

The



Spring, 2007

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

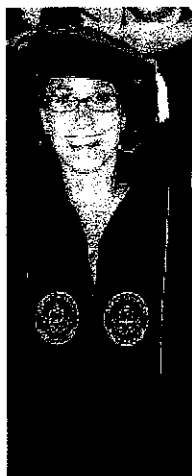


From the Director's Chair

Hello everyone! It's that time again. What a very busy spring semester we have had! Speaking of spring, the Stockton Spring Scholarship Benefit dinner this year was the most successful event ever. Proceeds were in excess of an astounding \$670,000. Our entire faculty works that function every year for our Foundation office in support of the college and the student scholarships we obtain from it. Also, during a fine ceremony at the Borgata Hotel and Spa the Stockton Hospitality and Tourism Program had four student scholarship recipients this year from the Atlantic City Hotel and Lodging Association (ACHLA).

Dr. Brian Tyrrell was appointed the Acting Director of the newly formed Hospitality and Tourism Research Center. The Center provides survey data information annually to all stakeholders in tourism for the state of New Jersey. Dr. Tyrrell also

represented Stockton and the HTMS center very well at the 2007 Governor's Conference on Tourism in Atlantic City.



CONGRATULATIONS to Dr. Donna Albano who received her doctorate this month from Rowan University. In addition, the Rowan faculty selected Donna Albano to receive the 2007 Marcus Medallion this year. This honor is given in memory of Larry Marcus, a founding member of the Educational Leadership program and it is awarded annually to one graduating student who has

demonstrated academic excellence and contributed positively to the cohort. What a terrific representative of our HTMS program! Dr Albano will have a leading role in developing the cooperative education requirement for our program over the summer.

We are now a new independent program as of the fall of 2007, Hospitality and Tourism Management Studies (HTMS) will spin off from being a track in the Business

Studies program. Our greatest strength academically as a program is our continued development within a liberal arts institution and the strengths and abilities of our faculty to provide the depth to the individual major. In addition to a very strong undergraduate program offering, we now offer an HTMS cluster within the MBA program. This summer the HTMS faculty will prepare an academic minor that we will launch sometime next year.



Speaking of outstanding faculty, Dr. Michael Scales has had another tremendous year expanding our student "cheering section." Michael won the first ever Stockton Community Engagement Award, the Atlantic County Institute of Technology (ACIT) Award of Excellence, and he was named Professor of the year by the Student Senate. Dr Scales has continued with his student service learning activities, and will be presenting his research findings this summer at The International Council of Hotel, Restaurant, and Institutional Educators (I-CHRIE) Annual Conference in Dallas, Texas, as well as another presentation at the American Democracy Project (ADP) Annual Meeting in Philadelphia. Michael also started "The Ledger" and continues to do a tremendous job with the publication every semester as well.

All-in-all, it has been a pretty wonderful year for our students, our faculty, and the college. Twenty-six graduates this spring with employment accepted at some of the finest Hospitality and Tourism Companies in the U.S., including: Borgata, Red Robin Restaurants, Marriott, Salem Count Office of Tourism, ARAMARK, and Resorts Hotel and Casino.

Most Sincerely,
Dr Cliff Whithem, Director HTMS
whithemc@stockton.edu.

Two Students Travel a Great Distance to Have Very Unique Learning Experiences

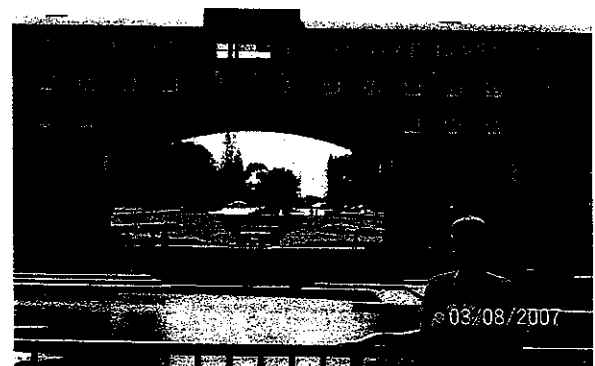
1. TRACY DOWN UNDER

I was very lucky in spring 2007 to spend the entire semester studying abroad at Bond University in Australia. The experience has been life-changing. Not only was the climate extremely different, but the University was as well. Being accustomed to Stockton's close-knit campus, it was strange to go to lectures with hundreds of students, and not have any personal connection with the professors. I am not complaining though, since it was summer there and I was at the beach almost every weekend from January to April!

