

STEPHEN B. SHIRING

Professor

Hotel, Restaurant, Tourism, and Event Management
Department of Management
Eberly College of Business
Indiana University of Pennsylvania
(724) 664-2482 (cell)

EDUCATION

Doctor of Education, EdD, December 1995

School of Education

Department of Administrative and Policy Studies

University of Pittsburgh, Pittsburgh, Pennsylvania

Dissertation: *American HotelKeepers and Higher Education: An Early Era of this Emerging Profession.*

Original scholarship in the field. No studies prior to this date had covered this subject.

Master of Business Administration, MBA, May 1985

College of Business

Management and Marketing Department

Indiana University of Pennsylvania

Indiana, Pennsylvania

Bachelor of Science, Food Service Management, May 1981

College of Human Ecology

Food and Nutrition Department

Indiana University of Pennsylvania

Indiana, Pennsylvania

DEPARTMENT OF HOSPITALITY MANAGEMENT RECOGNITION

[Study.com](https://www.study.com) has published its 2021 rankings, and Indiana University of Pennsylvania-Main Campus has been ranked #9 of 50 United States programs on their list 2021 Best Bachelor's Degree in Hospitality Management and the highest ranking of Hospitality Management programs within the Commonwealth of Pennsylvania.

Over 40 million visitors per month use [Study.com](https://www.study.com) to research potential schools, degrees, and careers. To compile this list, [Study.com](https://www.study.com) considered hundreds of universities across the country and selected Indiana University of Pennsylvania-Main Campus based on academic and career resources, the quality of education, faculty, and more. Please visit <https://www.study.com/.../bachelors-degrees-in-hospitality...> to learn why IUP Department of Hospitality Management was selected #9.

THE PENNSYLVANIA STATE SYSTEM OF HIGHER EDUCATION HOSPITALITY MANAGEMENT ALLIANCE

I organized in Summer 2020 The Pennsylvania State System of Higher Education Hospitality Management (PASSHE) Alliance among PASSHE Hospitality Management programs *Cheyney University, East Stroudsburg University, Indiana University of Pennsylvania, and Slippery Rock University*. The primary mission of the *PASSHE Hospitality Management Alliance* is to assist members in planning, developing, implementing, and sustaining robust and high-quality programs that produce competitive, marketable graduates.

PROFESSIONAL WORK EXPERIENCE

Indiana University of Pennsylvania, Hotel, Restaurant, Tourism, and Event Management, Management Department, Eberly College of Business, Indiana, Pennsylvania

Professor

August 2021 - Present

A position whose responsibilities include developing a program of effective teaching, advising and related potential activities of meaningful scholarship that supports teaching and leads to the discovery, integration, or application of further knowledge.

Indiana University of Pennsylvania, Department of Hospitality Management, Indiana, Pennsylvania

Professor

August 1996 – 2021

A position whose responsibilities include developing a program of effective teaching, advising and related potential activities of meaningful scholarship that supports teaching and leads to the discovery, integration, or application of further knowledge.

Foodservice Innovators, Pittsburgh Pennsylvania

Food Broker

August 1996 - December 1999

Sales and marketing support services to assist the "Principal" manufacturer, processor, farmer, grower, and seafood harvester by demonstrating their product lines at industry food shows. Educate users on proper food handling & preparation techniques. Wrote for the buyer Hazard Analysis Critical Control systems for adaption of specific food item into their operation's flow of food. Designed recipes for use of item and developed user menu options for their buyer.

Butler County Community College, Business Division, Butler, Pennsylvania

Director, Hospitality Management Program

Associate Professor

August 1987 - August 1996

Hired to create the Hospitality Management Program at BC3. Wrote the curriculum and coordinated Hospitality Management Program while teaching 22 credit course loads per semester (included three credit overload, four credit internship), mentored, and advised students, initiated student employment opportunities, administered food production lab, supervised student interns, catered all events on-campus, including monthly President and Board of Trustee meetings and participated on college committees. Formed Industry Advisory Board and secured scholarships and external funding. Annually escorted students to National Restaurant Association Show, Chicago and the International Hotel & Motel Show, New York City.

Jardine's Restaurant, Country Store, and Catering, Sarver, Pennsylvania

1987 - 1996

Delivered exceptional guest services to both corporate and social clients working as a team member for the premier caterer in Western Pennsylvania implementing off-premise catering events. Jardine's served as a primary and exclusive caterer for many corporate and social accounts and venues. Of achievement, catered a Corporation's 50th Anniversary Celebration's serving 13,500 guests.

Indiana University of Pennsylvania, College of Business, Management and Marketing Department

Instructor

August 1985 - May 1987

Responsible for the preparation and implementation of undergraduate courses. Taught at a quality level five

different undergraduate courses in both the Management and Marketing disciplines: Marketing 320, Principles of Marketing, Marketing 321 Consumer Behavior, Management 360 Management Productions Concepts, Marketing 481 Special Topics: Small Business Management and Management 495 Business Policy. Maintained exceptional student evaluations and peer evaluations.

Small Business Development Center, College of Business, Indiana University of Pennsylvania

Graduate Assistant to the Director

October 1984 - August 1985

Worked in strict confidence with the Director to provide financial consultation to the owners of small businesses. Analyzed income statements and balance sheets by using selected financial ratios. Developed business plans for clients. Designed and implemented three workshops: Starting a Small Business, Financing Your Small Business and Bookkeeping for Your Small Business. Participated in a feasibility study to determine the success of developing a small business incubator in the Robertshaw Building at IUP. Conducted research to determine the availability of existing job skills located within Indiana County. Surveyed local real estate agents to determine availability of existing real estate zoned for manufacturing in Indiana County.

Small Business Development Center, College of Business, Indiana University of Pennsylvania

Special Assignment, Jackson, Mississippi

Summer 1985

Member of a negotiating team representing a buyer for the purchase of a small manufacturer located in Jackson, Mississippi. Traveled to Mississippi for an on-site plant inspection. Prepared spreadsheets, graphs, and calculated financial ratios from the firm's previous ten-year income statements and balance sheets.

Bob Evans Farms, Inc., Columbus, Ohio

Restaurant Manager

June 1981 - May 1983

Completed a fourteen-week structured corporate management training program. On-the-job restaurant operations, received classroom training at Corporate Headquarters, observed a sausage production plant and visited the Corporate Farm. I received a certificate of recognition upon completion of formal training during a graduating ceremony held at the Bob Evans Corporate Headquarters, August 1981.

Implemented a preventative maintenance schedule within the food production area which reduced food cost and was operationally adapted across the company. Implemented forecasting systems based on menu item food usage which increased quality, customer satisfaction and reduced food waste.

I was a new store training manager. I "opened" three restaurants, trained the crews, and assisted in soft-opening and grand-opening activities.

Bob Evans Farms, Inc., Columbus, Ohio

Special Assignment

Summer 1981

I was selected to diagnose the operational efficiency of a Bob Evans Restaurant located in Boardman, Ohio. Following a site visit, classical time and motion observation, flow of food, adherence to recipe and cooking procedures and customer service, while benchmarking against Bob Evan's Operational procedures, I identified areas for operational improvements which were adapted by corporate.

Penn's Woods Boy Scout Council, Roaring Run and Wopsy Boy Scout Camps, Food and Nutrition Department, Indiana University of Pennsylvania

Food Production Manager

June 1980 - August 1980

Advisor Mr. William Gressley

Roaring Run (Johnstown, PA) and Wopsononock (Altoona, PA) Boy Scout Camps. Managed the food production area, storage, and dining room facilities. Responsibilities during this internship experience included: Supervised an assistant cook and a food production staff (eight people) at a mountainous boy scout camp housing weekly three hundred scouts. Trained the staff in proper food preparation and sanitation procedures. Designed cyclical menus requiring special diets using USDA Foods. Ordering, receiving, storage and inventory of provisions. Organized and prepared a chicken barbecue picnic for "Parents Day" served each Wednesday evening which was attended by scouts, their families and scout executives swelling the count to over 700 for dinner.

Passed a sanitation inspection conducted by a team of Scout Executives from the National Boy Scout Office, Texas of the kitchen, preparation areas, storage facilities and dining room. The dining hall was a profit center.

**Indiana University of Pennsylvania
Indiana, Pennsylvania
August 1996 – Present
Professor**

A position whose responsibilities include developing a program of effective teaching, advising and related potential activities of scholarship that supports teaching and leads to the discovery, integration, or application of further knowledge.

