

## Video Transcriptions

Hospitality Management – <http://ehhs.kent.edu/hm/>

Music begins to play

“My name is Maggie Raffel and I’m from Cincinnati, Ohio and I am studying in the hospitality management program here at Kent State.”

“My name is Steven Green, I’m from Pittsburgh, PA. I am a hospitality management major.”

“My name is Don Price, I am from Mentor, Ohio, and I am a hospitality management major.”

“Hello, my name is Tricia Arcaro and I’m from Perry, Ohio.”

“I’m Rob Heiman, I’m a faculty member in the school of hospitality management.”

Steven Green – “I’ve worked in kitchens my whole life. I’ve worked in hotels and resorts and I’ve always just liked the environment. Then I took an elective, in the major, just to see how it was, it turned out I really liked it so I decided to stick with it and I really love it.”

Maggie Raffel – “I was just online looking at all of the programs, the bachelor’s degrees that they offered, and I saw that they have hospitality management and I was curious about it. I actually called some of the professors, talked to them, set up an interview just to find out what the program was about, what the degree required and the more they talked about it I said this is probably going to be the best degree for me and I haven’t regretted it since.”

Don Price - “Hospitality management is for anybody who is interested in any type of travel, tourism, hotel operations, restaurants, if you want to become a caterer, or go on a cruise ship and possibly run their operations. So it offers a wide variety of options for anybody that likes the hospitality industry.”

Tricia Arcaro - “I think I’m going to focus mostly event planning, I want to look into being a wedding planner or a banquet coordinator, something to do with events.”

Rob Heiman - “We have three courses that are geared towards the culinary profession, yet our mission is not to prepare chefs, we prepare students to work with and manage and step in for the professional chef, but we are not a technical school devoted towards that particular area. We have five courses in the college of business, which overviews accounting, management, marketing, human resource and computer applications with the idea and the goal, to prepare students to manage the industries within the hospitality business.”

Maggie Raffel - “I think the difference between Kent State and a lot of other universities that offer hospitality programs is that our university gives a more well rounded perspective of the entire hospitality industry. A lot of other schools will focus only on hotel operations or only on club activities or only on restaurants, where at Kent it really touches on everything so that when you graduate you’re not forced only into one field, I mean you’re not, you haven’t studied hotel operations for four years, you’ve studied the entire industry so that if you do get into hotels and realize it’s not for you, you have the ability to change to something else and still have a pretty good educational foundation.

Rob Heiman - “Every student is required to take a course called catering and banquet operations, where the student is responsible for the planning, the execution and the

management of a variety of events. That class, for example, has done everything from a hundred person reception to a wedding for a paying client.”

Maggie Raffel – “As a class we work on all the events, there’s main managers for each event and they come up with menu’s from talking with the client discussing ‘what kind of food have you had in the past, what kind of food would you like this time?’ You’ve got 15-20 kids in the class that you’ve worked with for the past 3 years so you know how they work, you know who they are and everybody puts up ideas.”

Steven Green - “I was the manager of the MAC Center event which did heavy appetizers for alumni and the athletic department. We found a client, planned a menu, cost everything; the labor costs, the food costs, everything associated with planning an event.”

Maggie Raffel - “The hospitality program actually has two major clubs: the CMA (Club Managers Association) but my primary focus has been the ice carvers club. Its an amazing experience, we get a lot of hands on activity, we’ve had the opportunity to carve all over the area, big structures, individual pieces carved for a lot of different people and we’ve competed locally, and its really an amazing experience because people find it to be really attractive. And especially in this program, doing different events, doing catering, I mean if you’re ever going to do a wedding reception or any kind of party, ice carvings will be a focal point no matter what it is, people will ask for it and to have the experience to say ‘we can do this’. I support anyone who is interested in it and I’m excited about the total club experience.”

Rob Heiman – “As a required component of the four year bachelor of science degree, every student has to complete an internship, those can be anywhere from a local restaurant management system to as far as going to England, to Iceland, to Bahamas, there is no geographic limit to where the student can go as the hospitality and tourism industry is certainly world wide.

Steven Green - I’m interning in Hawaii this summer, it’s actually called Ko Olina Beach Club, which is on the western end of Oahu. I will be planning events, running all the food and beverage side of things from service on the beach to the restaurant to the bar.

Everything that has to do with food and beverage, I’ll be working hands on with the director.

Tricia Arcaro – I’m interning with Outback Steakhouse, it is a paid internship, and I’m going to be going through their management-training program. They put you at every aspect of the job, you could be a bus person, you could be a server, and you could be crunching numbers and doing paperwork. So that’s basically what I’ll be doing, trying to learn all aspects of how they run their business.

Don Price – My internship will be in the Bahamas this summer, most likely at the Atlantis. I will probably be in a fine dining establishment. They’ll be paying for my room and board. I’ll be doing MIT, which is management in training, which they float you around just to get a feel of everything pretty much so that when I do go out into the field I got the full experience and I can at least have some background on everything.