Although I did not have any Business or Hospitality Management classes, I feel that I have learned a lot from this experience that will be useful while working in my field. For me, studying abroad has reaffirmed the importance of respect for other people and cultures, responsibility, maturity, and the value of trying new things. The lessons I have learned from professors, as well as new friends and everyone I have come in contact with in Australia, will help me to better understand and help others in a field where diversity is such a huge part.

I would recommend anyone who is thinking of studying abroad to do so. It isn't very often that 20-year-olds get to travel halfway around the world! Even if you have to go to a couple classes while there, the weekend trips you will take made it all worth it!

by Tracy Hammill



Tracy Hammill on the campus of Bond University in Australia where she spent her spring semester.

2. JAMES A G.O.-G.O. AT CLUB MED

During the summer of 2006 I accepted a job as a G.O. (The term G.O. is a French phrase that loosely translates to gracious organizer) / Bartender at the Village of Sandpiper Club Med. I had always heard great things about how Club Med runs a resort and how unique their policies and villages are, and I decided as a Hospitality Major that I wanted to learn from one of the best.

Upon arrival I quickly realized how different everything was compared to other resorts that I had been to. Everyone was overly friendly but not in a fake way which was nice. I learned that this was because everyone was overall very happy. The staff worked very hard but also had a great time, and the G.M's (gracious members [guests]) had a great time with the staff. I obviously can't give away all of the secrets of the organization, because that would ruin the image and illusions of the Club Med experience, but the basic idea was to just simply make friends. As a G.O., I did not feel like a typical "Yes mamm", "No sir" kind of worker. I was encouraged to be myself and talk to the G.M's as a person, not just a worker, as long as I was able to do my job. I quickly learned how to make the stressed parent relax, and angry G.M. laugh.

Although I think that the "people skills" I acquired was the most beneficial thing I learned, I also became very familiar with bar management systems and responsibilities. As a G.O. (which all workers who live in the village are) I was assigned to many jobs outside of just bartending. Everyday we had a different responsibilities like helping G.M's check in, setting up for shows, setting up banquets, taking the G.M's to their rooms, participating in shows, and always mingling with the G.M's. I would highly recommend this experience to any hospitality major, as well as accounting, childcare, and culinary majors (depending on your specific job title in the village). Although my hours were long and days off were few, I had not only an immeasurably valuable experience, learning skills I will use for the rest of my career, I had a great time doing it.

by James Alford

Hospitality Students Visit Atlantic City



Hospitality Students are treated to a sneak preview of the new penthouse at Harrah's Casino.

Hospitality Management students from Stockton visited Harrah's Casino and Hotel on February 8th. The tour was given by Allan Noble, Vice President of Hotel Operations, and Shawn Smith, Hotel Services Manager. Harrah's is in the middle of expanding their property. This expansion takes the form of a 90-foot-high domed spa. The dome is scheduled to open Memorial Day weekend and will feature a Red Door spa, pool complex, Jacuzzis, and cabanas within 23,000 square feet. A new 620-foot buffet, a 962-room hotel tower, and six retail shops will also be part of the addition at Harrah's. The entire project costs \$550million.

Although the hospitality management students were unable to tour the actual dome construction site, they were able to tour some of the hotel rooms. Hospitality students were even given a sneak preview of the penthouse. Harrah's new penthouse takes up the space of 6 standard rooms, an equivalent of 3,000 square feet!

