Alumnus Receives Prestigious Award

“T wenty years after graduating, Bryan O’Shields is part of UNLV’s William F. Harrah College of Hotel Administration—and it’s still part of him. "I get to speak to classes at UNLV and return some of the good fortune I had—to give back," said the Bellagio’s vice-president in charge of food and beverage. “Whether they can donate $10 or $10,000, alumni need to look inside themselves and see they are part of the process. UNLV helped them to get where they are, and they need to give back.”

According to O’Shields, “It’s been a wonderful ride from graduating from UNLV in 1982 to this point in my career.” He is this year’s recipient of the International Food Manufacturers Association’s prestigious Gold Plate Award. The IFMA annually awards a Silver Plate to winners in nine categories, from chain operators to elementary and secondary school food service directors. One of them then receives the Gold Plate. O’Shields was up against “a formidable group. The minute they called my name, I fell out of my chair. It’s a wonderful honor.” When he spoke, he also remembered the past. He thanked his Bellagio staff—about 3,300 employees serving 20,000-plus meals a day at 14 restaurants. He also dedicated his award to “the foodservice workers who lost their lives in the disaster of 9/11. I felt that someone should say thank you to these people, and I wanted to make sure that we didn’t leave them unnoticed or unaccounted for. He also remembered his education at UNLV. He says, “UNLV gives you the practical experience and the technical knowledge.”

Three professors especially influenced him: Jim Abbey (emeritus), John Stefanelli, and Al Izzolo. "They have always been my favorite guys. After 20 years, those same people are still involved in my life.”

He learned different things from them. "Al understands the meat and potatoes and bones of the operation. Abbey is a great professor..."
As I begin my fifth year as Dean of the Harrah Hotel College and my 35th year as a faculty member (now at my third university), a new academic year is still exciting. One of the many nice things about being in a university environment is that each year one is able to start anew in a refreshed community of scholars. There are new students, new faculty members and sometimes even new courses and programs that provide us with revitalized energy. This year is no different. We have many new undergraduate and graduate students, two new faculty members, and we begin our new program in Professional Golf Management. In addition, we are in the midst of a feasibility study for much needed, new facilities.

When I first interviewed for this position, I was surprised when shown the facilities for the college. At the time, the Stan Fulton Building was still in the planning stages and Beam Hall provided the only classroom, laboratory and office spaces for all of our faculty and staff. The facilities did not represent what I had anticipated from a world-class hospitality management college.

Beam Hall has continued to age and with our increasing numbers of both students and faculty, we have run out of room. In his wildest dreams Jerry Vallen couldn’t have imagined such growth when he began as Director of the fledgling program in 1967. In fact, in his manuscript of the College’s history he says, “…[President] Don Moyer told me to plan for 1,000 students. I looked at him as if he were mad.” Our enrollment now exceeds 2,000 students!

Therefore, in consultation with our faculty, university administration and the National Advisory Board, we have concluded that our space needs relative to our strategic goals would best be served with a new academic building for the Harrah Hotel College, and a new conference center, city/faculty club and lodging facility for the UNLV community. Such facilities would create a campus within a campus and a much stronger sense of community for our students, faculty, staff and alumni. As an introduction to the feasibility study that is presently underway, I wrote,

As UNLV grows and increases its attention on research and graduate study, it has become apparent that we lack some needed amenities to encourage these changes. A contemporary university fully engaged in the teaching, research and service mission requires facilities that can accommodate these needs. The facilities we need include the customary classrooms and laboratories, the spaces that can facilitate scientific meetings, technical seminars, and conferences with distance participation through information technology and similar venues. At the present time, we also lack the facilities to host and entertain all of our important visitors; major contemporary universities have such facilities.

In August of 1998 when I became Dean of the Harrah Hotel College, it was apparent to me that we needed to update these kinds of facilities if UNLV were to achieve its rightful place among America’s great universities. In addition, it was obvious that the facilities of the Harrah Hotel College were insufficient for us to be able to sustain our position as one of the world’s premier hotel colleges.

It was at this point that we developed a vision for the college and the university that would take advantage of the earlier decision to place the Stan Fulton Building at the NW corner of the campus at the intersection of Swenson Avenue and Flamingo Road. Our vision was and still is to create a campus within a campus on this same NW corner. When people enter our hospitality campus, we want the environment to convey that they are in a special place whose functions relate to hospitality, and at the same time recognize that they are on the UNLV campus.

