

# THE NAU SCHOOL OF HOTEL AND RESTAURANT MANAGEMENT UPDATE

Innovative Experiential Leaders in Global Hospitality >>>

## Letter From the Executive Director



Dear Friends of the NAU School of Hotel and Restaurant Management:

Greetings from NAU. In this issue of the HRM Update newsletter we are pleased to show case the many fine activities that have been happening in our great School. As you can see from this issue, our students, faculty, alumni, industry partners and other friends in education at NAU have had an eventful year full of learning and wonderful career development experiences. The photographs are worth a thousand words. I hope you enjoy our spring 2020 HRM Update newsletter. I also hope that you will remain in touch with our School if you have suggestions, career updates, key contacts for our School and any other educational opportunities. During these extremely challenging Covid-19 times, I am so proud of our faculty, staff and students for staying the course while providing a professional online education, which has been balanced with compassion and communication to our students in our classes. We look forward with anticipation to be back *in person* at NAU this coming fall as we will welcome our HRM students and you to campus. All best wishes for good health, well-being and for great success. Thank you.

Cheers and *Keep on Chopping*,

*Fred*

Frederick J. DeMicco, Ph.D.

Executive Director & Professor

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# Students Trips

Our HRM students attending and working at a phenomenal education venue, the *2019 Lodging Conference* at the JW Marriott in Scottsdale.



Students pictured above with Professor John Cauvin and Advisory Board Member Steve Hart.



This past summer HRM Students participated in a three-week, three-credit course in France titled *Discovering Gastronomy*. Gastronomy is the study of food and culture. This intimate immersion program is carefully designed to unveil the culture, cuisine, history, tradition, and terroir of France.



**HRM supports student education and professional development in many ways. Our Corporate Executive Experiences offer students an opportunity to interact with high-level corporate officials at the corporate headquarters. We also send students to professional industry shows where they can meet leaders in the industry.**



HRM Students attended the 2019 Hotel Experience in New York. The 2-day event is a valuable experience for students to grow their industry knowledge and network. Experiencing Celebrity Chef Restaurant "The Spotted Pig", a Restaurant used as a case study in Professor Rohs's class F&B Cost Control, Greenwich Village.



# Spring 2020 Career Fair

**Career Exploration Day** is an opportunity for students to meet with employers and apply for internship and job opportunities. At our Spring Career Exploration Day we hosted **over 130 businesses** and saw **630 students**.



# Casino Night

Save the Date – October 2, 2020



Throughout the year, we host events that are often student-run. These events are fun and give students great experience, but often mean more. Students work with alumni and industry partners to raise money for HRM scholarships, as well as increase networking and industry engagement. From Casino Night in early fall to the golf tournament in late spring, the students have an opportunity to work all year with faculty, staff, and industry professionals to get hands on experiences.

Our 27th Annual Casino Night is coming up – October 2, 2020. This exciting event is part of Family Weekend and proceeds go to HRM student scholarships. Join us for a night of fun games, amazing auction prizes and good friends!

# Golf Tournament

Save the Date – April 19, 2021



Interested in donating items for our silent auctions? Please email [hrm@nau.edu](mailto:hrm@nau.edu)

Proceeds from golf entry fees and the generous sponsorships for our partners are used to support *Northern Arizona University's School of Hotel & Restaurant Golf Tournament Endowed Scholarship fund*. Proceeds from all other activities such as mulligans and contests benefit Student Support Funds.



# 2019 Job Shadow Program

HRM's first Job Shadow Program kicked off with great success this January! 18 HRM major and minor students shadowed business leaders at 20 hotel, resort, restaurant, beverage manufacturing and theme park hospitality companies across Phoenix and Flagstaff, AZ and even stretching into Canyon Point, UT and Anaheim, CA.