Hospitality management students attend various tours during their time at Stockton. It's a great experience for the students to get realistic glimpse of what the hospitality industry is all about. Stockton hospitality management students learn what skills are needed for positions in the hospitality industry. Allan Noble, Vice President of Hotel Operations at Harrah's, offered the hospitality management students some great advice: "No one is entitled to anything...they must work for everything."

by Krystyna Bowen

NYC IHMRS 2006 IS A MUST SEE FOR STOCKTON STUDENTS

If you have never attended the International Hotel, Motel, & Restaurant Show in New York City, you need to go. I received the honor of representing Stockton during the November 2006 show from the 11th to the 14th. As students in the hospitality management program here at Stockton, you read about the equipment in Facilities Management, you get acquainted with the technology in Info Systems, you learn about the menu and restaurant industry in food and beverage, and then you go to the IHMRS, and it comes to life!

Richard Stockton was only one out of several education institutions present, that provides a hospitality program for college students across the country. Also present were students from Purdue, Temple, Minnesota, Florida, Johnson and Wales, and more.

Set in the bottom floor of the Jacob Javits Center, we were amid celebrity chefs, culinary cook offs, and a smaller than average career fair. Celebrity chef, Michael Lomonico, owner of Porter in NYC, prepared a Hanger steak in margarita sauce with southern grits for everyone who attended his demonstration to taste. Companies recruiting at Monday's Career Fair included the Borgata Hotel, Casino, and Spa, The Ritz Carlton, Ocean Place Resort and Spa from Long Branch, Marriott Hotels, Intercontinental Hotel Group, and others. Seminars on various hot topics within our industry were also taking place, which students could go to. On Sunday, I attended a seminar on diversity and the how to manage a diverse workforce.

Students who attended had the opportunity to meet other Hospitality Management students from all over the country, and the chance to attend the Sunday morning Eta Sigma Delta breakfast. Following the breakfast, students were able to explore the upstairs level where they had the chance to walk down the many isles of

equipment, new technology, feel luxury linens, experience food tasting, and endeavor in all the new trends to come to our industry for 2007. This grand event provided students and professors a great opportunity for networking, and seeing a whole new side to the Hospitality world.

The IHMRS is a "must go to" event for all students seeking at career in hotel operations, food and beverage management, travel/tourism, or culinary arts. As a student, I got to meet a lot of interesting executives from all different kinds of companies, and opened myself up to prospective employers. If you are unsure about what element of the industry intrigues you, this event will definitely help you determine where your future might be in. Don't worry if you missed this year, you can look forward to the November 2007 show.

From all Stockton student representatives at the IHMRS, we wanted to extend a thank you to all Hospitality Management professors who helped make it possible for Stockton to be present in NYC. Your dedication and guidance throughout the whole weekend was greatly appreciated.

by Cortney Tronccone



**At the Eta Sigma Delta Breakfast
in New York City:
Tracy Hammill, Melissa Santoro, Professor
Albano, Professor Tyrrell, Cortney
Tronccone, Jill Fox, Julianne Cannuscio,
and Stephen Gelson**

Service Learning Dinner Success

Introduction to Hospitality

Management taught by Professor Michael Scales successfully raised over two thousand four hundred dollars to a very special place called the Alcove Center. The center is used to help aid children three to eighteen years of age in dealing with grieving over a special person in their life. They use many different ways to talk to the children and to help them deal with their fears, tears, and death itself. The Alcove Center is a non-profit organization and needs all the help they can get.

The word was sent out, donations were collected, food was donated, and the time for raising money for a good cause was in the air. The students of the class were determined to reach their goal of two thousand dollars after seeing a video, and a presentation on just how important the Alcove Center truly is. The dinner was held in the Osprey's Nest on April 27th, 2006, and consisted of bread, salad, pasta with different sauces, drinks, and desert! Not to mention, the prizes that were being auctioned off ranged from ten dollar prizes to seven hundred and fifty dollar prizes. The turn out was great! Students from many different organizations were present, faculty was present, and donations from students, clubs, and various organizations were collected.

