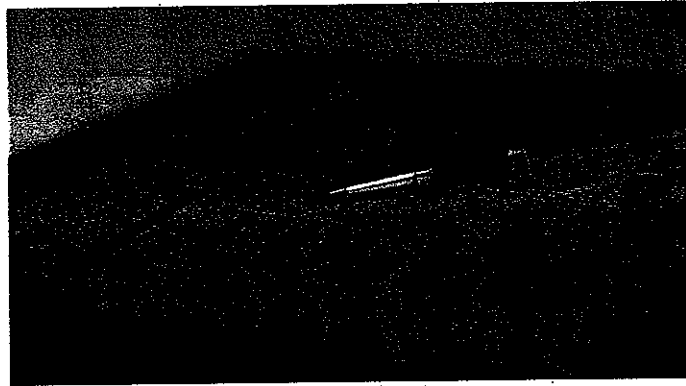


The



Spring, 2006

*The Newsletter of the Hospitality Management Program
Of the Richard Stockton College of New Jersey*



From the Director's Chair

This year has gotten off to a great start for the Hospitality Management Program. As you recall, at the end of last year, we had decided to begin work on a proposal that would separate Hospitality Management from being a track in the Business Studies Program to becoming a free-standing program. Not only would we become a free standing program, but our name would change to Hospitality and Tourism Management Studies (HTMS), to become more inclusive of all the components of our curriculum. I am happy to report that the proposal has been met with overwhelming support from the Business Studies Faculty, the Faculty of the Professional Studies Division, the entire Stockton Faculty Assembly, and the Board of Trustees of the college. We believe the program will also receive favorable recognition when

President Saatkamp presents our program proposal to the state of New Jersey this summer. The goal will be to begin the new HTMS degree program by the fall semester of 2006.

I am also very pleased by how sought after our hospitality management interns have become, especially in light of the number of formal training programs that have re-emerged among the various companies. Congratulations to students Christy Gallagher and Michele Wharton for being accepted into the Disney Theme Parks & Resorts College Internship Program. Both ladies will go to Florida this summer and work through the fall 2006 semester.

Over the course of the last couple of weeks, the Hospitality Management Faculty has begun the search to fill vacancies on our Hospitality Management Advisory Board created by the first completions of a three year term of service. The new Board will soon be assembled and we already have a meeting scheduled in early May. Our advisory board is vital to the success of our program; the members give us an industry perspective, and provide us the credibility we need in our business community, as well

as among our peers. Also, this board, represented by CEO's and Vice Presidents of their respective companies, offers a mechanism for the internship and employment of our students that is beyond compare in the region.

As I reflect back on my 6 years at Stockton, the one thing I am most proud of is that our program is prospering. I know that this is due to the unwavering support of our dedicated program faculty, our very supportive President, Dr. Herman Saatkamp, and a top-notch administration and staff of hard-working people who help us everyday. As our alumni come back and visit with us I am delighted when they share how much they value their Stockton education and how willing they are to share their professional growth paths with our current classes. I am still looking for ideas and suggestions from "our readers" to do future columns. Feel free to drop me an e-mail at whithemc@stockton.edu. Until the next issue, have a safe and happy summer...

Sincerely,

Dr. Cliff Whithem

U. S. Hospitality Management Honor Students Meet for Breakfast in New York



Hospitality Management Society Officers (from left) Ann Marie McNally, Joy Isabelle, ESD President Amanda Cardana, Michele Wharton, and Kari Hibbert (sitting), attended the National Eta Sigma Delta Breakfast with other members from around the country in New York City.

On Sunday, November 13, 2005, a group of five Stockton students and four

professors spent the morning attending a buffet breakfast honoring members of the Eta Sigma Delta, the International Hospitality Management Honor Society. The breakfast preceded the annual International Hotel/Motel & Restaurant Show held at the Jacob K. Javitz Convention Center in New York City. The over 200 attendees were student members or faculty advisors of Eta Sigma Delta and represented 36 colleges from across the country. Stockton students Ann Marie, Joy Isabelle, Kari Hibbert, Michele Wharton, and ESD President Amanda Cardana were in attendance to enjoy the elaborate continental breakfast while listening diligently to the guest speaker, Dr. Nicholas Hadgis. Dr. Hadgis is the Dean of the School of Hospitality Management at Widener University in Pennsylvania. He spoke favorably about the importance of understanding other cultures around the world while realizing that the American culture is not the only culture that exists. Dr. Hadgis believes that all students of hospitality management should be required to study abroad and learn the real meaning of "hospitality" by traveling to Europe, China, or any other country in the world that has a different standard of hospitality than that of America.

