

Hospitality Advisory Meeting Minutes
June 29, 2010

Present:

Heather Alamillo

Steve Springman

John Kelley

Dan Babbitt

Sandy Ho

James Olliver

Lynne Wolfe

Gary Graham

Robert Meyer

The meeting was called to order at 9:30 AM

Jim Olliver provided a campus and college update for the committee. The points included enrollment being up. Seminole hiring nine new faculty. A discussion of the Institute for Public Policy. Update on the new President Bill Law. Discussed that culinary was still being explored and the new president had been made aware of that goal.

Lynne Wolfe provided updates on the Career and Development Center. Highlights provided were the high school competition. Discussed Road Trip Nation and several events that were planned for fall. There was more discussion of the Entrepreneurship Certificate Program which will begin fall 2010.

Jim Olliver discussed the new uniform A.S program brochures. He explained that hospitality was included but the program can continue to utilize the current brochures as well.

Robert Meyer delivered a program report and update. Feedback from the committee was that customer service skills continue to be critical. Addition feedback from the committee was that one-on-one speaking skills are important for employees and new hires. Also important are written skills; problem solving; team efforts; skills in developing long-term solutions to problems; ability for employees to take constructive criticism. Robert Meyer assured the committee that these topics were included in the present curriculum.

Steve Springman and Heather Alamillo provided the industry update. The main points were that the industry is still sluggish. Concern remains about the immediate and long-term impact of the gulf oil spill. ADR is still not good in the industry. Concern that there is "anti-big business" sediment among some consumers. Overall it is difficult to evaluate the current business situation. The economy recovery remains a concern. High end hospitality business appears to be getting stronger. However overall booking patterns are not predictable. There is some movement for the big players to form collective bargaining strategies.

The bowling tournament discussion provided a general agreement to move ahead with the event. The target date would be spring of 2011. A discussion of both Liberty Lanes and Seminole Lanes resulted in a decision to move forward with Liberty Lanes. A subcommittee was formed which included Heather Alamillo, Dannette Lynch, Steve Springman, Jay Dempsey and Robert Meyer. Lynn Wolf provided some historical information with past events at Liberty Lanes. A subcommittee meeting for this event planning was set for August 3rd at Spring Hill Suites.

With no other business the meeting was adjourned at 10:45 AM.