**INDIANA UNIVERSITY OF PENNSYLVANIA
Present to August 1996
Statement of Teaching Philosophy**

Excellence in teaching is a process of inquiry and reflection (Hutchings, 1994). Good teaching comes in many forms; it is accomplished in different ways (Helling, 1988). I accept the premise teaching is scholarly work. I love to teach; it is my life's work. Teaching, for me, is intellectually stimulating.

My philosophy of teaching is shaped by my experiences, educators, and participation in the *Center for Teaching Excellence (CTE)* seminars and programs.

I am **enthusiastic** and **knowledgeable** in my field. I earn student credibility, and their confidence. I love each class encounter. I agree with Hutchings (1996) and believe *success comes from taking professional responsibility for the quality of your own instructional performance*. I introduce, summarize and emphasize the main points. Students learn through my personal experiences, which are retold as stories, emphasizing major concepts. I use field trips, case study, role-playing, projects, and simulations to connect students to the concepts and theory. To understand contemporary issues, I work in the industry, read, and attend conferences, trade shows and workshops. I monitor emerging hospitality trends by maintaining close long-term relationships with alumni and industry friends.

In each of the **33** different hospitality management courses I have taught at IUP, I research and prepare a comprehensive set of lecture notes and complementary supporting materials. This engages the student, helps to establish major points, achieves continuity, enhances interaction, and encourages communication by inviting student discussion on learning objectives. As contemporary issues change, the material is easily updated, thus keeping everyone current and the learning process legitimate

I integrate innovative student learning experiences into my classroom experiences. I connect theory and its applied application by taking students to observe best practices in hospitality operations. For example, the

Pennsylvania Gaming Control Board in Harrisburg, the Homer Laughlin China Company in Newell WV, the Carnegie Museum of Natural History, Parkhurst Dining Services, in Pittsburgh, and the Waldorf-Astoria in New York City have welcomed us for tours, discussions, and learning opportunities. Outcome based projects allow for the student demonstration of competencies and creativity. Material is reinforced by selected, appropriate guest speakers. Concepts gleaned from participation in workshops enhance my classroom presentations and course content.

In the course renewal process, I request student evaluations every semester. From these, I strive to be **imaginative**, to **stimulate** cognitive skills and intellectual curiosity. I hate busy work assignments. Their effort must have value. Students are motivated to attend my class.

I create a professional, helping **relationship** built on mutual **trust**. My students like me. They seek me out because I help them. Sympathetic and considerate of their needs, they are comfortable communicating with me. Helping is contagious, for it brings those who are not yet engaged with their academic advisor to me. Students want me as their academic advisor because I help them navigate through the curriculum and request me as their internship advisor as I help place them in the appropriate property. I provide one-on-one student advisement/ assistance whenever necessary. I am available to all students before and after class, during office hours, and by email. I distribute my cell phone number to my students so they can have access to me whenever they need help.

I hone their self-confidence through **positive** reinforcement of their knowledge, opinions, and experiences. I challenge but fragiley protect them against failure. I teach so each student understands success begins when they integrate their individual goals into satisfying the needs of the guests who patronize their organizations within the complex hospitality industry. I show them how to succeed by sharpening their technical skills, developing their personal attributes, and helping them to recognize and establish their personal and professional goals.

Teaching Responsibilities

Present to August 1996

I was hired into a tenure-track position whose responsibilities include developing a program of effective teaching, advising, and related potential activities of scholarship that supports teaching and leads to the discovery, integration, or application of further knowledge.

Since August of 1996, I have successfully taught 33 different courses in the Department of Hospitality Management at IUP while receiving consistent superior and above average student evaluations in these courses. I have supervised an exchange student from Mexico in HRIM 482 Independent Study in Hospitality Management. I mentor student interns. I created various service-learning opportunities and each year write the most student-requested letters of recommendation for employment and graduate school admissions in the department.

33 Hospitality Management Courses Taught

1. HOSP 130 Food Service Sanitation
2. HOSP/HRIM 150 Principles of Hospitality Management (Authored course)
3. HOSP/HRIM 256 Principles of Hospitality Human Resources Management (Wrote Revision)
4. HOSP/HRIM 259 Hospitality Purchasing (Wrote Revision)
5. HOSP/HRIM 265 Cost Management (Revised Course)
6. HRIM 281 Casino Management (Authored course)
7. HRIM 281 Special Event Sponsorship (Authored course)
8. HRIM 281 Hospitality History (Authored course)
9. HRIM 281 Careers in Hospitality Management (Authored course)

10. HRIM 281 Banquet and Special Event Planning (Authored course)
11. HRIM 281 Analyzing Hospitality Operations (Authored course)
12. HRIM 281 Hospitality Strategic Management (Authored course)
13. HRIM 281 Hospitality Management (Authored course)
14. HRIM 299 Walt Disney College Program Coop Supervisor
15. HRIM 310 Professional Development in the Hospitality Industry (Authored course)
16. HRIM 313 Food Systems I, Lecture
17. HRIM 313 Food Systems I, Lab
18. HOSP/HRIM 320 Marketing for Hospitality and Tourism (Authored course)
19. HOSP 325 Hotel Sales
20. HOSP/HRIM 343 Fund-raising for Special Events (Authored course)
21. HOSP/HRIM 346 Catering for Special Events (Authored course & Author of textbook)
22. HOSP/HRIM 350 Introduction to Casino Industry
23. HOSP 393 Exploratory Hospitality Management Field Experience Supervisor
24. HRIM 406 Catering and Banquet Management (Author of the textbook)
25. HRIM 408 Institutions Management
26. HRIM 411 Seminar in Hospitality
27. HRIM 413 Advanced Restaurant Operations
28. HRIM 433 Educational Study Tour – National Restaurant Association Show
29. HOSP/HRIM 470 Hospitality Business Model (Authored course)
30. HRIM 481 Hospitality Strategic Management (Authored course)
31. HRIM 481 Advanced Operations Management (Authored course)
32. HRIM 481 Convention and Trade Show Management (Authored course)
33. HRIM 493 Internship Supervisor
34. HOSP 494 Internship Supervisor

Management Department Course Taught

1. MGMT 310 Principles of Management

Curriculum Design

The following **seven** courses were written and approved for online distance education.

1. HOSP 150 Principles of Hospitality Management
2. HOSP 259 Hospitality Purchasing
3. HOSP 320 Hospitality Marketing
4. HOSP 325 Hotel Sales
5. HOSP 343 Fundraising for Special Events
6. HOSP 346 Catering for Special Events
7. HOSP 470 Hospitality Business Model

Curriculum Revision

I led two major curriculum revisions and a department name change from Hotel, Restaurant, and Institutional Management (HRIM) to Hospitality Management. In April 2021, the program name changed to Hotel, Restaurant, Tourism, and Event Management. Led a merger of the Department of Hotel, Restaurant, Tourism, and Event Management with the Management Department, Eberly College of Business, Fall 2021.

Associate in Applied Science in Hospitality Management

Author and Lead Writer

April 2018

Worked with Dr. Scott Decker, Dr. Lon Ferguson, Dr. Nicole Buse to write the Associate in Applied Science in Hospitality Management.

Workload by Semester

Fall (2023)	HOSP 259 Hospitality Purchasing HOSP 346 Catering for Special Events HOSP 470 Hospitality Business Model MGMT 310 Principles of Management AWA (Assistant Chairperson Contract & Internship Coordinator)
Summer (2023)	HOSP 494 Student Internships
Spring (2023)	HOSP 150 Principles of Hospitality Management HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model AWA (Assistant Chairman's Contract & Internship Coordinator)
Winter (2022)	HOSP 343 Fundraising for Special Events
Fall (2022)	HOSP 259 Hospitality Purchasing HOSP 343 Fundraising for Special Events HOSP 470 Hospitality Business Model AWA (Assistant Chairperson Contract & Internship Coordinator)
Spring (2022)	HOSP 150 Principles of Hospitality Management HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model AWA (Assistant Chairman's Contract & Internship Coordinator)
Fall (2021)	HOSP 259 Hospitality Purchasing HOSP 343 Fundraising for Special Events HOSP 470 Hospitality Business Model AWA (Chairperson Contract & Internship Coordinator)
Summer (2020)	HOSP 411 Contemporary Issues in Hospitality Department Chairman's Contract
Spring (2021)	HOSP 150 Principles of Hospitality Management HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model Department Chairman's Contract
Winter (2020)	HOSP 325 Hotel Sales
Fall (2020)	HOSP 259 Hospitality Purchasing HOSP 346 Catering for Special Events HOSP 470 Hospitality Business Model