He feels as if being exposed to other cultures would further develop students both professionally and personally. Dr. Hadgis shared some very interesting points full of valuable information with all in attendance and received a standing ovation.

by Amanda Cardana

Professors Whithem and Scales presented their research findings at the International Council of Hotel, Restaurant, and Institutional Educators (I-CHRIE) Annual Conference in Las Vegas. Their study was entitled "College Students Perceptions of the Hospitality Industry as a Career Choice."



**"Keys of Gold"
The Hospitality Management
Distinguished Lecture
Series Continues**

Stockton hosted a lecture with Michael Romei and Mark Peterson, both long term members of Les Clefs d'Or in the TRLC, on Monday, November 28th. Mr. Romei is the Chief Concierge of The Waldorf-Astoria and Towers in New York City. He has a MA in International Business, from New York University, a BA in International Studies, from Manhattanville College, and has had Advance Studies from Schiller College, in Strasbourg, France and also from Universita di Bologna, in Bologna, Italia.

Mr. Peterson is the Education and Media Director for the Les Clefs d'Or and also works as the concierge at the Palace Hotel in New York City.



Mark Peterson and Michael Romei with Hospitality Management Society Officers

Mr. Romei talked about where the Les Clefs d'Or first originated and the basic elements of service. He also instilled the importance of professionalism that is needed in this field; there must be a friendship and a level of trust with the guest, no matter how short the stay.

Mr. Romei then continued to say that all members have a yearly convention which meets in different cities all over the world. It gives the Les Clefs d'Or members a chance to network with colleagues and learn a little about the city that they are staying in;

this will help the members to answer any guest's question for not only the neighboring cities around the hotel, but also cities all over the world.

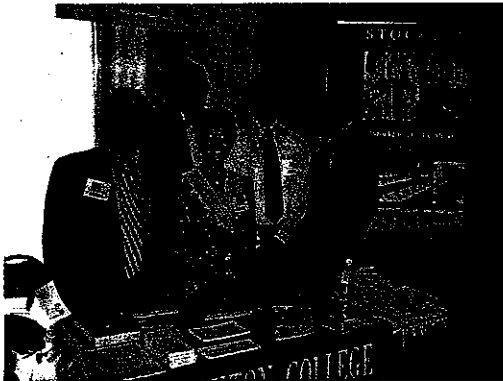
When staying in any high-end hotel, the person who strives to make your stay as enjoyable as possible is the concierge. He or she will run errands, makes reservations, and take messages for any guest. Did you know that there are two different types of concierges? Or that there is actually an organization dedicated to the position of a concierge, called the Les Clefs d'Or? There is also a specific difference between a concierge and a Les Clefs d'Or. A concierge can be defined as a doorkeeper, or a keeper of the keys. However a Les Clefs d'Or, is an international and professional organization of hotel concierges dedicated to service. It's just like the concept of how all Champagne is sparkling wine, but not all sparkling wine is Champagne. For a sparkling wine to be called "Champagne" it has to be from the vineyards of the province Champagne, in northeastern France; same as the difference between a concierge and a Les Clefs d'Or. All Les Clefs d'Or members are bilingual, have had training in the concierge profession for many years, they are able to direct guests to any location or product, day or night, and most importantly they have a set of gold keys that are displayed on the lapels of their uniforms.

Les Clefs d'Or means "keys of gold" in French. The crossed keys are an international symbol for the organization of concierges. It is an international trademark for professional and excellence in service. Each individual member has their country's own customized version of the keys. For instance, the keys for members in the U.S. show the American flag behind the crossed gold keys.

In the United States alone, there are over 450 members in thirty states; among them were our guest speakers, Michael

Romei and Mark Peterson. It was a pleasure to have had Mr. Romei and Mr. Peterson come to Stockton and promote the professional and technical skills that are needed in the Les Clefs d'Or as well as the level of service that should be expected from all employees in the hospitality industry.

by Jessica Decker



(Above) Senior Hospitality Management student Steve Cassidy (second from right) works alongside Stockton Administrators at a career fair held at the Cherry Hill Hilton in October. Steve was also an Intern at the property.

(Below left) Hospitality Management students Cindy Davison, David Rahn, Mandy Cardana, Kevin Ballo, and Monica Coralluzzo enjoy the food, while (below right) Dr. Tyrrell's daughter Kelly picks the winning tickets at "A Taste of New Orleans" charity dinner and auction service learning project that raised funds for Hurricane Katrina victims.