The dinner went very smooth, students in the class all has a certain position that had to be carried out, there were bus boys, food runners, money collectors, servers, and other last minute positions that had to be followed. The dinner was very organized and taught the meaning of hospitality management. Allowing the students to have this hands-on experience in conducting this dinner truly tied together the meaning of the class, and raising money for a great cause made it that much better. If there was a student in the class that never participated in the service industry, they definitely got a taste of what it is all about!

by De'Anna Curci

Hospitality and Tourism Management Students Participates in the Annual NJ Governor's Conference on Tourism



Stockton Hospitality and Tourism faculty participated in the 2007 NJ Governor's Conference on Tourism March 28th through the 30th. The conference provided an opportunity for businesses and schools involved in the hospitality and tourism fields to discuss the thriving industry. Governor Jon S. Corzine spoke on the importance of hospitality and tourism to New Jersey's economy. In 2006 it is estimated that tourism produced \$37.6 billion in expenditures in New Jersey.

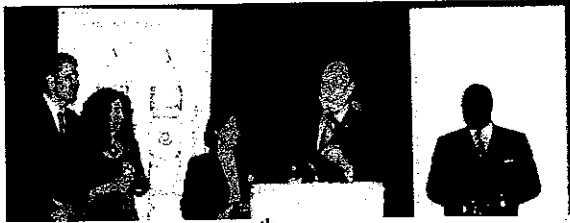
Stockton had a booth set up at the conference offering information on our Hospitality and Tourism Management Studies program, the Masters in Business Administration program, and the recently formed NJ Center for Hospitality and Tourism Research. Two current Stockton hospitality and tourism students, Bob Boggi and Krystyna Bowen, and one recent graduate, Katherine Hibbert, also attended the conference to learn more about tourism in New Jersey.

by Krystyna Bowen



Students (left) Sherry Zeon and (right) Tara Marsh received scholarships from the Atlantic City Hotel and Lodging Association. Christina Strydio (not shown) was also a recipient.

Stockton Receives the Award of Excellence



On March 29th President Saatkamp was presented with the Atlantic County Institute of Technology (ACIT) Award of Excellence. The award was presented at the Sixth Annual Daffodil Dinner at Trump Taj Majal. Dr. Saatkamp accepted the award on behalf of contributions to the academy high school by Dr. David Carr, Provost and Executive Vice President of Academic Affairs, Dr. Marc Lowenstein, Dean of Professional Studies, Dr. Dennis Weiss, Dean of Natural Sciences and Math, Dr. Michael Scales, Associate Professor of Business Studies; and Mr. Robert Heinrich, Associate Director of Academic Computing. Each of these individuals contributed to the ACIT as members of the academic advisory board, mentors, and consultants. Stockton has also made a commitment to establish a positive relationship with all stakeholders in the state and in Atlantic County. Several recent graduates of the ACIT have made Stockton their college of choice.

by Tara Marsh



Students arrived early in the morning to walk Atlantic City to raise money for the March of Dimes

Induction into Eta Sigma Delta, the International Hospitality Management Honor Society

On Sunday, March 25, twenty-three students from the Richard Stockton College of New Jersey were inducted into Eta Sigma Delta Hospitality Honor Society. Eta Sigma Delta (ESD) is the international honor society that recognizes academic excellence of hospitality management students. The purpose of this honor society is "to recognize hospitality students for outstanding academic achievement, meritorious service, and demonstrated professionalism." Eta Sigma Delta Honor Society membership requirements include: each student is declared as a hospitality management major, is in a junior or senior standing, has achieved a 3.0 or higher GPA, and has contributed to the field of Hotel, Restaurant, and Tourism Management.