The first phase of the study is complete. As a result, the architects have presented us with wonderful concept drawings. These have been shared with the faculty and staff as well as with our National Advisory Board. Everyone is very excit-
Each year, more than 100 of the country’s top culinary and foodservice management schools select top students to participate as delegates in the daylong Salute to Excellence event sponsored by the National Restaurant Association Educational Foundation during the National Restaurant Show in Chicago. This past spring, hotel administration sophomore Aja Rene Beard and senior Drea Parenti were selected to represent the college on the basis of academic performance, professional goals, industry work experience and achievements.

The event provided a daylong opportunity for students to explore career options and gain insight, advice and encouragement from industry leaders. The day concluded with an inspiring awards banquet where the students were recognized on stage for their involvement and commitment to the industry. Celebrating its 15th year, the annual Salute to Excellence also recognized the accomplishments and contributions of the industry leaders, top educators, and outstanding students from across the country. During the four-day National Restaurant Show, seven Harrah Hotel College students staffed the UNLV booth where all show attendees could stop by and learn about the UNLV Hotel Administration program. Professional development opportunities such as this are a unique way to provide current students with insight into the industry and inspire them to strive for excellence in all that they do at UNLV and beyond.

Dean Stuart Mann also hosted a special alumni reception at Le Meridien. With alumni, faculty, and members of the college’s National Advisory Board present, there were many opportunities for meeting new colleagues as well as reconnecting with old friends. In fact, attendee Pat Moreo, ’69, was a member of the first graduating class of the program. Pat is now the Director of the School of Hotel and Restaurant Administration at Oklahoma State University. Additionally, a group of recent graduates living in Chicago had a chance to convene and discussed plans for a Chicago area alumni club. In many of the conversations, alumni reflected on their careers as well as their experiences as students while at UNLV.

-Judy Nagai-Allison

SUPPORT OUR STUDENTS!

The following themed meals are presented as a part of the Quality Food Management course (FAB 467). As the “grand finale” to their academic experience, students prove they can really do the job. They will plan, perfect, cook and serve your meal as if they were operating their own restaurant. Our students look forward to an opportunity to have you as their guest in the newly remodeled Boyd Dining Room.

**Lunch Series**
Boyd Dining Room, Beam Hall
11:00 a.m. to 2:00 p.m.

- 10-30-02  Panda Express
- 11-6-02   Red Lobster
- 11-13-02  McDonald’s

Seating on a walk-in basis only.
For groups of 10 or more, please call Chef Jean Hertzman at 702-895-3866.

**Signature Dinner Series**
Stan Fulton Building
Cocktails 6:00 to 6:30, Dinner 7:00

- 10-31-02  Italian Renaissance Dinner
- 11-7-02   CAMP (Culinary Arts Management Program)
- 11-14-02  Winemaker Dinner

Reservations and payment must be made 72 hours before the dinner.
For more information, please call Judy Feliz at 702-895-1330.
Why I Chose to Work in this Industry

by Linda Novey-White

I actually didn't choose the hospitality business...it chose me! I made a speech at a national convention on the subject of “Motivating Your Team.” The Presidents of Marriott and United Airlines were in the audience and they asked me to do some consulting for their companies. Working with them convinced me that I would enjoy consulting and I opened my own business in 1982. We concentrate mainly on the upper tier (luxury) market at this time. Now, 20 years later, we serve over 800 clients around the world.

The thing I like most about being a consultant to our industry is the incredible diversity. I have new experiences and learn new things every day! Each hotel, each CEO, each country and geographic area have their own unique vagaries which make my job interesting and exciting. In training and consulting with both executives and staff, I get to walk away from most consultant contracts feeling like I’ve made a difference in their companies. I’ve served on the advisory board to various hotel schools over the years and now I’m consulting with general managers and corporate executives who sit in some of the classes I taught at those schools. The most gratifying thing is that some of them even remember what I said in those classes! It’s a wonderful business and a great career. I have friends and colleagues all over the world and I’m never lonely...wherever I travel!

from “O’Shields” page 1

from the standpoint of asking the right questions and getting you to think. Stefanelli, more than anything, is the analytical, quantitative guy. He made me dig for the numbers, to pay attention and not just look at the surface.”