Service Learning Students: Helping Hurricane Victims

Last September, Professor Michael Scales asked his students to come up with ideas for a service learning project. With the news full of terrible images of the Gulf Coast at that time, the students' decided that they would like to raise money for Hurricane Katrina victims. Once the charity was decided upon, the students' decided to

raise money was by holding a New Orleans Theme charity dinner and auction with all food and prizes donated. Students in the class began collecting various donations from generous local businesses for the auction. Along with the donations, restaurants in the area contributed food for the dinner.



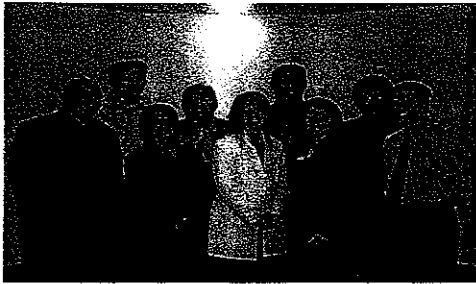
The students, along with Professor Scales' help, held an all-you-can-eat New Orleans feast with an auction filled with a range of prizes from dinner gift certificates to golf course memberships. The turn-out was outstanding, and all the proceeds went to the American Red Cross for hurricane victims. The Service Learning Project was a huge success with support from the students, faculty, staff, and administration and local restaurants and businesses. The students succeeded in their goals of learning about the hospitality industry, organizing a major event, and giving back to those less fortunate by raising money to help the victims of the Hurricane Katrina, thanks to everyone who helped to make this Service Learning Project a wonderful experience and a great success.

by Jessica Meade

Right:
Many Hospitality Management students and faculty traveled to Philadelphia to visit the Marriott Hotel and enjoy a genuine cheese



Hospitality Management Alumni Mixer



On Tuesday February 28th 2006 the Hospitality Management Program held their first alumnae mixer. There was a panel of four Stockton Hospitality Management Alumnae which included Anthony Marino (class of 2004), a manager at TGIFridays in the Shore Mall, Shawn Zakar, Front Office Supervisor at the Marriott Seaview Inn (class of 2005), Tara Marsh, Events Coordinator at the Atlantic City Sheraton (class of 2003), and Justin Lucas, the General Manager of Gourmet Italian Cuisine Restaurant (class of 2004). The mixer consisted of a brief question and answer period in which current hospitality students were able to ask the alumnae a variety of questions. The students asked questions about salary, typical amount of hours worked, satisfaction in the current position, and also what they would have done differently while at Stockton. It was great to see so many young people so successful in their chosen professions. The alumnae also gave the students tips on finding jobs. After the question and answer session the students mingled with the alumnae which allowed time for great networking. Students who were interested in some of the fields that these alumnae are currently working in were able to inquire about job openings and the alumnae were very happy to help in anyway they could. Overall the alumnae mixer was a very successful event and a positive experience for everyone.

by Monica Coralluzzo

Local Entertainment Company Reaches out to Hospitality Students

Who not better to ask to participate in a beer festival than college students? That is exactly what Unsuit Entertainment did when they needed help with the first Annual Beer Festival at the Atlantic City Convention Center on March 18th and 19th.

The festival brought between five and six thousand people to the convention center for the two day event. Unsuit Entertainment was able to recruit forty students from Hospitality Management Programs at Stockton and Atlantic Cape Community Colleges to help make the event successful and offer students an insight into event planning. One Stockton hospitality student, Megan Barilla, gave her insight about her experience with Unsuit Entertainment. "I had a great time working with Unsuit Entertainment. I not only got a lot of hands on experience, but had a lot of fun as well. From setting up the day before, to making schedules of the volunteers, to carding people and serving beer, I was able to see many different aspects of the first Atlantic City Beer Festival. I was even offered a job with the company and look forward to events such as the Cigar Convention and the Tattoo Extravaganza."

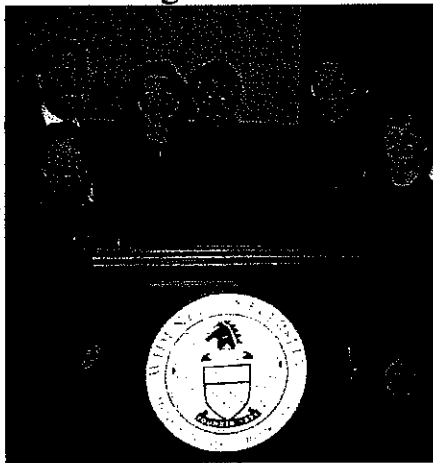
Unsuit Entertainment sends their appreciation to all the students, friends, and families who helped with the event. "Without the volunteers, many of whom were TIPS certified; this event could not have functioned. The sheer drive, determination, and muscle utilized can not be measured. Many of the volunteers joined in and took their tasks to heart, making this event their own."