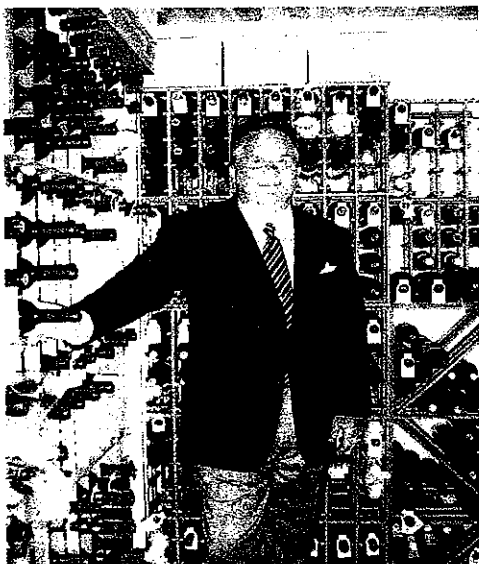
This year's induction ceremony included Richard Stockton College President, Dr. Herman Saatkamp, as the guest speaker and honorary member of Eta Sigma Delta. The theme of President Saatkamp's speech was students taking pride in their education and all of their achievements. The induction consisted of each new member receiving their cord and ESD pin and pledging to uphold the values of Eta Sigma Delta Honor Society in a candle lighting ceremony.

by Julianne Cannuscio



Above: Dan Anderson (left) stands behind the cook's line at the Ram's Head Inn and informs Stockton Hospitality Management students the importance of "mise-en-place"

Profile



Dan Anderson General Manager, Ram's Head Inn

A native of Pittsburgh, Pennsylvania, Mr. Dan Anderson received his Bachelor of Science in 1976. Mr. Anderson has a specialized degree with studies for socially and emotionally disturbed children. His degree was put to use in Honduras, where he developed a curriculum for a private, bilingual school. Upon his arrival back to the States in 1981, he decided to return to his roots in a career he grew to love while working through college.

While in Pittsburgh, he worked in large, small, and well established facilities; additionally, he helped to design and open several new restaurants. Not long after, Mr. Anderson headed to Atlantic City in hope of finding employment in one of the casinos. Along the way to the shore, he was captured by the beauty and personal warmth of the Ram's Head Inn, his resume never made it to the casinos. Throughout the years, Dan Anderson has worked his way up the Ram's Head Inn totem pole from waiter, Maitre D', Banquet Manager, Assistant General Manager, and finally as General Manager where he stands proud and accomplished. Mr. Anderson has worked diligently on the service standard of this landmark property.

It was at Ram's Head Inn that Dan met his wife, Sandi, who is the Restaurant Manager and à la carte Maître D. Together, they have a combined 42 years of service at the establishment. They have infused their personalities into their jobs, working diligently on the service standards set by the Knowles family, all the while using a hands-on approach to maintain a warm, cozy atmosphere at the landmark restaurant.

In addition to his duties as General Manager of Ram's Head Inn, Mr. Anderson is also the Vice-Chancellor d'Atlantic City Chapter of the Chaîne des Rôtisseurs, the world's oldest, largest, and most prestigious culinary organization. Dan has been an adjunct professor at the ACCC Academy of Culinary Arts, teaching wine, menu, and facility design. He has been a presenter at the New Jersey Annual Governor's Council on Tourism and at The Richard Stockton College of New Jersey, where he sits on the Advisory Board of the Hospitality and Tourism Management Program. Personally and professionally, Mr. Anderson is a huge supporter of Stockton's Hospitality and Tourism Management Program and the college as a whole. Whether it is donating time or services to give tours or speak to students, he has never turned down the opportunity to share his thoughts or knowledge of the industry. For anyone who knows Dan Anderson, you know and appreciate the value of his words.