When O’Shields encountered them, he was a beginning 22-year-old student. He decided to pursue a food and beverage management career while growing up in South Carolina, where he worked in his family’s bakery and retail businesses, and saw UNLV was the place to go.

“It was 117 degrees when I landed at McCarran. I got in a taxicab. I’d never ridden in a taxicab, and I’d never gone to college,” he recalled. “We pulled up to the dorm—we only had one dorm, and it was a pretty desolate-looking area. I’m used to green grass and beautiful trees and mountains. It was a culture shock and I was scared and excited at the same time.”

He took advantage of the opportunity. “I wasn’t an ‘A’ student,” he said, “but I went to summer school to get out fast.” To put himself through school, he worked 40-45 hours a week.

His first job was as a graveyard shift busboy in the MGM Grand coffee shop (now Bally’s). “It was a pretty interesting crew to say the least,” he said. “I would walk all the way from the dorm. I worked there for three weeks and got enough tip money to buy myself a bike” and later a car. He also worked at Delmonico’s at the Riviera and as a waiter at the Tillerman.

When he graduated, “I got out of school on Friday and on Saturday I had a U-Haul behind my old Chrysler packed to go to Dallas. I never went through the commencement. I wish I had been able to do that, but I was so intent on starting my career.”

That career started at Steak & Ale, where he worked before going to school. He rose from entry-level to corporate director of training, overseeing the opening of 80 restaurants for owner Norman Brinker, who started Chili’s...
I was told early on that if I found a job I loved and really enjoyed it, I would never work another day in my life. If I retired, I would do exactly what I’m doing now… helping members of the hospitality industry further their education, spending time with students to help them get excited about our field, and assisting our customers and friends develop a better understanding of spirits and wine.

The hospitality industry is unique. Chefs, winemakers, importers, and wholesalers share their innovative ideas in creative ways with one another. Some industries conceal information from their competitors, such as technological breakthroughs and advances. We don’t see that in the hospitality industry, instead, we experience tremendous camaraderie.

My enjoyment comes from trying to prepare the next generation to continue taking food and beverage to new heights in Nevada. Whether it’s helping a student get a scholarship through our annual UNLVino wine tasting, furthering a bartender’s knowledge of spirits through our Academy of Spirits, or training wait staff and sommeliers through the Southern Wine and Spirits School of Hospitality, I am committed to Nevada hospitality.

The challenge of transforming an industry that once featured $.49 shrimp cocktails and $2.99 buffets into a world class dining and wine and spirit destination that ranks with the best in the world, could not be met without sharing knowledge with one another.

I would like to extend a special thank you to all my colleagues who have helped our food and beverage program proceed at light speed.

Remembering 9/11

“I always think about, and did from the very beginning, the tremendous courage of all of those people—the rescue workers, just the ordinary citizens… They conducted themselves with such bravery that they lifted all of us and set a standard that we had to reach, since we were the fortunate ones who got to live. They died so we could be free.”

— Rudy Giuliani, New York City’s former mayor

Reprinted from cnn.com

from “O’Shields” page 4

and the Macaroni Grill. “I was 26 years old, an entry-level manager, making $17,000 a year, walking to work from my apartment, and I think I’m the most successful thing in town. I never knew I was making peanuts. If you’ve never made money, you don’t know you’re poor,” he said with a laugh.

After leaving the company and developing a California retail complex, he returned to Las Vegas in 1990. He and a partner opened La Salsa in The Forum at Caesars Palace. He moved on to the Rio, running its food and beverage department until 1997, when Bobby Baldwin “recruited me to come to the Bellagio, and I’ve been running food and beverage since we opened the hotel.”

O’Shields said, “I’ve kind of grown up with the city,” and he wants to help it and its university keep growing.

“I care about the school so much. I want to see the kids there today do more and be more,” he said. “As you get older you reflect on what it meant to be a kid in school who had nothing. I tell people I was the most unlikely candidate to be sitting where I’m sitting. But I had a dream and a vision of where I wanted to go.”

His family has a similar dream and vision. His son, Desi, will attend UNLV; his wife, Aileen, Mrs. Nevada of 1999 and that year’s runner-up in the Mrs. USA contest, is back in school to finish her criminal justice degree while the two of them take care of Caroleena, who is three, and Arianna, not yet a year old.