## 2020 Hotel/Resort Job Shadow Placements

- Little America Hotel - Flagstaff
- Double Tree by Hilton - Flagstaff
- Marriott Vacation Worldwide's Canyon Villas
- Sanctuary Camelback Mountain Resort & Spa
- Fairmont Scottsdale Princess
- Drury Inn and Suites - Flagstaff
- Hyatt Regency Scottsdale at Gainey Ranch
- Andaz Scottsdale Resort & Bungalows
- Hyatt Regency Phoenix
- Royal Palms Resort & Spa
- Disneyland California Adventure Park - Anaheim, CA
- Amangiri Resort - Canyon Point, UT

## 2020 Restaurant Job Shadow Placements

- Sweet Tomatoes/Souplantation
- Kind Hospitality, Inc.
- Oregano's Pizza Bistro
- Pappas Restaurants - Pappadeaux
- Fox Restaurant Concepts - Flower Child
- CULT Artisan Beverage Company
- Outback Steakhouse
- Bushel & Barrel at the Hyatt Regency Phoenix



Throughout their 1-day job shadow experience, students experienced a combination of property tours, opportunities to meet with employees in multiple functional areas, client calls, team meetings, restaurant lunch service, engagement in research or project support, and time to discuss their career interests and questions with their host leader.

## HRM Internship Spotlights



During the Summer of 2019 two HRM students – **Hannah Dingman** and **Hannah Kemp** participated an internship at *Marriott Vacation Worldwide's Desert Spring Villas in Palm Desert, CA*. As part of their Internship Dingman and Kemp led a team of 5 other interns within the Activities Department to create a final Product.

HRM was thrilled to learn that their project was selected as a regional finalist!



Recently, I had the opportunity to job shadow Gary Maggetti, the general manager of **Disney California Adventure West**. As someone whose two biggest passions are hospitality and Disney Parks, it was a life-changing experience. I got to see "behind the magic" and truthfully, what I found was even MORE magical to me. I met so many incredible Disney executives and cast members who all had genuine excitement for their jobs. I learned quite a bit about Disney as a hospitality company; their values, the way they train and treat their cast members and the way they interact with one another. Gary taught me about what it means to be a leader and a manager. It's encouraging to see someone who has been with a company for, as of this week, 25 years and still has the same excitement and love for his work. I saw first hand the way Gary treats his cast and the park itself. He spends roughly 3 hours each day walking the park, picking up any trash he sees and checking on his cast members to see if there is anything he can do to help them. As a result, every cast member that sees Gary greets him with a genuine smile. This experience taught me so much about Disney, leadership, and myself. I can not thank Gary, Disney California Adventure, and NAU HRM enough for creating this opportunity for me.

- Kat O'Brien



NAU School of Hotel and Restaurant Management Chef, Mark Molinaro along with Professor John Cauvin host a group of students each year for a three-week study abroad program titled [Discovering Gastronomy](#).

During these annual Study Abroad trips to France, NAU Students and Faculty from HRM fostered a budding partnership with world-famous [Chef Anne-Sophie Pic](#). Chef Pic is best known for gaining three-[Michelin Stars](#) for [Maison Pic](#), her restaurant in Southeast France.

Two HRM students, Danielle LeBlanc and Cristóbal Macias, were immediately offered a two-month student internship opportunity to work alongside the kitchen staff of Chef Anne-Sophie Pic.

# HRM Awards + Achievements



## Congratulations to Emma Gray: Golden Axe & President's Prize Recipient

Each semester Northern Arizona University recognizes outstanding Seniors who have contributed excellent efforts in the areas of academic performance, service, leadership and participation in activities. Recipients are awarded the prestigious Gold Axe.

Northern Arizona University's School Hotel and Restaurant Management is thrilled that **Emma Gray**, a graduating Senior in the program, was selected to receive both the Golden Axe Award and the President's Prize. Emma is an outstanding example of what HRM represents.

## Congratulations to our HRM Faculty

**We are proud to recognize the following faculty for their published work in 2019/2020**

*What is at Stake at JJ Steak* by **Dr. Galen Collins + Professor Lisa Bliss**

*From high-touch to high-tech: COVID-19 drives robotics adoption* by **Dr. Po-Ju Chen**

*Internationalization and accounting-based risk in the restaurant industry* by **SoYeon Jung, Repetti, T., Chatfield, G., Dalbor, M., & Chatfield, R.**

*Strategic Management for Hospitality & Travel: Today and Tomorrow* by **Dr. Frederick DeMicco, Owen Davies, Marvin J Cetron**



Congrats to **Prof. Allen Reich, Ph.D.** who was selected to be a member of the Administration, Education and Certification Council. Reich was one of two U.S. faculty chosen by the Executive Board of Conference for Food Protection (CFP).