Department Chairman's Contract

Summer (2020)	HOSP 259 Hospitality Purchasing HOSP 343 Fundraising for Special Events Department Chairman's Contract
Spring (2020)	HOSP 150 Principles of Hospitality Management HOSP 299 Cooperative Education HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model Department Chairman's Contract
Winter (2019)	HOSP 150 Principles of Hospitality Management HOSP 494 Internship Advisor
Fall (2019)	HOSP 259 Hospitality Purchasing HOSP 346 Catering for Special Events HOSP 470 Hospitality Business Model Department Chairman's Contract
Summer (2019)	HOSP 130 Food Service Sanitation HOSP 150 Principles of Hospitality Management HOSP 259 Hospitality Purchasing Department Chairman's Contract
Spring (2019)	HOSP 150 Principles of Hospitality Management HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model HOSP 393 Exploratory Hosp Mgt Field Experience Advisor HOSP 494 Internship Advisor Department Chairman's Contract
Winter (2018)	HOSP 320 Hospitality Marketing
Fall (2018)	HOSP 130 Food Service Sanitation HOSP 259 Hospitality Purchasing HOSP 346 Catering for Special Events HOSP 470 Hospitality Business Model Department Chairman's Contract
Summer (2018)	HOSP 343 Fundraising for Special Events HRIM 150 Principles of Hospitality Management HOSP 493 Internship Advisor Department Chairman's Contract
Spring (2018)	HOSP 259 Hospitality Purchasing HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model Department Chairman's Contract
Winter (2017)	HOSP 259 Hospitality Purchasing

Fall (2017)	HOSP 343 Fundraising for Special Events HOSP 346 Catering for Special Events HOSP 470 Hospitality Business Model Department Chairman's Contract
Summer (2017)	HOSP 265 Cost Management HOSP 350 Introduction to Casino Industry HOSP 408 Hospitality Contract Operations Management HOSP 493 Internship Advisor Department Chairman's Contract
Spring (2017)	HOSP 259 Hospitality Purchasing HOSP 320 Hospitality Marketing HOSP 470 Hospitality Business Model Department Chairman's Contract
Winter (2016)	HOSP 320 Hospitality Marketing
Fall (2016)	HOSP 343 Fundraising for Special Events HOSP 346 Catering for Special Events HOSP 470 Hospitality Business Model Department Chairman's Contract
Summer (2016)	HOSP 265 Cost Management HOSP 281 Hospitality Strategic Management HOSP 350 Introduction to Casino Industry HOSP 493 Internship Advisor Department Chairman's Contract
Spring (2016)	HOSP 299 Walt Disney World College Program Coop Advisor HOSP 259 Hospitality Purchasing - 2 sections HOSP 470 Hospitality Business Model Department Chairman's Contract
Winter (2015)	HRIM 150 Principles of Hospitality Management HRIM 320 Hospitality Marketing
Fall (2015)	HOSP 299 Walt Disney College Program Coop Advisor HOSP 343 Fundraising for Special Events HOSP 470 Hospitality Business Model Department Chairman's Contract Alternate Workload Advising
Summer (2015)	HRIM 265 Cost Management HRIM 281 Analyzing Hospitality Operations HRIM 433 Educational Study Tour Department Chairman's Contract HRIM 299 Walt Disney College Program Coop Advisor

Spring (2015) HRIM 259 Hospitality Purchasing - 2 sections
 HRIM 320 Hospitality Marketing
 HRIM 470 Hospitality Business Model

Winter (2014) HRIM 150 Principles of Hospitality Management

Fall (2014) HRIM 343 Fundraising for Special Events
 HRIM 346 Catering for Special Events - 2 sections
 HRIM 470 Hospitality Business Model

Summer (2014) HRIM 265 Cost Management
 HRIM 281 Hospitality Strategic Planning
 HRIM 350 Introduction to Casino Industry
 HRIM 433 Educational Study Tour

Spring (2014) HRIM 150 Principles of Hospitality Management
 HRIM 320 Hospitality Marketing - 2 sections
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor

Winter (2013) HRIM 150 Principles of Hospitality Management

Fall (2013) HRIM 310 Professional Development in the Hospitality Industry - 2 sections
 HRIM 346 Catering for Special Events
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor

Summer (2013) HRIM 150 Principles of Hospitality Management
 HRIM 265 Cost Management
 HRIM 343 Fundraising for Special Events
 HRIM 350 Introduction to Casino Industry
 HRIM 493 Internship Advisor

Spring (2013) HRIM 150 Principles of Hospitality Management
 HRIM 320 Hospitality Marketing - 2 sections
 HRIM 470 Hospitality Business Model

Winter (2012) HRIM 150 Principles of Hospitality Management

Fall (2012) HRIM 310 Professional Development in the Hospitality Industry - 2 sections
 HRIM 346 Catering for Special Events
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor

Summer 2012 HRIM 265 Cost Management
 HRIM 281 Banquet and Special Event Planning
 HRIM 350 Introduction to Casino Industry
 HRIM 493 Internship Advisor

Spring (2012) HRIM 150 Principles of Hospitality Management
 (Auditorium lecture, 80 students)

HRIM 320 Hospitality Marketing - 2 sections
 HRIM 470 Hospitality Business Model

Winter (2011) HRIM 150 Principles of Hospitality Management

Fall (2011) HRIM 310 Professional Development in the Hospitality Industry - 2 sections
 HRIM 346 Catering for Special Events
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor

Summer (2011) HRIM 265 Cost Management
 HRIM 281 Banquet and Special Event Planning
 HRIM 350 Introduction to Casino Industry
 HRIM 493 Internship Advisor

Spring (2011) HRIM 150 Principles of Hospitality Management (Auditorium lecture, 81 students)
 HRIM 320 Hospitality Marketing - 2 sections
 HRIM 470 Hospitality Business Model

Fall (2010) HRIM 343 Fund-raising for Special Events
 HRIM 346 Catering for Special Events
 HRIM 470 Hospitality Business Model

Summer (2010) HRIM 281 Casino Management
 HRIM 350 Introduction to Casino Industry
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor

Spring (2010) HRIM 150 Principles of Hospitality Management
 HRIM 320 Hospitality Marketing

Fall (2009) HRIM 150 Principles of Hospitality Management
 HRIM 470 Hospitality Business Model

Summer (2009) HRIM 320 Hospitality Marketing
 HRIM 343 Fund-raising for Special Events
 HRIM 406 Catering Management

Spring (2009) HRIM 320 Hospitality Marketing
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor
 Alternate workload assignment: Chairperson and author of the
 ACPHA Self Study Reaccreditation Report

Fall (2008) HRIM 150 Principles of Hospitality Management
 HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 408 Institutions Management
 HRIM 470 Hospitality Business Model
 Alternate workload assignment: Chairperson & author
 ACPHA Self Study Reaccreditation Report

Spring (2008) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 343 Fund-raising for Special Events
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Fall (2007) HRIM 150 Hospitality Management
 HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Summer (2007) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 320 Hospitality Marketing
 HRIM 406 Catering Management
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Spring (2007) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 320 Hospitality Marketing
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Fall (2006) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 281 Special Event Sponsorship
 HRIM 281 Careers in Hospitality Management
 HRIM 411 Seminar in Hospitality Management
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Summer (2006) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 406 Catering Management
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Spring (2006) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 470 Hospitality Business Model
 HRIM 493 Internship Advisor
 Department Chairman's Contract

Fall (2005) HRIM 281 Special Event Sponsorship
 HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 481 Hospitality Strategic Management
 HRIM 493 Internship Advisor
 Department Chairman Contract

Summer (2005) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 411 Seminar in Hospitality Management
 HRIM 493 Internship Advisor

Department Chairman's Contract

- Spring (2005) HRIM 470 Hospitality Business Model
HRIM 320 Hospitality Marketing
HRIM 493 Internship Supervisor
Department Chairman's Contract
HRIM 299 Walt Disney College Program Coop Advisor
- Fall (2004) HRIM 481 Hospitality Strategic Management (2 sections)
HRIM 493 Internship Advisor
Department Chairman Contract
- Summer (2004) HRIM 281 Special Event Sponsorship
HRIM 481 Convention and Trade Show Management (with Sullivan)
HRIM 493 Internship Advisor
Department Chairman Contract
- Spring (2004) HRIM 299 Walt Disney College Program Coop Advisor
HRIM 320 Hospitality Marketing
HRIM 470 Hospitality Business Model
HRIM 493 Internship Advisor
Department Chairman's Contract
- Fall (2003) HRIM 481 Hospitality Business Model
HRIM 281 Hospitality Marketing
HRIM 493 Internship Advisor
Department Chairman's Contract
HRIM 299 Walt Disney College Program Coop Advisor
- Summer (2003) HRIM 481 Convention and Trade Show Management
HRIM 493 Internship Supervisor
Department Chairman Contract
- Spring (2003) HRIM 101 Introduction to Hospitality Management
HRIM 299 Walt Disney College Program Coop Advisor
HRIM 481 Hospitality Business Model
HRIM 481 Hospitality Marketing
Department Chairman's Contract
- Fall (2002) HRIM 256 Principles of Hospitality Resource Management, two sections
HRIM 299 Walt Disney College Program Coop Advisor
HRIM 481 Hospitality Business Model
Department Chairman Contract
- Summer (2002) HRIM 481 Convention and Trade Show Management
HRIM 493 Internship Advisor
Department Chairman Contract
- Spring (2002) HRIM 281 Hospitality Management, *special topics course*
HRIM 299 Walt Disney World College Program Coop Advisor

