HOSPITALITY & HOTEL/RESTAURANT MANAGEMENT

Scholarships abound for Sullivan students

Three students in the Hotel/Restaurant Management degree program were honored this year with scholarships from national and international organizations.

SKAL International – Louisville recently awarded a $1,000 scholarship to Tera McDaniel at their monthly dinner. McDaniel works as the Hotel/Restaurant Management tutor at Sullivan University’s main campus in Louisville. SKAL members include many of the general managers from hotels and hospitality-related business interests around the world. “Tera is driven, enthusiastic, hardworking, and has long-term goals to enter the district management level of Hotel Management,” said Associate Professor Dawn McGiffin.

The American Hotel & Lodging Association awarded $1,500 scholarships to Sade O’Connor and Katie Hall. Both O’Connor and Hall were also honored in May by the Hotel/Restaurant Management and Hospitality Management degree programs. “They have studied hard and deserve these scholarships.”

Students receive great industry experience

Sullivan University’s Hotel & Restaurant Management students conduct their internship in the finest hotel properties in Louisville, including the Brown Hotel, the Hyatt Regency, the Seelbach Hotel, and the Marriott Downtown Hotel. Students have the opportunity to rotate in their departments and have “hands-on” experience in operations. The hotels offer internship training in food and beverage departments, banquet/meeting facilities, group sales/marketing, human resources, accounting/revenue management, front office/guest services, facility management and housekeeping.

During their internship, students observe and face challenges with day-to-day responsibilities, have earning experiences with department managers, and endless opportunities for growth at the property or the chain level. We invite all students of Sullivan University to consider the Hotel & Restaurant Management A.S. degree that is outstanding in the Louisville market and worldwide.

Everyone is invited!

Any student desiring to shadow the Introduction to Hospitality class is welcome! To schedule, contact instructor Dawn L. McGiffin, Hotel & Restaurant Management & Hospitality Management department: dmcgiffin@sullivan.edu

A GRADUATE’S SUCCESS STORY

When Katie Hall entered Sullivan’s Hotel/Restaurant Management associate degree program, she had restaurant experience, the desire to pursue a career in the hotel industry, and knew she had chosen the perfect industry to develop her knowledge. She is continuing her education in Sullivan’s Bachelor’s in Hospitality Management program to achieve her long-term goals in hotel and restaurant management.

Internship jump-started career

To supplement her income while earning her associate degree, Katie began her hotel career working part time at the Brown Hotel in Louisville where she remained to fulfill her Hotel/Restaurant Management internship. While her internship was completed, she was thrilled to be offered a full-time position. Katie said, “each day is a new experience and new guests – it is so exciting! The diversity of guests, their needs, their visit to Louisville and our hotel provides a home-away-from-home, and most importantly – fulfilling their expectations is our job. I look forward to my job everyday! Every department has responsibilities to work together and provide the environment and value to our customers.”

High praise from instructors

Associate Professor Dawn L. McGiffin commented, “Katie has been an excellent student who loves our existing industry. Katie’s performance and professionalism in the classroom and her high standards made her a perfect match for the Brown Hotel. Our department is very proud of her achievements.”

Associate Professor Anne H. Sandhu said, “Beyond Katie’s scholastic achievements, she makes time to give back to the community. Recently Katie had the opportunity to work with Katie at the Salvation Army during the Forecastle Music Event. Volunteering her talents to make a difference in the world makes Katie an exception- role model – the mark of a true professional is someone who takes time for others.”