Rob Heiman – We have many success stories. We have had students who have worked at a private rowing club in Penlions, England. We have students that work in the downtown Cleveland hotels as event planners and have had great success.

Marisa Natteo – My name is Marisa Natteo and I am currently a Senior Event Manager at the Renaissance Cleveland Hotel.

Nicole Cenkner – My name is Nicole Cenkner I am a Front of the House Restaurant Manager at Liberty Steakhouse in Myrtle Beach, South Carolina.

Christian Booher – My name's Christian Booher. I consider my hometown Akron, Ohio now. I'm currently working at the Kent State Stark Professional Education Conference Center as a Sushi Chef.

Marica Natteo – I had picked up a part time job in college at the Aurora Country Club and through that experience I worked with the manager who had recently graduated from Kent State's hospitality program, and I realized at that point that is really what I wanted to do with my career.

Nicole Cenkner – I recommend coming to Kent State for the hospitality management program, its small enough so you get individual attention. I got a lot of individual attention when I was here, and I think the program is awesome. You learn a lot, their always there to help you, no question, their looking out for your best interest. Rob especially, was a great help to me when I was here, I mean he, he pushed me into the internship saying, "here I think you'd be good at this". I mean I would have never done that if somebody hadn't pushed me.

Christian Booher – When I graduated from Kent, I went down to Columbus, Ohio and worked as a manager in a restaurant and a hotel and then I moved to Cookers and I worked as a manager there and I decided I wanted to go to the back of the house so I moved back up to Twinsburg, Ohio and did a two year apprenticeship with a German chef. I went from there to the Sheraton Suites in Cuyahoga Falls and then I came here.

Marica Natteo – My program at Kent State University really prepared me for my career today. I would not be here without the background and the knowledge of what I have learned at Kent State through my professors and through the course activities. A perfect example: when I interviewed for my position here, we were discussing the computer program we currently use to set up all of our ballrooms, all of our diagrams into how we lay out our events and I was first introduced to the program and first used the program, at Kent State University. The business courses such as the economics, the marketing really gave me a better understanding of the corporate world today. The cooking classes helped me deal with our executive chef, as far as the knowledge of the food as well as our beverage, and really set me up for where I am today.

Nicole Cenkner – Liberty Steakhouse is a part of T-Bones restaurant group based out of Charleston, South Carolina. The, there is only one Liberty in Myrtle Beach, the other Liberty Steakhouse is in High Point, North Carolina. They both have full sized working breweries. The company has 18 restaurants. Our restaurant is one of the busiest, we gross around 4.5 million a year, \$600,000 of that comes out of our brewery so we have a pretty good bar crowd, happy hour crowd and locals that come in and hang out with all of us.

Rob Heiman – We repeatedly have our alumni come back to recruit our current students, the future is very bright; the opportunity for graduates is very bright. We have had a track record of virtually 100% placement of our graduates.

Christian Booher – There are a lot of job opportunities out there, there really are, I mean, restaurant management is a huge field that's open, rooms in the hotel divisions that's a whole different route than the route I took. There's a lot, I mean look how many restaurants there are, hundreds, thousands, opening all the time.

Nicole Cenkner - There's definitely jobs in the hospitality industry all the time with all the expansion going on. Most restaurants are expanding these days; there are a lot of

restaurant management jobs that are opening up as well. Our company alone will need four or five new managers in the next two to three years.

Marica Natteo - I think the job market in this industry of hospitality is endless. I think there is always new restaurants, new corporations, new travel companies, new hotels, you can become a private planner, I think there's always a job in this field. I think you can make it what you want it to be.

Rob Heiman – the student has to have a passion for this industry, they have to have the right attitude, they want to serve people, and we see a lot of success in those students who possess those very simple characteristics of being friendly and helpful towards others, academically sound, and have the right attitude that this is the industry of choice.

Nicole Cenker – I like my job, I do. Definitely working with people is the best part about it.

Marica Natteo - My favorite part of my current job would be the interaction with the guests through working with the weddings and social events. The reward and gratification of making somebody's wedding the best day ever, and the gratification that they couldn't do it without you, really, really makes everything worth it.

Christian Booher – I love cooking, I mean I really do. It's fast paced at times and you have to love it. What I love most is when you've created a dish and you serve it and the people ask to see the chef. They want to know the recipe; they want to know what you did, and their just smiling ear to ear. And it's just, that's nice.

Marica Natteo – My experience at Kent State University I would never trade in, I made some great friendships, worked with some phenomenal professors. It kind of was a nice transition from leaving my parents and home, and making my new home there.

Don Price - Come to Kent State University because you get a really professional education, the teachers are very hands on, it has a very personal feel and I just feel the whole campus is just a great environment.

Maggie Raffel - It's just a great university to go to, I didn't know what to expect when I got here and it's surpassed anything that I could have imagined.