HRIM 406 Catering Management
 HRIM 481 Advanced Operations Management, *special topics course*, two sections
 Department Chairman's Contract

Fall (2001) HRIM 299 Walt Disney College Program Coop Advisor
 HRIM 481 Advanced Operations Management, *special topics course*, two sections
 Department Chairman's Contract

Summer (2001) Department Chairman's Contract

Spring (2001) HRIM 259 Hospitality Purchasing
 HRIM 406 Catering Management
 HRIM 481 Advanced Operations Management, *special topics course*, two sections

Fall (2000) HRIM 259 Hospitality Purchasing, two sections
 HRIM 481 Advanced Operations Management, *special topics course*, two sections
 HRIM 493 Internship Advisor

Summer II (2000) HRIM 413 Advanced Restaurant Operations
 HRIM 493 Internship Advisor

Spring (2000) HRIM 259 Hospitality Purchasing
 HRIM 481 Advanced Operations Management, *special topics course*, two sections
 HRIM 493 Internship Advisor

Fall (1999) HRIM 259 Hospitality Purchasing, two sections
 HRIM 481 Advanced Operations Management, *special topics course*, two sections
 HRIM 493 Internship Advisor

1999 (Summer) HRIM 493 Internship Advisor

1999 (Spring) HRIM 281 Hospitality History, *special topics course*, one section
 HRIM 259 Hospitality Purchasing, one section
 HRIM 408 Institutions Management, two sections
 HRIM 493 Internship Advisor

1998 (Fall) HRIM 259 Hospitality Purchasing, two sections
 HRIM 408 Institutions Management, two sections

1998 Summer II Independent Study, HRIM 408 Institutions Management
 Internship Advisor

1998 Summer I HRIM 313 Food Systems I, one section w/lab
 Independent Study, HR 408 Institutions Management

1998 (Spring) HRIM 313 Food Systems I, two sections w/lab
 Independent Study, HR 401 Cost Management, two students

1997 (Fall) HRIM 313 Food Systems I, two sections w/lab

1997 Summer I HRIM 313 Food Systems I, one section w/lab

1997 (Spring) HRIM 313, Food System I, two sections w/ lab

1996 (Fall) HRIM 313 Food Systems I, two sections w/ lab

Pennsylvania State System of Higher Education (PASSHE)

Reviewer

2018 – present

PASSHE New Academic Program Review Committee

Dr. Tracy Schoolcraft Academic Affairs Analyst in the PASSHE Office of the Chancellor

Reviewer for New Program Proposal

April 2018

Co-Reviewer with Dr. Yasong Wang, Department of Hospitality Management of the Master of Science in Hospitality and Tourism Management for Slippery Rock University

INNOVATIVE STUDENT LEARNING

EFD Associates, 270 Alpha Drive, Pittsburgh, PA 15238

May 2015 & 2013

Founded by Edward F. DiPasquale and servicing the Western Pennsylvania, West Virginia and Ohio markets since 1949, EFD Associates is a food brokerage company performing in both the retail and food service industries. Hospitality Management students attended a cheese seminar and guided tour of their facilities.

Homer Laughlin China Company (HLC), 800 Fiesta Drive, Newell West Virginia, 26050

Established May 2005

May 2005 - 2016

Guided walking tour of the factory and corporate office, combined with a lecture-based class discussion hosted by the Homer Laughlin China Company, Newell, West Virginia, with students from the Department of Hospitality Management program. Students personally observe the entire china making process while walking through the HLC factory, observe skilled craftspeople hand-paint liquid gold onto china to predetermined customer specifications, tour the research, development, and quality assurance department, art department, meet with members of the sales department in the expansive showroom featuring every piece of china made in the factory, and meet the president of the company and other corporate office and support team members. Representatives from HLC visit each fall semester to speak to students in our HRIM 259 Purchasing class.

Hollywood Casino at Penn National Racecourse, 777 Hollywood Blvd, Grantville, PA 17028

Established 2013

May 2013 - 2016

Lecture on the gaming industry, gaming in Pennsylvania, and the management of the Hollywood Casino at Penn National Racecourse. Students experienced a guided tour of the interior gaming operations and the food and beverage services. Tour includes opportunities to participate in gaming activities.

Rivers Casino, Pittsburgh, 777 Casino Dr., Pittsburgh, PA 15212

Established May 2010

May 2010 - 2016

Lecture and Guided Tour

Invited lecture by Rivers Casino Management Staff, on the gaming industry, gaming in Pennsylvania, Gaming and the management of the Rivers Casino. Rivers Casino Management representatives led a guided tour of the

interior gaming operations and the food and beverage services of the Rivers Casino. Tour includes opportunities to participate in gaming activities.

Reinhart FoodService, 226 East View Drive, Mount Pleasant, PA 15666

Established May 2011

May 2016, 2012 & 2011

A guided walking tour and lecture-based discussion on purveyor operations led by management representatives from Reinhart FoodService, one of the leading foodservice operations in the United States. Students observed the fresh meat processing plant, freezer space, grocery layout, and see warehouse inventory of over 14,000 items, including fresh poultry, seafood, dairy, produce, glassware, utensils, coffee, juices, deli and baking supplies, foodservice equipment, paper, disposables, chemicals and dry storage, and frozen foods. Logistics of filling a customer's order by an employee utilizing proprietary technology in the warehouse are observed. Review of customer databases, online ordering systems, and Web order entry systems and portals are shown. Logistics and mapping software to outline routing sequences used by their delivery drivers is shown. Fleet management software, GPS, and roadside sensor software is explained. Students are shown how supplier shipments of food from any global location directly to Reinhart's warehouse located in Mount Pleasant is tracked by Reinhart using Radio Frequency Identification Tags (RFID) which monitor food in transit conditions such as temperature and time in transit.

Eat'n Park Hospitality Group, 245 East Waterfront Drive, Homestead, PA 15120

Established 2006

May 2016, 2014

Students hear presentations from executive members of the Eat'n Park Hospitality Group at their corporate support center. A walking tour of their corporate office is provided.

Carnegie Museum of Natural History, 4400 Forbes Avenue, Pittsburgh, PA 15213

Established May 2008

May 2008 - 2015

Mr. Bill Jones, Catering Director, Parkhurst Dining Services, Inc., A Division of Eat'n Park Hospitality Group, Carnegie Museum of Natural History, Pittsburgh Pennsylvania. The guided walking tour and discussion by Mr. Bill Jones reveals the specific unique challenges confronting the director of catering working inside a cultural institution. Students are made aware of the challenge of balancing a client's needs for entertainment, food and beverage service with the cultural institutions need to protect and display historical artifacts, art, and antiquities to the public. Logistical constraints affect planning, as the infrastructure (delicate nature of the flooring materials, inadequate elevators, long hallways, and steep stairs) was not designed to support the preparation, transportation, display, and service of food and beverage service. Students walk the maze of halls and rooms to observe the challenges of on-premises catering within this museum. Topics covered include contracts, cost controls, labor management, and food production, menu design, working with subcontractors, time management, and exceeding customer expectations.

National Restaurant Association's Annual Trade Show

May 2015

Sponsored the annual NRA trip, accompanied 39 students. Students worked with the *Homer Laughlin China Company* to provide input on trade show displays and critiques.

National Restaurant Association's Annual Trade Show

May 2014

Sponsored the annual NRA trip, accompanied 43 students. Attended the combined industry, student and advisor reception. Students worked with the *Homer Laughlin China Company* to provide input on trade show displays and critiques.