He also wants his fellow alumni to share his dream and vision.

“As alumni, we have a social responsibility to the city of Las Vegas to promote it—this is where we live—and continue the growth and development of this school. My challenge to alumni out there is to get involved and be part of the big picture, to realize they do make a difference and can make a difference. It’s not just a some-time thing,” he said. “It’s an all-the-time thing.”

- Michael S. Green, BA ’86, MA ’88

Reprinted from cnn.com
This year’s Las Vegas International Hotel and Restaurant Show (June 19-20) proved to be a tremendous opportunity to celebrate with nearly 100 Harrah Hotel College alumni, faculty and friends during a reception at Caesars Palace. “It was wonderful to catch up with some of my past professors who attended the event. I also saw some old friends and had a chance to reconnect with them,” commented Mark Lammers, ’90.

The reception was planned in conjunction with the show with the generous support and partnership of the Nevada Hotel and Lodging Association (NHLA). Van Heffner, President of NHLA and Harrah Hotel College Advisory Board member, provided complimentary alumni registration to the show as well as discounted tickets to the annual Epicurean Affair held at the Caesars Palace Pool.

An alumni host committee helped to plan and promote the reception. The committee members included Stacy Bloom, ’90, Shannon Buckner, MS ’01, Louis Csoka, ’77, Jim Germain, ’75, Christine Kiely, ’90, Monica Moradkhan, current student, Fayyaz Raja ’92 (Liberal Arts), ’95, Scott Ramin, ’01, and Craig Schaefer, ’95.

Several of our generous alumni donated prizes that were awarded to alumni in attendance. Gifts included: Montecristo Rum gift baskets, donated by alumni, Tim Haughinberry and Josh Wand, ’00, of Montecristo Rum; Gift certificates to Memphis Championship Barbecue donated by co-owner, Carlos Silva, ’92; and Las Vegas show tickets were donated by Christine Kiely, ’90, of Clear Channel Taxi Media.

-Judy Nagai-Allison

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The Harrah Hotel College has lost touch with a number of alumni over the years. Please help us find your “missing” classmates—alumni for whom we have inaccurate mailing addresses. Take a look at your class list on our website, http://www.unlv.edu/Tourism/missing.html, to see who is missing in your class. If you know where to find these alumni, please contact the Alumni Affairs Coordinator at 702-895-2934 or send their contact information by email to judy.nagai-allison@ccmail.nevada.edu.

When emailing information on your classmates, please provide as much of the following information about the alum: Name as a student & current name, class year, address, city, state, zip, phone, email, and business information.

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If you are interested in starting an alumni club or want to join one in the following areas, please contact these alumni:

**Atlanta Area**
Tony Zaranti, ’99
tonyzaranti@yahoo.com

**Chicago Area**
Christy Morgan, ’01
christy.morgan@sheraton.com

**Northeast**
Albert Ginchereau, Jr., ’71
albertginchereau@msn.com

**San Diego Area**
Scott Gulbransen, ’95
Scott_Gulbransen@intuit.com

**San Francisco Bay Area**
Tony Llanos, ’97
tllanos@theorchardhotel.com
or 415-365-0307

**Southern California Area**
Nancy (Pasache) Judson, ’93
N68mjm@cs.com or 909-272-4131

For all other areas, please contact: Judy Nagai-Allison, Alumni Affairs Coordinator
judy.nagai-allison@ccmail.nevada.edu
The Discharge Interview: Prevent Lawsuits and Exert Management Rights

Howard E. Cole* and Louis V. Csoka, ’97

As a manager in the hospitality industry, one of the most difficult issues you have to face is the occasional termination of an employee. In addition to the obvious emotional concerns, such situations are often fraught with legal dangers for both you and your company. While it is not possible to briefly address every single issue involved in such terminations, we have tried to outline some of the most often reoccurring themes that normally arise in this context.