Don't worry if you missed the First Annual Celebration of the Suds, Unsuit Entertainment is planning on holding the second beer festival next March. The company will also be hosting the third annual "Drawin' the Wildcard" Tattoo

Extravaganza on June 9, 10, and 11. If you are into cigars, you can also check out the "Cigars under the Stars" event on July 15 and 16. In September there will be a yet to be announced event followed by a Halloween event in October and the "16th Annual Atlantic City Polar Bear Plunge" on New Years Day. Anthony Bertino, one of the organizers of the event, left Stockton students a message to "Follow your heart into whatever drives you. If you have a particular interest of niche you feel you can fill, follow it. You have many years of work ahead of you, find a passion, and follow it. Life is too long to be miserable at work." If you would like to get involved with Unsuit Entertainment and their future events you can contact all four executives via email by visiting them at www.celebrationofthesuds.com.

by Cortney Troncone

Hospitality Management Students Attend Regional Career Fair

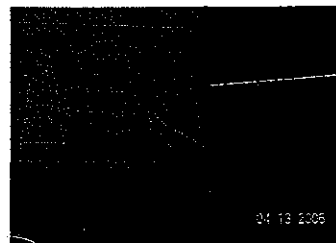


On February 13th Hospitality Management students and faculty traveled to Pennsylvania for the Annual Hospitality Management Career Fair. Professors Whithem, Albano, Scales, and Tyrrell, along with Stockton students and Hospitality Management students and faculty from colleges in New York, New Jersey, and Pennsylvania attended the all day event.

The career fair began with a distinguished guest speaker, Marcel White. Marcel White is a graduate of Widener University's Hospitality Management program and has been employed by Aramark since 1991 in operations and human resources. Marcel was an outstanding speaker and not only told about his experiences at Aramark, he also gave advice on selecting the right job upon graduation. One of the Marcel's strongest points was something he refers to as the "KEYS". Basically the "KEYS" are skills that you should have or will gain in order to be successful in your career or simply in finding a job. Some of the skills Marcel mentioned were enthusiasm, ability to communicate, resourcefulness, passion, and integrity. One of the more important things he said was that many of these skills can be learned.

When asked if he could change anything about what he did in college, Mr. White responded that he would have networked more. He said it's always important to network and you should always have people thinking about you when you're not there. As much as we don't want to believe it, it is often not what you know but who you know. After he spoke the career fair began. There were over forty companies represented including hotels, amusement parks, restaurants, country clubs, casinos, and many others. These companies were offering full time jobs for graduates, as well as internship positions. All of the Stockton students made many contacts and all in all it was a very successful day.

by Monica Coralluzzo



Steve Heise, VP of HR at the Tropicana explains to students his journey from Disney to Wyndham to A.C., as our distinguished lecturer in April.

Alumni Profile



Angela Sabino-Class of 2005

Angela Sabino graduated from Toms River High School South in 2001. She finished 11th in her class and was part of National Honor Society. She was highly involved as a leader in high school as President of the Future Business Leaders of America and the Spanish Club, and Vice President of Student Council. Angela also played field hockey, swam and participated on the golf team.

She then received her Bachelor's Degree, with a concentration in Hospitality Management in December of 2005. She graduated with honors Magna Cum Laude and program distinction. She was also inducted into two honor societies: Delta Mu Delta and Eta Sigma Delta. Angela worked at Six Flags-Great Adventure and several retail operations before she was hired at the Borgata Hotel, Casino, and Spa as an intern in May 2005. Within 90 days she was promoted to Front Desk Shift Manager and remains at that position today.

When asked how she decided that she was well suited to this career in the Hospitality industry, Ms. Sabino explained, "I began college with the idea that business was where I needed to be. I was originally a Finance major, but soon realized that I could not spend the rest of my life behind a desk. I needed more, something that could provide me with opportunities, the ability to grow and the chance to use my personality and skills in a positive and self rewarding work environment. When I finally began my career in hospitality, I knew that I had made the right choice. I am able to be myself and take the skills I have acquired to make someone else's day."

"It is a challenging and exciting industry. There is nothing but opportunities on the horizon..."