IUP President's Annual Alumni Reception, 301 Park Avenue, Waldorf Astoria, New York, NY 10022
December 2012 & 2011

Escorted hospitality management students to attend the annual IUP President's alumni reception. Students tour selected alumni properties while in NYC. On the 2012 trip we toured the Andaz 5th Avenue at 41st Street. The students were hosted by Courtney McKenna'98, Human Resources Director. As a featured program of their walking restaurant tour of China Town and Little Italy, the students were hosted to a visit of DeLutro's CAFE PALERMO at 148 Mulberry St., by owner "Baby John" DeLutro, the "Cannoli King" of New York City. "Baby John" welcomed the students and spoke to them about his dessert shop and featured Italian pastry. The students accompanied IUP President Michael Driscoll to St. Bartholomew's Church, where they donated food and supplies to the church's kitchen and women's homeless shelter. Established December 2011.

International Study Abroad, Faculty-Led Program: Study Abroad Short Course

A working program between AustraLearn and IUP (Department of Hospitality Management) to be an experiential study to supplement classroom understanding to encourage learning through the following mediums:

- Australian cultural and eco-tourism sites
- On-location presentations by local experts
- Exposure to Australian culture, customs, and heritage
- Cultural immersion and self-sufficiency in Australian culture on a personal level.
- Program development begun Spring 2009 for implementation Winter 2012

Hyatt Regency, Pittsburgh International Airport, 1111 Airport Boulevard, PO Box 12420, Pittsburgh, PA 15231

May 2006 & May 2005

Students participated in a guided walking tour of the Hyatt Regency Pittsburgh International Airport Hotel. Students had presentations from Hyatt's hotel executive management team, the Catering Manager and support staff.

Sheetz Distribution Center, Claysburg, PA 16625

May 2005

Students participated in a guided walking tour of the state-of-the-art Sheetz Distribution Center. We had presentations from the Sheetz corporate support team.

DelGrosso Amusement Park

May 2005

Students meet with the owner and management team of the DelGrosso Amusement Park. A walking tour of the property and presentation covered topics such as food and beverage concessions, HACCP, catering, security, marketing and sales, special event management.

HOSS's Steak and Sea House, Fresh Express, Distribution Center, Claysburg, PA 16625

Established, November 23, 1998

2005, 2000, 1999, & 1998

Students experienced a walking guided tour of HOSS's distribution center. Observed Hoss's butchers cutting individual portion-sized steaks to HOSS's internal specifications, observed Hazard Analysis Critical Control Points in action, interacted with receiving personnel to explained standardized receiving procedures, authenticated inventory control theory using the HOSS's model, reinforced logistical needs of distribution using trucks to maximize delivery to individual restaurants and met with human resource professional to discuss career opportunities in the HOSS's system.

Pennsylvania Gaming Control Board, P.O. Box 69060, Harrisburg, PA 17106-9060

Established 2010

May 2010 - 2016

Members of the Pennsylvania Gaming Commission and Executive Staff annually address the Hospitality Management students regarding the Pennsylvania Racehorse Development and Gaming Act and its immediate impact of legalized casino gaming to the Commonwealth. Students attended a seminar specific presentation for them from the Gaming Commission 's Executive Team and toured their slots laboratory in Harrisburg, PA

National Restaurant Association's Annual Trade Show

May 2003

Sponsored the annual NRA trip, accompanied 6 students. Attended the combined industry, student and advisor reception, Navy Pier. Escorted two students to the Salute to Excellence Event

National Restaurant Association's Annual Trade Show

May 2002

Sponsored the annual NRA trip, accompanied thirty-nine students. Attended the combined industry, student and advisor reception, Navy Pier. Escorted two students to the Salute to Excellence Event

Career Exploration Center, IUP, Career Exploration Major Fair, HUB Multipurpose Room

October 24, 2000

I represented the Department of HRIM at the Career Exploration Fair. I met with approximately 70 undecided students and high school seniors about career opportunities in the hospitality industry.

Oglebay Park, Wheeling, West Virginia

November 26, 1999

Met with the Executive Chef, Doug Noxon, Wilson Lodge and Conference Center, to discuss employment and internship opportunities for our HRIM students.

Chesapeake Bay Restaurant Group, Washington, D.C.

April 9-10, 1999

Accompanied three HRIM students to the corporate office for interviews. Met with corporate management staff to discuss employment and internship opportunities. Toured corporate facility and two restaurant concepts, *Chili's and South of the Border, Mexican Restaurant.*

Oglebay Park, Wheeling, West Virginia

April 5, 1999

Met with the management staff at the Wilson Lodge and Conference Center to discuss employment and internship opportunities for our HRIM students.

HOOTERS of America, Inc. Neighborhood Restaurants, Atlanta, Georgia

February 20, 1999

Met with Kim Delapotaire, Director of Management Recruiting and Training and Colleen Wilbert, Staffing Manager - Management of Recruiting at the Hooters Corporate Training Restaurant in Atlanta to discuss internship and employment opportunities for our HRIM students.

MGM Grand Hotel/Casino, Las Vegas, Nevada

August 1999

Met with Amy Casablanca, Human Resources Specialist to discuss internship opportunities for our HRIM students with their Emerald City Student Development Program while at the CHRIE convention, Miami,

Florida.

Sodexo-Marriott, Pittsburgh, PA

August 1999

Met with Keith Feeney and Venise Joseph, Management Recruiters, to discuss internship and employment opportunities for our HRIM students while at the CHRIE conference, Miami, Florida.

A Taste of Home at IUP, The Second Annual IUP Campus Dining Fall Food Fair.

Wednesday, November 4, 1998

Service-Learning Experience: Students from my HRIM 259 Hospitality Purchasing course gained experience as a manufacturers agent by working in the General Mills, Foodservice Division's booth. They assisted in set-up and display of the General Mills samples, stocked the display area and handed-out food items during the show, 9:00 a.m. - 2:00 p.m.

AWARDS & RECOGNITION

Lions Club International Foundation (LCIF)

Melvin Jones Fellowship Recipient 2022

Ford City Lions Club

Indiana University of Pennsylvania, University Senate Distinguished Faculty Award for Service

2022 Distinguished Faculty Award for Service

Indiana University of Pennsylvania, College of Health and Human Services

2021 Outstanding Advisor Award

Indiana University of Pennsylvania, College of Health and Human Services

2018 Outstanding Senior Service Award

Indiana University of Pennsylvania, College of Health and Human Services

2017 Outstanding Senior Teacher

Indiana University of Pennsylvania, Certificate of Appreciation

2015 Summer Orientation Program, Dr. Catherine Dugan Director, Advising and Testing Center

Indiana University of Pennsylvania, College of Health, and Human Services

July 2014 Promoted from Associate Professor to Professor

Indiana University of Pennsylvania, Faculty Achievements in Scholarship

President Michael Driscoll, Certificate of Achievement

Book: Shiring, S. (2013). *Professional catering: The modern caterer's guide to success*. Clifton Park, NY: Delmar Cengage Learning.

May 2014

Indiana University of Pennsylvania, Honored by The African Cultural Center and the Office of the Vice President for Student Affairs, Indiana University of Pennsylvania

Recognized by a graduating student for having a significant impact on his/her life.

December 2010 & 2011

Indiana University of Pennsylvania Service Awards

- 25 Year Service Employee Recognition March 2022
- 20 Year Service Employee Recognition March 2017
- 15 Year Service Employee Recognition March 2012
- 10 Year of Service Employee Recognition March 2007
- 5 Year of Service Recognition March 2001

Moraine Trails Council, Butler PA, District Recognition Dinner

2005 National Boy Scout Jamboree, Fort A.P. Hill, Virginia

Assistant Scoutmaster, Troop 405

Recognized by MTC for leading scout contingent to Boy Scout Jamboree

February 2006

Indiana University of Pennsylvania, Office of Career Services

Recognized by Mark E. Anthony, Director and Deborah Saunders Stanley Associate Director, Office of Career Services, as identified by two HRIM students, Hyeosub Kim and Doreen Gray, for having provided the greatest assistance to their education and career preparation while a student at IUP.

May 10, 1999

Indiana University of Pennsylvania, Office of the President

Recognized by President Pettit as one of the outstanding instructors whose extra effort and concern for students have made a difference at Indiana University of Pennsylvania

December 7, 1998

Butler County Community College (BCCC), Butler, Pennsylvania

Recipient of the first annual Student Advisor and the first annual Club Advisor Awards, Butler County Community College (BCCC), selected by students, 1994-1995.

Butler County Community College (BCCC), Butler, Pennsylvania

Recipient of the Charles W. Nicholas Faculty Enhancement Award

Attended NRA show, Chicago.

1994

Council on Hotel, Restaurant, and Institutional Education (CHRIE)

Recognized by CHRIE's Two-year College's Catalogue of Exemplary Activities and Educational Training Initiatives between Colleges and Universities and the Hospitality/Tourism Industry in both 1990 and 1991 for our working relationship with Jardine's Restaurant, Country Stores and Catering Services.