I. Laying the Groundwork—Preparing for the Discharge Interview

A decision to terminate should not occur in a policy vacuum. At such time that a decision to terminate has been made, the hospitality manager should have a well-established and thoroughly documented employment policy framework in place.1

In addition, before terminating an employee for cause, the hospitality manager should confirm that (1) the real reason for the termination has been identified; (2) the proposed termination is consistent with his or her employer’s written policies and practice in similar situations, and that all steps described in those policies have been followed; (3) the proposed termination is consistent with the documentation in the employee’s file and with facts which are not in writing; and (4) in situations involving misconduct (particularly), the employee has been given an opportunity to tell his or her side of the story.2

Assuming that all requirements recommended by legal counsel have been met, and all typical steps have been taken (documents have been gathered, witnesses interviewed, and the employee provided due process) the hospitality manager should keep the following points in mind in his or her preparation for the discharge interview:

While a discharge interview should be businesslike and as calm and brief as possible, its duration should reflect the employee’s standing. For example, a two minute meeting with a twenty-year employee smacks of unfairness. In addition, rushing through a termination meeting can suggest that the employer has something to hide.

II. Conducting the Discharge Interview

Once the scene has been set and the employee arrives for the termination interview, the hospitality manager should keep the following points in mind:

Be straightforward and get directly to the point; do not encourage disputes, in most situations it would be appropriate to have more than one person from management at the meeting.3

Use a private place, but not your office. You may need to leave for a brief period of time to allow the terminated employee to regain composure. The door should be closed so that other employees do not have access to the conversation. Consider having the meeting just before lunch or at the end of the day so that the employee can exit easily.

Accept and acknowledge the employee’s feelings but do not apologize. You might say: “I know this is difficult for you, but my decision stands.”4

THE AUTHORS’ DISCLAIMER: This article is intended to provide the reader with a general overview of selected issues in the realm of employment law, and for general informational purposes only. While the authors have attempted to provide the most current and accurate information, the authors cannot be held responsible for any omissions or any errors of fact or law. Further, it is not the intent of these materials to suggest industry standards. We cannot assure the reader that any court of law or any official authorized to enforce such laws, in any state or jurisdiction (including Nevada), will take a different view of these issues.

In addition, this article is not a substitute for an analysis of the reader’s specific situation by a trained practitioner, and its contents should not be construed as legal advice or legal opinion on any specific facts or circumstances. In formulating your own plan of action for all employment decisions, the services of a competent attorney should be sought. Finally, the receipt of this article should not be construed as a part of, or a basis for, an attorney-client relationship, and is intended solely for the use of its recipient in connection with the factual circumstances described herein. It may not be utilized by any other person or entity for any purpose, or reproduced, distributed, or filed publicly by any other person or entity without the written consent of its authors.

1 Howard E. Cole is a partner with the law firm of Lionel Sawyer & Collins, Las Vegas, Nevada, where he is a member of the firm’s Litigation Department. Mr. Cole received his B.A. in Political Science and his J.D. from the University of California, Los Angeles. Mr. Cole’s primary practice involves a broad range of labor and employment matters.

2 Louis V. Csoka is an associate with the law firm of Lionel Sawyer & Collins, Las Vegas, Nevada, where he is a member of the firm’s Administrative Law Department. Mr. Csoka obtained his B.S. in Hotel Management at the University of Nevada, Las Vegas. Subsequently, he went on to attend law school at Boston University, where he is editor of the law school’s Annual Review of Banking Law.

3 Legal experts generally agree that the single most important factor in avoiding wrongful discharge litigation is the proper handling of the actual discharge itself. As explained by the Nevada Supreme Court, an employer should meet the employee face to face and take special care not to stress the situation to the point that the employee may later bring a constructive discharge action.

4 If you are unhappy with the termination decision, discuss it with someone who can do something about it, before the termination meeting. Do not make admissions or provide information about the company’s wrongdoing. If necessary, have another member of management conduct the termination meeting.

5 If the company has a non-compete or confidentiality agreement, bring it to the meeting, and remind the employee of its existence. If a separation agreement and release are to be used, give them to the employee, reminding them that they have time to review them. If they are not for an employee age forty or older, comply with the time limitation of the Older Workers Benefit Protection Act.

608.020 (2001) and other relevant laws and policies, and established and thoroughly documented employment policy framework in place.1

7 In addition, before terminating an employee for cause, the hospitality manager should have a well-estab-

8 Some personnel guidelines suggest that the employee be given every opportunity to resign. This may save face for the employee, but take special care not to stress the situation to the point that the employee may later bring a constructive discharge action.

