadership (i.e., communication) and a Hospitality professional that represented their word. Then, they wrote a newsletter article about their topic. Luke's article was selected for this edition. Luke Sabin is from Fargo, ND. He is a senior and will be graduating in December of 2011. After graduation, he hopes to own or manage a successful restaurant.

**The Advancement of Technology in the Hotel Industry—By: Luke Sabin**

Hilton International is determined to retain its status as a leader at providing quality service in hospitality. One of the ways that it’s doing that is by pushing for a leg up in what Hilton sees as the future in personal technology. We’re talking about the iPad of course. All 2,500 Hilton hotel owners that attended the annual meeting in October of this past year had an iPad put in their laps in order to give them a hands on test-drive of Hilton’s new suite of iPad apps. The preparation for this event wasn’t easy. In fact, the world class hotel family had 90 days to develop a world class app that reflected the hotel’s vision on providing a streamlined and simplified method for Hilton’s growing population of tech savvy guests to utilize its services. Hilton’s featured app is the virtual concierge app where guests can “order room service, ask for a car from valet parking, book tee time, and get information about the area”. (Murphy 2010) They didn’t stop there, of course. They pushed out an app specifically for conferences such as the aforementioned annual meeting. The collaboration app was designed to spur owners, managers, and meeting attendees to learn about each other, send messages and to arrange for one on one meetings. You can expect more iPad tech development from Hilton. The plan is to write up software that will allow senior executives, IT, and owners to report more efficiently on operations, to better track customer information, and simply to better visualize operations on a day to day basis. Of course the iPad isn’t just good for work, but play as well. CIO, Robert Webb, said the tablet computers will likely be used for “next-generation in-room entertainment”.


**ADHM 479—Hospitality Industry Management Strategies**

One of the assignments for the class this year was to work on a research project. The topic was to investigate Midwesterners likelihood to try Korean food and/or visit Korea. A questionnaire was developed to include questions about food neophobia (fear of trying new foods), as well as dining habits (how often you go out to eat, how much do you spend on dining out). Students in the class helped distribute the survey to co-workers, family members, and NDSU students by handing out paper copies, sending e-mails, and posting a link to their facebook page. Over 300 responses were gathered and students analyzed the data. Each student chose a research question and wrote a report about their findings. The project provided students with marketing research practice.

**HSA Food & Wine Show**

This year was very successful. The tickets were sold out and we had a record attendance of 144 people. The ticket sales and silent auction together raised almost $3,000.
I had a productive Spring semester. Students in the Hospitality Marketing & Sales class worked in teams to create repositioning strategies for several hotels in the Fargo-Moorhead area. They presented their research at the end of the semester and did a great job. In Front Office Management, students shared their experiences of interacting with hotels and restaurants. They also researched hotel property management software to understand how they are used. The Food and Wine Show was a smashing success. I was delighted to see so many of our alumni attend the show.

What have WooMi Phillips’ classes been up to?

It is always exciting to have the students back in August from the long summer break. Again, I had ADHM 401 Convention and Meeting Planning and ADHM 405 Casino Operation Management in the Fall. In Convention and Meeting Planning, we invited several guest speakers, Teri Onsgard (director of Sales) from Fargo-Moorhead Convention and Visitor Bureau, Jenny Davis (editor of the Partner Channel), and Lee Massey (Media Productions). It was the first time Teri spoke to the convention class, and she was very excited to connect with NDSU hospitality students. We also visited the Holiday Inn and the Fargodome. Students showed their creativity by doing the Meeting Matrix (meeting room designing software) and researched different meeting facilities across the nation by completing a Site Analysis project.

In Casino Operation Management, students had fun learning different types of table games from their peer group presentations. Again, the class went to Mystic Lake Casino and Hotel for a field-trip. It was a day tour, but students were able to learn about the back of the house casino operations in various areas: slot machines, table games, game development, surveillance and security, entertainment, hotel room, golf course, spa, and human resources.
So long, Cheerio, Au revoir, Aloha, Ciao, Hasta la vista, Auf Wiedersehen, Adios

Dear alums and friends,

I have exciting news to share with you. I am moving to Illinois this summer. I have accepted a job at Bradley University in Peoria. While I'm sad to leave NDSU, I'm excited to start a new Hospitality program at Bradley. I have truly enjoyed my time at NDSU and met some great people. I hope you will keep me posted on your career and accomplishments. So, it's not good-bye, it's I hope to hear from you soon. I've enjoyed working with each of you and know that our paths will cross again.

Best Wishes, Kara Wolfe

7th Annual HSA Food & Wine Show a Success!
By: Lacey Finnell, HSA President

The food and wine show was not only a learning experience, but a wonderfully elegant evening. We showcased some of the talents of chefs from the following restaurants: The HoDo, Josie’s Corner Café, Norman’s, The Gastropub, Basie’s, Maxwell’s, and the Hilton’s Great American Grill from the Fargo-Moorhead area. The food was exquisite and perfectly paired with Happy Harry’s knowledgeable wine connoisseurs. This event raised money for the Hospitality Student Association. We broke our records with an attendance of 144 guests. This being our largest event we had ever held, we also had more contributions in the form of silent auction donations. We would like to thank not only the chefs involved, Happy Harry’s, and those that gave donations to the silent auction, but also our families and mentors who encouraged us to pursue an event to remember this year in HSA. Our hard work will help this organization to foster learning through field trips and restaurant evaluations. This will help students get a better idea of what their vocation will be in the future. This year we worked extremely hard to make a milestone for future students to want to strive for better events to impress future employers. We also didn’t mind that our family, friends, and colleagues got to enjoy a relaxing evening full of laughter and conversation. Thank you again for all the support we have received and from the students all the help in this event.

Hi, my name is Caitlin Braun. I am graduating this Spring so this will be my last newsletter that I will be creating. I hope you have enjoyed staying connected with the HTM program through these newsletters. Look for future issues of Hospitality Times that will be created by another student. Please feel free to contact me with any questions or comments at caitlin.braun@ndsu.edu.
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: Kara.Wolfe@ndsu.edu

Name___________________________________________________________
First                               Last
City & State______________________________________________________
Class of:_________________________________________________________
E-mail address____________________________________________________
How you got to where you are now:____________________________________
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Advice to students in the program_____________________________________
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