Butler County Community College, Butler, Pennsylvania

Recipient, Hospitality Management Club's Award of Recognition

1990

Moraine Trails Council, River Valley District, Boy Scout Troop 622

Sponsored by the Veterans of Foreign Wars (VFW) Post 4843, Ford City, Pennsylvania
Eagle Scout, 1977

Armstrong County School District, Ford City Jr-Sr High School

PPG Industries Calvin Ranger Memorial Scholarship Recipient
\$500 scholarship per undergraduate 4 - years
1977 – 1981

Ford City Jr-Sr High School, Armstrong County School District
Western Pennsylvania Interscholastic Athletic League (WPIAL)
Ford City High School Undefeated Track and Field Team
Won the W.P.I.A.L. AA Team Championship
Participant in the 880sprint and a member of the Two-mile relay team
1977

PUBLICATIONS

Shiring, S.B., & Shiring, E.J. (2023). *Professional catering: The modern caterer's guide to success* (2nd ed.). Kendall Hunt Publishing Company.

Shiring, S.B., & Shiring, E.J. (2023). Instructor's manual for *Professional catering: The modern caterer's guide to success*. Kendall Hunt Publishing Company.

Shiring, S.B., & Shiring, E.J. (2023). Test bank for professional catering: *The modern caterer's guide to success*. Kendall Hunt Publishing Company.

Five Manuscripts Accepted by *Journal of Hospitality and Tourism Research: ICHRIE'S 75th Anniversary Special Issue Celebrating Its Past, Present and Future*. 45(5), 2021

Shiring, S.B., & Shiring, E.J. (2021). Early Leaders in the Struggle to Improve Hospitality Education in America.

Shiring, S.B., & Shiring, E.J. (2021). Hotelkeepers Organize in Twentieth Century to Legitimize and Advance Profession in American Society.

Shiring, S.B., & Shiring, E.J. (2021). International Stewards' Association (I.S.A.) Efforts to Organize a Hotel Training School – Winona Technical Institute.

Shiring, S.B., & Shiring, E.J. (2021). The International Stewards' Association Efforts Ends to Establish a Hotel School in 1917.

Shiring, S.B., & Shiring, E.J. (2021). Scarcity of Human Resources Plaque America's Hotel Industry at the start of the Twentieth Century.

Wang, Y. & Shiring, S. (2016). Cultural Representation Theory in Constructing Representations for U.S.A. in Chinese and U.S. Guidebooks. 22nd Asia Pacific Tourism Association (APTA) Annual Conference. Beijing, China, June 2016.

Shiring, S.B. (2014). *Professional catering: The modern caterer's guide to success*. Delmar Cengage Learning.

Shiring, S.B. (2014). Instructor's manual for *Professional catering: The modern caterer's guide to success*. Delmar Cengage Learning.

- Shiring, S.B. (2014). Test bank for professional catering: *The modern caterer's guide to success*. Delmar Cengage Learning.
- Shiring, S.B. (2014). Twenty training videos for *Professional catering: The modern caterer's guide to success*. Delmar Cengage Learning.
- Shiring, S.B. (2014). Video interviews of catering professionals for use on the textbook's Delmar CourseMate website.
- Shiring, S.B, Jardine, R.W. & Mills, J. (2001). *Introduction to catering: Ingredients for Success*. Delmar.
- Shiring, S.B. (1999). Fred Harvey, *American National Biography*, Oxford University Press.
- Shiring, S.B. (1996). Before 1946: Early Builders of a Hospitality Profession, *Hospitality and Tourism Educator, 50th Anniversary Edition, 8 (213)*.
- Shiring, S.B. (1995). The Hotel Industry and American Higher Education: The Emergence of a Profession. [Conference presentation]. First Annual Academic Celebration. University of Pittsburgh, Department of Administrative and Policy Studies, Pittsburgh, Pennsylvania, April 1995.
- Shiring, S.B. (1993). Through the Eyes of an Alumnus. Indiana University of Pennsylvania, Department of Hotel, Restaurant, and Institutional Management Spring Newsletter First Edition.
- Shiring, S.B. (1993). Beyond the One-Minute Manager: Perceptions of Effective Leadership Strategies of the Community College President [Conference presentation]. Pennsylvania Association of Two-Year Colleges, Fiftieth Annual Conference, Pittsburgh, Pennsylvania.

ACCREDITATION COMMISSION FOR PROGRAMS IN HOSPITALITY ADMINISTRATION (ACPHA)

Subject Specialist, Accreditation Commission for Programs in Hospitality Education Evaluation Team Member, On-Site Visit

- Ivy Technical Community College, Indianapolis, Indiana, December 2019
- Sinclair Community College, Akron, Ohio, October 2014
- North Dakota State University, March 2010
- University of Maryland Eastern Shore, October 2008
- Iowa State University, April 2008
- University of New Hampshire, December 2007
- Niagara University, New York, November 2006 (Accident prevented my participation on this site visit)
- Delaware State University, August 2006

MANUSCRIPT REVIEWER: SUBJECT SPECIALIST

The Journal of Hospitality & Tourism Research (JHTR)

Reviewer

Peer-reviewed via a blind process and published eight (8) times per year, publishes original research, both conceptual and empirical, that enhances the theoretical development of the hospitality and tourism field.

2021 – Present

The Journal of International Marketing Journal of Culture and Tourism

Charter Editorial Board Member, Invited 2021 - Present

Founded 2021

Prentice Hall, Manuscript review, Ninemeier, J. & Perdue, J. (2006). *Hospitality operations: Careers in the World's Greatest Industry*, 2nd edition. August 2006

Council on Hotel, Restaurant, and Institutional Education (CHRIE), Reviewed refereed research papers submitted for publication and presentation for CHRIE's 1998 Annual Conference, Miami, Florida
January 1998

Allyn and Bacon, a division of Simon and Schuster, Inc. Manuscript review for 4th - 5th & 6th editions and acknowledged in Samuel Certo's *Principle of Modern Management*, 4th (1989), 5th (1992) and 6th (1994) editions.

Council on Hotel, Restaurant, and Institutional Education, (CHRIE) Reviewed refereed research proposals submitted for publication and presentation at CHRIE's 1993 Annual Conference, Chicago, Illinois. 1993

Prentice-Hall, Manuscript reviewed and acknowledged in Louis Boone's and David Kurtz's text, *Contemporary Business Communications*. December 1992

Council on Hotel, Restaurant, and Institutional Education (CHRIE) Washington, DC, reviewed research proposals submitted for publication and presentation at the CHRIE 1992 Annual Conference, Orlando, Florida
January 1992

PROFESSIONAL CERTIFICATION

Certification in Hotel Industry Analytics (CHIA) and Certification in Advanced Hospitality and Tourism Analytics (CAHTA) Train-the-Trainer workshops
STR SHARE Center, 735 East Main Street
Hendersonville, TN 37075 USA
Spring 2021

ServSafe® Certified Instructor & Registered Proctor

Completed the standards set forth for the ServSafe® Food Production Manager Certification Examination, accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (FCP).
Renewed 2023-2026

Dual role status a Certified Instructor for the ServSafe® Food Safety Manager training and a Registered Proctor for the certification exam.

Certified Instructor

- Teach ServSafe® Food Safety Manager training.
- Access online instructor resources and information.

Registered Proctor

- Responsible for the secure administration of the print and online ServSafe® Food Protection Manager Certification Exam.

- Schedule online and print exams.
- Maintain confidentiality of exam content.
- Follow the standards outlined in the ServSafe® Examination Administration Handbook and the Performance Agreement.

ServeSafe® Certification

Completed the standards set forth for the ServeSafe® Food Production Manager Certification Examination, accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (FCP).
Renewed 2023-2028

PROFESSIONAL CONSULTATION

Primm Research, LLC

6512 Jackson Street, Pittsburgh, PA 15206
2014

David Primm, President of Primm Research LLC, and Stephen B. Shiring prepared a hotel feasibility study of the Pantall Hotel, located in Punxsutawney, PA, which was built in 1888 for Don Powell, Owner of Powell & Associates Real Estate, LLC

Butler County Community College

107 College Drive, Butler, PA 16001
Academic Year 2012 - 2013

Conducted a program review and ACBSP self-study of the Hospitality Management Program. Rewrote the curriculum for the revitalization of the hospitality management program at BC3.