9 Do not suggest that you do not agree with the decision by saying that it was “made by the company.” Avoid saying anything that could be construed as evidence of personal hostility or discrimination. For example, do not suggest to a woman that she will be happier staying home with her children, or tell an older person that the department needs “new blood” or that he or she should retire. If the employee states or implies that the termination was based on a prohibited factor, emphatically deny the accusation and restate that the decision was based on performance or violation of company policy.

If a notice period is given, discuss whether replacement for a replacement will take place during the notice period (with attendant questions regarding confidentiality and announcement of the position). In addition, discuss the employee’s work obligations during the notice period, and how much time and what resources will be provided to the employee to help find other employment. Provide information on conversion of benefits, or mention that it will be mailed.6

9 Close quickly, and make arrangements for the return of any company property, including equipment and keys.

III. After the Discharge Interview

Following the discharge interview, the hospitality manager should keep the following points in mind:

Document the interview and inform all associates who have a business need to know.

Arrange an exit interview for the employee with a third-party if possible. When properly handled, an additional exit interview may reduce the animosity between the employer and the employee and head off a potential lawsuit. In addition, the employer may want to offer additional consideration, in the form of additional severance or some other offer, to the employee in return for an exit agreement which absolves the employer of any liability in the discharge.9
The Harrah Hotel College welcomes two new assistant professors to the faculty this fall. They bring a great variety of teaching and research experience that will complement and continue to diversify our program immensely this year. There are currently 55 full time faculty and 28 adjunct professors teaching this year in the College.

Bo J. Bernhard, MA '99, Sociology, Ph.D. '02

As an undergraduate, Dr. Bo J. Bernhard received honors degrees in both psychology and sociology from Harvard University. At Harvard, he began a research project on gambling in society that essentially continues to this day. He continued his research at UNLV because of the university's strengths in gambling studies, and he completed his Ph.D. in sociology this past spring. His research has focused on gambling behavior, problem gambling, senior citizen gambling patterns, addictions among the homeless, and the history of problematic gambling. Most recently, his efforts have earned him one of the inaugural Presidential Awards from UNLV and the Shannon Bybee Research and Teaching Award from the Nevada and National Councils on Problem Gambling. This fall, Dr. Bernhard will move into his new role as assistant professor in the departments of hotel administration and sociology, where he will hold the title of Director of Gambling Research.

Dr. Bernhard is teaching a course on the Sociology of Gambling this semester.

Deborah Barrash, Ph.D.

Deborah Barrash began her college career at the Wharton School of Business at the University of Pennsylvania in 1984. While studying accounting she began working in the restaurant business. It was then that she realized her passion was in the hospitality industry. Upon receiving her master's degree from the Cornell University's School of Hotel Administration in 1991, she worked for Brinker International for two years, before realizing it was time to head back to academia. She taught briefly at the University of Houston's Hilton School of Hotel and Restaurant Management before developing her own restaurant concept, Stir Crazy Café, a 1998 Nation's Restaurant News Hot Concept Award winner. She sold the restaurant and returned to Cornell as a visiting lecturer in 1997 and then decided to begin the last stage in her formal education by becoming a doctoral student at the Hotel School in 1998. She received her Doctor of Philosophy degree in 2001 in the field of Hotel Administration from Cornell University but her interests are still operations management and the restaurant industry.

Dr. Barrash will teach Food and Beverage Cost Control and Principles and Practices of Food Service Management next semester.

Welcome, New Faculty

UNLV VS. SAN DIEGO STATE

Saturday, October 26

Join fellow UNLV alumni on a San Diego road trip to cheer on the Rebels! Trip package includes deluxe motor coach, hotel room, buffet breakfast, and more!

Motor coach will depart UNLV Thomas and Mack Center parking lot at 3:00 p.m., Friday, October 25.

For more information, contact UNLV Alumni Association at 702-895-3621. Space is limited.

All alumni are invited to a complimentary UNLV Alumni Tailgate in the stadium lot two hours before kick-off.

For more information on the tailgate, call the Alumni Association at 702-895-3621.
TOURISM & CONVENTION ADMINISTRATION

Patti Shock, Department Chair

During the summer, the department welcomed back faculty member David Holmes, who returned to UNLV after being on active duty in Operation Enduring Freedom.