Appeared in national TV spot

Mr. Marc Salmon, Human Resources Director of the Brown Hotel said, “Since joining the Brown Hotel team a little over a year ago, Katie continually impresses us with her enthusiasm to provide exceptional guest service, her always positive attitude, and the exceptional teamwork as a member of the Front Office team. Katie has been a true ambassador for the Brown Hotel working as a Front Desk Agent, Concierge, Reservations Agent, and PBX Operator. In fact, when Diane Sawyer recently came to Louisville to film part of ‘Coming Home Week’ for World News Tonight, Katie was featured in the segment highlighting how successful the Brown Hotel has been in cross-training staff to fill various roles. We are all very proud of Katie and look forward to a bright future.”

left, Jon McFurland, General Manager of the Seelbach Hotel and the Vice President of SKAL International Louisville presented Tera McDaniel with her $1,500 SKAL international scholarship. Professor Albert Schmid also attended the dinner at Seelbach Restaurant.

GUEST SPEAKER

Director of Human Resources visits Introduction to Hospitality Class

Marc Salmon, Director of Human Resources for the Brown Hotel of Louisville, recently served as the guest speaker to the Introduction of Hospitality class and spoke about customer service commitments in a Four Diamond environment. The Brown Hotel is classified as a Four Diamond property, a Preferred Hotel, as well as a Historic Hotel of America. Each classification defines commitment to professionalism, sophisticated style for individual and group accommodations, and the preferences of their guests.

What the awards mean

The Four Diamond Award rates hotel properties based on their high level of service and hospitality in addition to the facility’s operational standards. Each elite property is superior.

Historical Hotels of America has identified 2,594 distinctive and remarkable worldwide hotels that have faithfully maintained the historic integrity, architecture and ambience. These hotels are promoted nationally and internationally to those who prefer historic settings for their leisure and business travel.

“I strongly encourage all students to seriously consider this industry,” said Salmon.

Mr. Salmon was very knowledgeable; it was a pleasure hearing him speak. It is nice to have someone in the “real world” reaffirm what we are learning in class.”

RACHEL M. MARTIN
Hotel/Restaurant Management

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Graciously, every interaction has to be perfect. Smile... we are always “on stage”, positive energy – managing the impression a guest has of you, responsiveness, teamwork expectations, empowerment, and many other key skills to deliver continuous quality service. Students enjoying a guest speaker explain the expectations of the management team at the Brown Hotel.

Jason Haykley said, “I learned a lot of pointers about how to treat guests. This class is great to learn about all of the different segments in the hospitality industry.”

Danielle Miller stated, “Mr. Salmon’s lecture helped me understand the service requirement of the hotel business and I learned how important it is to train my staff and make my future business number one!”

Catherine Ward added, “Mr. Salmon had a wonderful presentation that touched greatly on presenting oneself as well as one’s employer. It was wonderful to hear about how to consistently treat your customers.”

Students had a ‘field day’ touring Louisville sites

In no particular order, Rachel Martin, Terikky Sanford, Chandra Bass-Calhoun, Alyson Ovies, Sarah Smilting, Lisa Walker, Emily Bird, Keeshaun Hunter, Associate Professor Anne Sandhu, and Deborah Moore joined “Colonel Marthin Sanders” for a photo! In no particular order, Rachel Martin, Terikky Sanford, Chandra Bass-Calhoun, Alyson Ovies, Sarah Smilting, Lisa Walker, Emily Bird, Keeshaun Hunter, Associate Professor Anne Sandhu, and Deborah Moore joined “Colonel Marthin Sanders” for a photo!

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Associate Professor Anne Sandhu, from Sullivan’s Hotel/Restaurant Management program recently took a field trip with her Destination Management & Marketing class to the Convention & Visitor’s Bureau (CVB) and the Louisville Visitor’s Center. Katie Amara, Tourism Sales Manager of the CVB, shared their vision to enhance Louisville’s economic community, and make it a premier destination for conventions, trade shows, corporate meetings, group tours and individual leisure travel. An interactive question and answer session followed. Ms. Amara stressed the growing hotel industry employment opportunities for new graduates, and invited the class to participate in volunteer initiatives. Following a CVB tour, Susan Pass, Director of the Louisville Visitors Center, welcomed the class and her team hosted an informative session on the Visitors Center services Louisville.

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