Tripp Umbach

2359 Railroad Street, Pittsburgh, PA 15222
2012

Priory Holdings, LLC contracted with Tripp Umbach, a Pittsburgh-based consulting firm, to explore the feasibility of redeveloping the historic Westinghouse Castle in Wilmerding, PA into a premiere lodging and banquet facility. As part of the assignment, I David Primm, lead project principal, invited the services of Dr. Stephen Shiring to assist as an expert consultant on the banquet and lodging industry.

Bob Evans Farms, Inc.

Restaurant Division, Columbus, Ohio
2010

I worked with Clint R. Lautenscheger, Vice President, Human Resources & Talent Management, Bob Evans Farms, Inc. to assist in the formulation of their first formal college internship program for their restaurant division.

PROFESSIONAL ASSOCIATIONS

Council on Hotel, Restaurant, and Institutional Education (CHRIE) Member 1989 – Present

Pennsylvania Restaurant & Lodging Association, since 1989

Accreditation Commission for Programs in Hospitality Education Site team evaluator 2006 - Present

Club Managers Association of America (CMAA) 2016 – Present

Pittsburgh Club Managers Foundation (PCMF)

Governor

2017 - Present

Since the PCMF founding in June 2017, I have worked closely with the Foundation members to provide networking and educational opportunities and helped to create student scholarships to support IUP students.

Occupational Advisory Committee for the Culinary Arts Program at Jefferson County

Dubois Area Vocational-Technical School

Member 2018 - Present

PROFESSIONAL DEVELOPMENT

ServSafe

National Restaurant Association

The 2022 Food Code and You: Key Information for Food Service Operators and Educators

January 25, 2023

Webinar

The FDA 2022 Food Code. The food safety expert team from ServSafe discussed the 2022 Food Code and its impact on foodservice operators from industry, academic and scientific perspectives.

Patrick Guzzle, Vice President of Food Science and Safety for the National Restaurant Association,

Dr. Ben Chapman, Agricultural and Human Sciences Department Head at North Carolina State University,

ACPHA Accreditation and Assessment training

New Common ACPHA Program Learning Outcomes (PLOs)

Training provided guidance on how to migrate from your current PLOs to the new PLOs when writing your Self-Study for submission and site visit occurring after July 1, 2022.

Tuesday October 19, 2021, from 4 to 5 pm ET

2021 Virtual Teachers Institute

American Battlefield Trust – Virtual Teacher Institute

Certificate – 1.3 Continuing Education Units Awarded

Virginia Polytechnic Institute

July 12 – 16, 2021

- Washington and Baltimore: A Civil War Photo Extravaganza by Garry Adelman, Chief Historian, American Battlefield Trust
July 12, 2021
- Civil War Weather: An Interdisciplinary Examination
by Kara Boehne-Miele, Librarian and Library Department Chairperson, Cumberland Valley School District (PA) & Peter Miele, Executive Director, Seminary Ridge Museum and Education Center
July 13, 2021
- "We Fight, Get Beat Rise and Fight Again": Nathanael Greene and the Reconquest of South Carolina
by Daniel Davis, Education Manager, American Battlefield Trust
July 13, 2021

- Using American Battlefield Trust Resources in the Online Classroom and Curriculum
By Jason Wells, Educator, Virtual Arkansas
July 13, 2021
- Civil War Math: A Hybrid, Storytelling Approach
by Peter Miele, Executive Director, Seminary Ridge Museum and Education Center & Codie Eash
Operations Manager, Seminary Ridge Museum and Education Center
July 14, 2021
- Interrogating Civil War Letters with Dr. Peter Carmichael
by Fluhner Professor of History and the Director of the Civil War Institute, Gettysburg College
July 14, 2021
- Decision Points at Gettysburg
by John Hoptak, Park Ranger, Gettysburg National Military Park & Barbara Sanders Park Ranger,
Gettysburg National Military Park
July 15, 2021
- "The Most Brilliant Soldier": The Trials and Treason of Benedict Arnold
by William "Billy" Griffith IV, Author/Historian, Emerging Revolutionary War
July 15, 2021
- Seeing (and holding) the Civil War: Using Visual Images and Material Culture in Civil War History
by Megan Kate Nelson, Author/Historian
July 15, 2021
- Winning By Not Losing: Teaching the Revolutionary War through Battles, Biographies, and Primary
Docs
by Kristopher White, Senior Education Manager, American Battlefield Trust
July 15, 2021
- The Road to Revolution
by Phillip Greenwalt, Editor, Emerging Revolutionary War
July 16, 2021
- Winning By Not Losing: Teaching the Revolutionary War through Battles, Biographies, and Primary
Docs
by Kristopher White, Senior Education Manager, American Battlefield Trust
July 16, 2021

Indiana University of Pennsylvania

“Big Ideas” – Transformative Culture & The Professions

Presented by Dr. Melinda Zook

Director of Purdue University’s Cornerstone Integrated Liberal Arts Program

Saturday, March 27, 2021

STR SHARE Center

Henderson, TN

Meeting & Events Research Roundtable

Invited

Discussion on availability of data and brainstorm on current industry& research needs

Brief global hotel industry update with special emphasis on group performance

Demonstrate the hotel related data that is available for academic research.

Speakers:

- Steve Hood, President STR
- Duane Vinson, Vice President STR
- Chris Klauda, Senior Director of Market Insights, STR
- Michael Pinchera, Senior Editor of MPI's "The Meeting Professional"

July 14, 2021

Indiana University of Pennsylvania

Summer Academy II

Summer 2021

Including and Engaging Students at a Distance

Asynchronous, 8-week course offered via D2L.

June 7 - July 30, 2021.

Indiana University of Pennsylvania

Diversity in the Professional Workplace

Sponsored by IUP's Social Equity and Title IX Office and the IUP Division of University Advancement

March 17, 2021,

Panelists for the event include Debra Evans-Smith '81, deputy assistant director (retired), Federal Bureau of Investigation; James E. Taylor, chief diversity, inclusion, and talent management officer at UPMC; and Mauro Wolfe '90, attorney and partner, Duane Morris, LLP, New York City.

This virtual event was moderated by Elise Glenn, IUP Chief Diversity and Inclusion officer/Title IX coordinator.

Pennsylvania State System of Higher Education

EVERFI - Certificate of Completion

March 2021

- Diversity: Inclusion in the Modern Workplace
- Preventing Harassment & Discrimination
- Protecting Youth

IUP Center for Teaching Excellence

Monday Morning Mentor Presentation

Certificate of Completion

Presentation Date: March 1, 2021

How Can I Guide Online Learning by Engaging with Students?

- Discuss why actively guiding online students can help them engage with class content, learn better, and be more successful
- Identify design strategies that are "baked-in" to the class design to guide student understanding
- Examine teaching strategies to apply while class is in session to help students learn and succeed

Indiana University of Pennsylvania

The Eberly College of Business

Dale Carnegie Customer Service Training/Seminar

January 2021

Program designed to meet the following objectives:

- Instruction on improving customer service skills, emphasizing positive point-of-service interactions.
- Demonstrate how college members can create a positive first and lasting impression for students.
- Provide tools to help employees manage customer expectations and follow through on service promises.
- Provide training that focuses on enhancing communication with internal and external customers.
- Demonstrate how to identify quick, accurate solutions to concerns that enhance the student's experience.
- Educate employees on how to empathize with students and each other to improve the customer's experience.

Indiana University of Pennsylvania

Summer Academy Summer 2020

Professional development to help faculty and staff gain perspectives and skills in using technology in teaching, organizing, and planning events, and providing support to students. Presented in a hybrid format by instructional design specialists, faculty & staff across divisions and offices on campus, including the Center for Teaching Excellence, College of Education and Communications, Division of Enrollment Management, School of Graduate Studies and Research, Office of Human Resources, Division of Student Affairs, and IT Services. Quality Matters and the Online Learning Consortium used to guide all asynchronous and synchronous offerings.

HBCUs "We Can't Breathe": How COVID 19 and Social Injustice Impact Hospitality & Tourism Education - Creating a Climate for Positive Change

Invited

July 1, 2020

Collaboration between Bob Billingslea School of Hospitality Management and the University of South Florida M3 Center Panel Moderated by Dr. Williams-Bryant, dean, and professor at Bob Billingslea School of Hospitality Management as well as Dr. Cobanoglu, McKibbin endowed chair professor at the University of South Florida.