RESEARCH REPORT

Audrey McCool, Assistant Dean

We have recently completed a project to identify the research and creative work done by faculty during 2001. This work includes publication of refereed articles to speaking engagements for industry personnel to new work still being developed. The range and diversity of these items is reflective of the wide scope of interest and expertise among our faculty. Industry segments in which work was reported are listed in Table 2. These research and creative activities have considerable impact on the industry. First, the faculty brings the knowledge that they gain to the classroom, incorporating it into their lectures and assignments. By doing so, they help students become better informed and better prepared for industry positions.

Second, much of the work done by the faculty has direct industry application. Here are just a few examples of articles published within this last year that provide different facets of the industry with important information.


A sendoff was given to two faculty members, Andy Nazarechuk, ’79, MS ’85, and Seyhum Baloglu. Andy will spend a year teaching in China and Seyhum will spend two years teaching in Turkey.

Andy Feinstein, with one of his former graduate students (now alum), David Vondrask, ’97, MS ’00: “Relationships Between Job Satisfaction and Organizational Commitment Among Restaurant Employees” in the Journal of Hospitality, Tourism, and Leisure Science (the electronic journal published by our College).


Seyhum Baloglu and Curtis Love: “Association of Meeting Planners’ Perceptions of Top Five Convention Cities: Results of the Pre-Test” in the Journal of Convention and Exhibition Management.


This listing is just a small sample of the many things our faculty members are doing. If there is a research project or an educational activity that the College faculty could do for you or your company, please call 702-895-3248.

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<th>Industry Segment</th>
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<td>Travel, Transportation</td>
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<td>Trade Shows, Conventions</td>
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**Patti Shock**, Convention and Tourism professor and chair, was named one of the 25 most influential people in the meetings industry in the August issue of “Meeting News” magazine. The magazine chose Ms. Shock for her significant contributions to the meetings industry and for her continuing commitment to shaping the future of meetings and convention education.

Lt. Gov. Lorraine Hunt named Professor **Andy Nazarechuk**, ’79, MS ’85, the International Tourism Liaison for her office. He also received a New Researcher Award for a research project regarding tourism destinations in China while serving as a visiting professor at Zhejiang University in China.

**Stephen J. Barry, Jr.**, Chairman and CEO of the TWI Group, was recognized as the UNLV Tourism and Convention Administration Department 2002 Industry Leader of the Year. Mr. Barry was cited for his strong support of education and of the department and the students. He has hired 10 UNLV convention graduates, provided internship opportunities, and created and funded a scholarship in honor of Charles Naylor, a former TWI manager.

**Sherri Theriault**, advising coordinator for the Harrah Hotel College Student Advising Office, was awarded the Board of Regents Undergraduate Academic Advisor Award. She was selected for her work overseeing the advising of more than 2,000 students, and was recognized for initiating a number of improvements, one of which was the creation of online advising sessions.

**Professors Cynny Carruthers** (Recreation & Leisure Studies), **Cheri Young** (Hotel Management) and **Deborah Young**, MPA ’98, Director of Development, received a UNLV Planning Initiative Award of $9,700 to study the best practices in higher education service learning. Service learning, a form of experiential education, is designed to promote student’s learning and personal and professional development, stimulate academic performance, foster the development of social responsibility, and benefit the community through structured community service opportunities integrated into the educational curriculum. The one-year study will result in the development of a plan and recommendations for the creation of a sustainable, effective service learning program at UNLV.

**Shannon Bybee**, faculty member and Director of the UNLV International Gaming Institute, received a special achievement award for responsible gaming, awarded by the American Gaming Association. Additionally, Ace Denken Company, Ltd., has donated a gift of $25,000 to develop and publish a compendium of the works of Dr. Bybee. Graduate student Dina Zemke has been retained to complete the project.
1971
Albert R. Ginchereau, Jr.’s thirty years of industry experience included formulating policies and strategies with owners, asset managers and corporate officers; managing and marketing startup operations, turnaround and award-winning facilities; collaborating in identifying and analyzing projects; and teaching hotel management at the college level. He was the first intern in Hotel Management at UNLV under Dr. Jerome Vallen. Currently Albert is the Director of the Sylvan Learning Center in Middletown, Rhode Island. His wife, Jean, ’74, has a master’s in education from UNLV. She is the Assistant Director of Graduate Admissions at Bryant College in Smithfield, Rhode Island.

1987
Penny Pomerantz is the Point of Sale and Records Retention Manager at The Venetian in Las Vegas.

1988
Frances S. Pease has owned and operated her own businesses in the gaming compliance arena. She is married to Ronald S. Ellis, ’89, and they are expecting their first child in January of 2003.