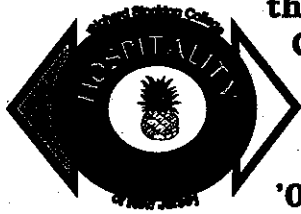
Angela went on to explain, "The knowledge I use to perform my job, includes background information I acquired during college and experiences I have had since entering the field. My educational background has allowed me to gain a better understanding of the industry and has enhanced my ability to learn other skills quickly. The experiences I have had since I entered the field have helped me grow as an individual. I am faced with new challenges often and everything I have learned has proven useful in handling any situation. It is a challenging and exciting industry. There is nothing but opportunities on the horizon when you are willing to work hard and put your all into your work. Lastly, you must have passion: passion for your work, passion for your customers, and a passion for success."

by Kristie Gallo

Drs. Whithem and Tyrrell get help from senior Monica Coralluzzo at the Hospitality Management Booth for Stockton's Open House on April 2nd.



**The Hospitality Management Society of
the Richard Stockton
College of New Jersey**



**would like to
recognize the
officers for the '05-
'06 school year.**

Karri Hibbert, Ann Marie McNally, and
Michele Wharton

Fundraising Chair-Monica Coralluzzo
Faculty Advisor-Donna Albano

Amanda Cardana-President, Eta Sigma Delta
Eta Sigma Delta Advisor-Michael S. Scales

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Kristie Gallo, Cortney Troncone
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ALUMNI CORNER

Emily Berzen '04-Sheraton City Center,
NYC

Julianna Bulina '04-Enterprise Car Rentals
Brooke Conaway '04-Summerfield Suites by
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Renault Winery

Anthony Giannantonio '02-Hilton, NYC

Jen Andersen '05-Manor Restaurant,
Knowles Family Restaurants

Chris Tahaney '06-AC Regional Chamber of
Commerce

Josh Vreeland '06- Mike's Seafood-Sea Isle
City

Dina Golas '03-Self Employed, Atlantic City

Brianne Holmes '02-Marriott Vacation
Club, Galloway

Justin Lucas '04-Gourmet Italian Cuisine,
Galloway Township

Tara Marsh '03-Atlantic City Sheraton
Glenn Weinstein '04- Harrahs Hotel and
Casino AC, NJ

Anthony Marino '04-TGIF, Shore Mall,
Pleasantville, NJ

Rene Matos '03-Marriott Marquis,
Manhattan, NY

Robert Leece '04-Mt. Laurel,

Kelly Ofeldt '03-Mistic Island Casino, Little
Egg Harbor

Aline Silva '02-Summerfield Suites, Mt.
Laurel

Pam Stewart '03-Florida

Lisa Vile '03-Trump Taj Mahal, Allison
Weiss '02- Mercer County NJ, self employed

Greg Wilson '04-P.F. Changs

Jamie Winkler '03-Borgata Hotel

Adrienne Yansick '03-Seaview Marriott,
Galloway Township

Angela Sabino '04- Borgata Hotel

Shawn Zakar '05- Seaview Marriott

Drew Flatley '05-Borgata Hotel

Katie Fatzinger '05-Boston Marriott
Cambridge, Mass.

Melissa Felsenfeld '05-

Chuck E. Cheese

Kim Thieme '04-Sheraton Atlantic City

Meghan Nolan '05-Seaview Marriott

Scott Fanslau '05-Port-O-Call Hotel, Ocean
City, NJ

Jennifer Singer '05-Trump Marina

Dan Samulis '05- Gourmet Italian Cuisine,
Galloway Township

Kerri Lynch '04-Graduate Student,
Montclair State University

Michael Muscillo '04-Home Depot

Carlos Pacheco '04-Bally's Casino

Steven Lawrence '05-Wawa Markets

Ali Casciano '05-Rain Forest Caf 

Patti Carlin '05-Ram's Head Inn

Monica Coralluzzo '06-Borgata

David Rahn '05-Steve and Cookies
Restaurant, Margate, NJ

Amanda Cardana '06-Seaview Marriott

Angel (Moran) Karrer '06-Chartwell's

Amanda Connelly '05-Marriott Courtyard-
Secaucus

Charles Bernier '03-Bally's Atlantic City

Kari Hibbert '06-Port-O-Call Hotel, O.C.N.J.

- Please Contact us to update your information or let us know about other alumni at scalesm@stockton.edu
- Don't forget to include your address, phone number, e-mail address, place of business, work title and any other personal information you would like to share with alumni.
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