**Dr. Po-Ju Chen** at the GAMMA Conference receiving the 2019 JGSMS Best Reviewer Award



Congratulations to **Advisor Sharon Lovich** for receiving the President's Achievement Award for her exemplary work in University Advising

Congratulations to **Professor Lenka Hospodka** for receiving Emeritus Status



**Dr. Galen Collins** received the John Wiley & Sons Award for Innovation in Teaching at the 2019 International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference.



Congratulations to **Chef Mark Molinaro** for receiving one of this year's NAU Faculty Awards for Excellence in Global Learning.

**Dr. Allen Reich, Dr. Galen Collins and Prof. John Cauvin** created an assessment program and subsequent publications and presentations that received both university and national recognition.

# HRM Highlights from 2019/2020



Our visitors and partner to NAU HRM from Sochi State University



IFMA President and CEO Larry Oberkfell with student Alexa

“All of my previous work experience has been in restaurants or the tourism industry. Up until now I had thought that hospitality was displayed only in those environments. Working at Maravilla Senior Living Community has taught me that hospitality can and should be extended in every environment.” – Taryn Lee, HRM Student



Prof. Lisa Bliss and a number of our HRM Students attended the Drury Hotel Conference in St. Louis

# HRM Highlights from 2019/2020



Prof. Lenka Hospodka  
with HRM student  
Jackie Guzman



Hope to see all Lumberjacks back  
for a Fall Football game in 2020!



"It is truly satisfying  
and valuable time  
to be in the health  
care industry and  
helping others as a  
hospitality person".  
- Yehjin Lee, HRM  
Student (Right)

Our HRM  
Advisory Board  
Member Anne  
Niemiec in our  
HRM  
Professional  
Dress Closet  
(Left)



# Executive Speakers



**Mark Koehler,**  
VP Operations  
and Finance for  
the Americas,  
Four Seasons  
Hotel & Resorts



**Randy Price, CEO,**  
Rocky Mountain  
Restaurant Group



**Bruce Fears,**  
President, Aramark  
Leisure



**Craig C. Culver,**  
Co-Founder, Board  
Chairman, Brand  
Ambassador Culver  
Franchising System, LLC

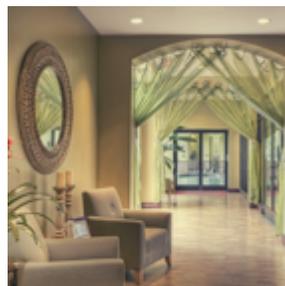
Thank you for sharing your knowledge with our HRM students!

## Exciting New Additions to HRM

We are thrilled to welcome Dr. Tim to join our faculty in Fall 2020!

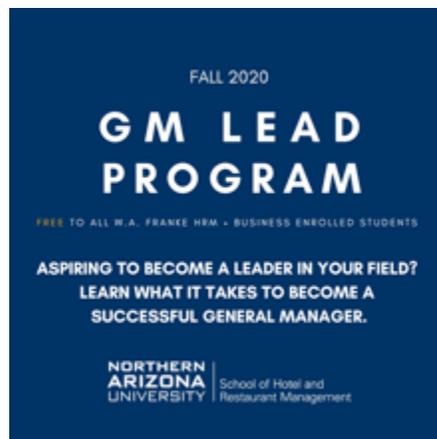


**Northern Arizona University** students who earn a bachelor's of science degree in Hotel and Restaurant Management (**HRM NAU**) now have the option to attend **The Culinary Institute of America (CIA)** for the Accelerated Culinary Arts Program (ACAP)—a 10-month program that incorporates the courses HRM students have already taken at NAU and counts them toward the ACAP certificate.



HRM is excited to present our new Hospitality Innovative Technology Master's Degree and our Spa Management and Well-Being program.

### New for FALL 2020!



Dr. Muhittin "Tim" Cavusoglu, PhD, CHE, CHIA is the newest Assistant Professor in the School of Hotel and Restaurant Management at NAU. Prior to joining the NAU, Dr. Cavusoglu served as an M3 Center Visiting Assistant Professor in the College of Hospitality and Tourism Leadership at the University of South Florida Sarasota-Manatee (USFSM).