1989
Ronald S. Ellis has held positions of Director of Internal Audit, Regional Audit Manager with Hyatt Gaming Services, and is currently Internal Audit Manager for the Hard Rock Hotel and Casino in Las Vegas. He is married to Frances S. Pease.

1990
After living in Las Vegas for 13 years, Diane Simonson Dukes has returned to her hometown and is currently working as Vice President of Business Partnerships for the Bloomington Convention and Visitors Bureau in Minnesota, establishing corporate partnerships and sponsorships.

1993
Jennifer Zajac is the Director of Sales at the Hilton Garden Inn, Sacramento, California. After graduation, Jennifer was recruited by the Four Seasons Hotel in Boston, and then transferred to The Regent in Hong Kong. Although her Japan Internship was good preparation to be a world traveler, Sacramento is where Jennifer is settling down with her fiancé. Jennifer would like to give a special “thank you” to the wonderful teachers of the Harrah Hotel College. “It’s great to read in Premier about your many achievements. It is obvious why UNLV produces the top hoteliers in the country. Our success is your success.”

1997
Jeremy Aguero was featured in the Business Section of the Las Vegas Review-Journal. He started Applied Analysis in 1997, a consulting firm that integrates economics and financial analysis for clients ranging from casino operators to the state. Jeremy currently serves as principal for his company along with his lifetime friend, Brian Gordon, BUS ’96.

1998
Rebecca Seipp is currently the Associate Director of Operations for USA Hosts, Las Vegas, a destination management company. She has also earned her CMP (Certified Meeting Professional) certification.

1999
After spending a rewarding year at the Sheraton San Diego, Francis Yeung moved home to Vancouver and has been in the position of Housekeeping Manager for over 2 years at the Westin Bayshore Resort and Marina. She has been married for over a year now and would love to hear from other alumni. Please drop her a line at francis@novus-tele.net.

2000
Debbie Ramm is a Leasing Consultant for Group Inerland Management and she currently resides in Santa Clara, California. Debbie is engaged to Scott Tufts, ’00, and will be married at the Four Seasons in Las Vegas this January. Debbie and Scott first met in their hotel Accounting II class.

Karan Sarang works for Boyd Gaming Corporation in Las Vegas and was recently promoted to Internal Controls Specialist for The Stardust Resort and Casino.

2001
Shannon Buckner was named vice-chairwoman of the board of The Food & Beverage Directors Association in Nevada.

Danielle Saye started as an intern with Activity Planners, Inc. in December of 2000 and stayed with the company after graduation. She is now an Operations Coordinator. She enjoys her job and is proud that she is able to put her degree from UNLV to use in the Convention and Tourism industry! As a native Las Vegan, she loves the city and plans to stay for quite some time!

Erica Nash is a Management Trainee for Boyd Gaming Corporation in Las Vegas.

2002
Nicholas J. Thomas lives in Carmel and is the Assistant Front Office Manager at The Inn at Spanish Bay in Pebble Beach, California.

Meredith Weeks is the Assistant Manager of Peppoli Restaurant at The Inn at Spanish Bay, Pebble Beach Company, and lives in Carmel.
Giving to the Harrah Hotel College...

At UNLV, state support covers only about 30% of our expenses. The remainder of our funding comes from fees, grants and individual, corporate and foundation gifts. Private support has helped to make the Harrah Hotel College one of the most respected hospitality and leisure services education programs in the world. Your gift of any size to the Harrah Hotel College will help provide scholarships and professional development experiences to deserving students, research awards to faculty and fellowships for graduate students.

For further information on how to make a gift, please contact Deborah Young at 702-895-3148 or by email at dyoung@ccmail.nevada.edu. You may make a gift online at www.unlv.edu/Foundation or mail your gift to:

UNLV Foundation  
4505 Maryland Pkwy., Box 451006  
Las Vegas, NV 89154-1006.

Please be sure to designate the Harrah Hotel College as the beneficiary of your gift.

Alumni please note: the UNLV Foundation raises funds for many deserving programs at UNLV. Should you receive a call during the fall phonathon and would like to make a gift to support the College, please make sure you let the caller know you would like to designate your gift for the Harrah Hotel College.

Thank you for your consideration!