by Caitlyn Bradley

Alumni Corner

Emily Berzen '04-Sheraton City Center, NYC
 Julianna Bulina '04-Enterprise Car Rentals
 Brooke Conaway '04-Summerfield Suites by Wyndham, Mount Laurel
 Anthony Framo '04-Philadelphia, PA
 Holly Galindo '04-Tuscany House Hotel
 Brian Venezia '06-Holiday Inn, Phila.
 Anthony Giannantonio '02-Hilton, NYC
 Jen Andersen '05- Embassy Suites Hotel, Parsippany
 Chris Tahaney '06-AC Chamber of Commerce
 Josh Vreeland '06-Mike's Seafood-Sea Isle
 Dina Golas '03-Self Employed, Atlantic City
 Brianne Holmes '02-Chuck E. Cheese
 Justin Lucas '04-Gourmet Italian Cuisine, Galloway
 Tara Marsh '03-Atlantic City Sheraton/ MBA student-
 Glenn Weinstein' 04- Harrahs Hotel and Casino AC
 Anthony Marino '04-TGIF, Shore Mall, Pleasantville
 Rene Matos '03-Marriott Marquis, NYC
 Robert Leece '04-Mt. Laurel,
 Kelly Ofeldt '03-Mistic Island Casino
 Aline Silva '02-Summerfield Suites
 Jean Petridis-Seaview Marriott
 Pam Stewart '03-Florida
 *Lisa Vile '03-Spencer's Gifts, Egg Harbor
 Allison Weiss '02- Mercer County NJ,
 Greg Wilson '04-Red Square
 Jamie Winkler '03-Borgata Hotel
 Adrienne Yansick '03-A.C. Sheraton
 Angela Sabino '04- Providence Biltmore Hotel, R.I.
 *Shawn Zakar '05-Marriott Resort, San Diego
 Katie Fatzinger '05-Marriott Resorts, Hilton Head,
 South Carolina
 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
 Joyce Sealtiel '06-Caesars Casino Hotel AC
 Andrew Caroluzzi '06-Pleasantville School District
 Amy Csaky '06-Applebees
 Cynthia Davison '06-Borgata Casino
 Debra DePinto '06-Atlantic City Hilton
 Richard DiGiovanna '06- Linda's Italian Restaurant,
 Forked River
 George Drakopoulos '06-South Africa
 AnnMarie McNally '06- Howard Johnsons, Tom's River
 Patrick Sheik '06-Sodexo
 Brian Taylor '06-Harrah's
 Jennifer Singer '05-PETSMART PetHotel
 Dan Samulis '05- Gourmet Italian Cuisine, Galloway
 Kerri Lynch '04-Graduate Student, Montclair State
 Michael Muscillo '04-Home Depot
 Carlos Pacheco '04-Bally's Casino
 Steven Lawrence '05-Wawa Markets
 Ali Casciano '05-Rain Forest Café
 Patti Carlin '05-Ruby Tuesdays
 *Drew Flatley '05-Graduate Student
 Monica Coralluzzo '06-Borgata

David Rahn '05-Steve and Cookies Restaurant
 Amanda Cardana '06-Marriott Fairway Villas
 Angel (Moran) Karrer '06-Chartwell's
 Amanda Connelly '05- Secaucus Marriott
 Charles Bernier '03-Bally's Atlantic City
 Kari Hibbert '06-Port-O-Call Hotel, O.C.N.J.
 Robert Gainen '05-Fairfield Resorts, Orlando, FL
 Steve Cassidy '06-Marriott Marquis, NYC
 Christina Strydio '07-Resorts Hotel/MBA student
 Kevin Ruck '07-Sheraton, Edison
 Amanda Graham '07-Borgata
 Kevin Ballo '07-Seaview Marriott
 Kristie Gallo '07-Aramark, Philadelphia
 Joe McGovern '07-Carrabas, EHT
 Joy Isabelle '07-P F Changs, Atlantic City
 Eric Lore '07-Target
 Krystyna Bowen '07-Salem Office of Tourism
 Matt Garber '07-Marriott
 Jason Braltsch '07-Red Robin, Clifton NJ

*have also completed their MBA at Stockton

- 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.

The Ledger Staff

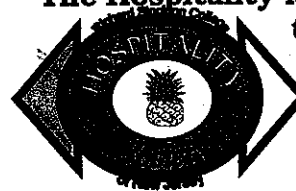
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Faculty Advisor: Michael S. Scales

Technical Advisor: Jane Jaworski

The Hospitality Management Society of the Richard Stockton College of New Jersey would like to recognize the officers for the '06-'07 school year.



Tracy Hammill, Cortney Troncone, Patrick Sheik, and Michele Wharton

Faculty Advisor-Dr. Brian Tyrrell

Julianna Cannuscio-President, Eta Sigma Delta

Eta Sigma Delta Advisor-Dr. Donna Albano



Some of the newest Hospitality Management Alumni-Congrats to class of 2007!