Panel

- Brain Barker, PhD. Student
- School of Hospitality Leadership
- Driehaus College of Business
- DePaul University
- Dr. Ernest P. Bodger, Retired
- Chairman, Department of Hospitality & Tourism Management
- University of Maryland Eastern Shore
- Camile Garner
- Regional Director of People and Culture
- Four Seasons Hotel Houston
- Ronisha Goodwin
- Senior Manager, Inclusive & Diversity for Hyatt Corporation: ICHRIE representative
- Dr. Ivan Turnipseed
- President HBUC HM Consortium
- Professor and Coordinator of HTM
- Cheyney University of Pennsylvania

US Foods Foodshow, Rivers Casino, Pittsburgh

Attended to identify trends in food, technological improvements in equipment, and to network with industry representatives.

Spring 2019

Jack Daniels Distillery & Jack Daniels 2019 World Championship Invitational Barbeque, Lynchburg, Tennessee

Tour of the Jack Daniels Distillery, Distillation process and Tasting Room

October 26, 2019

The Council on Hotel, Restaurant, and Institutional Management (CHRIE), ICHRIE Conference, New Orleans, Louisiana

The Annual ICHRIE Summer Conference, New Orleans Marriott

Theme: "Relationships, Culture, and Flavor in Hospitality & Tourism Education"

July 2019

Indiana University of Pennsylvania, Division of Academic Affairs

Leadership Workshop, Provost Office – IUP

October 19, 2018

Dragon Con, Atlanta, GA

Dragon Con is the largest multi-media, popular culture convention focusing on science fiction & fantasy, gaming, comics, literature, art, music, and film in the universe.

September 2022, 2020, 2019, 2018, 2017, 2016, & 2015

Indiana University of Pennsylvania

Academic Chairs Collaborative Leadership

Provost Office – IUP

September 8, 2017

Indiana University of Pennsylvania, Provost Office

Chairs Workshop.

CHSS 319 computer lab - Dashboards and Data. This session incorporated both an introduction to the Dashboard interface at IUP and allow for more advanced exploration of the dashboard capabilities.

Wednesday, August 23, 2017

Indiana University of Pennsylvania, Office of Social Equity

IUP Diversity and Inclusion Symposium

Tuesday - April 26, 2016

Indiana University of Pennsylvania, Office of Financial Aid

Electronic Scholarship Disbursement Request (eSDR) and Comprehensive Scholarship Search (CSS) Systems Training Session, IT Support Center Computer Lab, Delaney Hall, Room G41, Indiana University of Pennsylvania, Indiana, PA 15705

November 3, 2015

Indiana University of Pennsylvania, Office of Financial Operations

SAP Finance Training Session, IT Support Center Computer Lab, Delaney Hall, Room G41, Indiana University of Pennsylvania, Indiana, PA 15705

September 22, 2015

Indiana University of Pennsylvania, The Foundation for IUP

Independent, nonprofit, charitable 501(c)(3) corporation, organized in 1967 to promote and support the educational purposes of IUP

Topic: *Workshop on Foundation for IUP Funds*

September 14, 2015

Indiana University of Pennsylvania, IUP Research Institute

Dr. Cedric Williams, Professor, University of Virginia, Department of Psychology

Topic: *Understanding the principles underlying grant writing& proposal review/evaluation process at the agency level*

August 17, 2015

Walt Disney World, Orlando, Florida, Boot Camp

Escorted Hospitality Management students and accompanied Dr. David Piper, his faculty, and graduate students, on their annual Walt Disney World Boot Camp

Department of Employment and Labor Relations, Indiana University of Pennsylvania

March 4 – March 10, 2015

Indiana University of Pennsylvania, Office of the Provost, Academic Deans, School of Graduate Studies & Research & Research Institute

Nicholas P. Lovrich, Ph.D, Washington State University, Emeritus

Senior Scholar in Residence Department of Public Policy and Administration, Boise State University

Affiliate, School of Public Policy, College of Liberal Arts, Oregon State University

Topic: *Engaging in Research and Scholarship in a High Teaching Load Setting*

February 27, 2015

Great American Outdoor Show, Harrisburg, PA,

A nine-day event in Harrisburg, Pennsylvania at the Farm Show Complex featuring outdoor recreational tourism focusing on hunting, fishing and outdoor traditions featuring over 1,000 exhibitors ranging from shooting manufacturers to outfitters to fishing boats and RVs, and archery to art covering 650,000 square feet of exhibit hall space. Networked with lodge owners and recreational sites to introduce hospitality management student internships in tourism, event planning, lodging, housekeeping, food and beverage operations

February 2015, 2016, 2017, 2018

Indiana University of Pennsylvania, IT Support Center, IUP

- Desire2Learn “Discussion” Workshop
Certificate of Completion, November 2016
- Desire2Learn “Assignments” Workshop
Certificate of Completion, November 2016
- Desire2Learn Boot Camp – Day 1
Certificate of Completion, December 2014
- Desire2Learn Boot Camp – Day 2
Certificate of Completion, December 2014
- Desire 2Learn “Content and Navigation”
Certificate of Completion, September 2014
- Desire2Learn “Discussions and Dropbox”
Certificate of Completion, September 2014
- Desire2Learn “Quizzes”

Certificate of Completion, September 2014

- Desire2Learn “Getting Started with D2L”
Certificate of Completion, October 2014
- Desire2Learn “Discussions and Dropbox”
Certificate of Completion, October 2014

Indiana University of Pennsylvania, Research Institute, “Nuts and Bolts of Research Workshops”

- “Post Award Process” – October 13, 2010
- “Pre-Award Process” – October 1, 2010
- “Finding Funding Opportunities” - September 16, 2010

The Multicultural Foodservice & Hospitality Alliance, Invited

Diversity Network “Navigating the Corporate Landscape: Personal Brand marketing in a Multicultural World”
Bob Evans Farms, Inc., The Dan Evans Center of Excellence, Columbus Ohio
July 20, 2010

Carnival Cruise Line, Carnival Pride Ship Inspection, Invited

Invited and spent “Fun for All” weekend at the Inner Harbor, Baltimore, Maryland. Attended Carnival training sessions and met with representatives of Carnival (Sarah Jane Kirkland, Business Development Manager the Virginias & Tom Dougher, Director - Strategic Partnerships) and travel agents. Toured the Carnival Pride docked at the Port of Baltimore.
November 6, 7 & 8, 2009

Indiana University of Pennsylvania, IT Support Center, IUP Workshops

Introduction to Moodle & Moodle Gradebook October 2009

Indiana University of Pennsylvania, Applied Research Lab

Introduction to SPSS Statistical Software March 2008

International College of Management (ICMS)

Invited to Sydney Australia

Spent one week visiting with the management, staff, & students at ICMS.

April 2008

Nemacolin Woodlands Resort’s

Invited Inaugural Educators Forum

Farmington, PA

August 2007

Indiana University of Pennsylvania, Department Chairperson’s Retreat, Third Annual

Chestnut Ridge Golf Resort & Conference Center

October 5, 2007

The Council on Hotel, Restaurant, and Institutional Management (CHRIE), Dallas, Texas

July 2007

The Annual CHRIE Conference, Hyatt Regency Dallas: Theme “Hospitality and Tourism Education as Big as Texas”

- Certificate of Completion for the 2007 Career Advancement Academy Research Consortium
- Certificate of Attendance

- Conference Session Moderator Certificate

Indiana University of Pennsylvania, Department Chairperson's Retreat, Second Annual

Chestnut Ridge Golf Resort & Conference Center

September 29, 2006

Indiana University of Pennsylvania, IUP Planning & Analysis

Society for College and University Planning

Integrating Higher Education Planning and Assessment: A Practical Guide

Virtual Seminar

September 28, 2006

Indiana University of Pennsylvania, Research Institute

David G. Bauer Associates, Inc.

Examining the Administrator's Role in Increasing Faculty and Staff Involvement in Attracting Grants and External Funds

Improving Grant Proposals through Quality Circles

September 2006

The Council on Hotel, Restaurant, and Institutional Management (CHRIE), Arlington, Virginia, July 2006

The Annual CHRIE Conference, Hyatt Regency Crystal City: Theme A "Celebrating 60 Years of Excellence in Hospitality and Tourism Education."

- Certificate of Completion for the 2006 Career Advancement Academy Research Consortium
- Certificate of Attendance

Pennsylvania Restaurant & Foodservice Expo West

David L. Lawrence Convention Center, Pittsburgh, PA

March 20, 2006

Indiana University of Pennsylvania, WebCT Customized Workshop

Instructional Design Center, IUP

Certificate of Completion

March 2006

Allegheny Conference on Community Development

Sole organization committed to improving the Pittsburgh region's economic future and quality of life. Annually brings together public and private sector leaders across Pittsburgh to define and communicate a regional vision, build partnerships, and mobilize action to advance a shared vision for the future.

2006 Annual Meeting

Music Hall, Carnegie Museums of Pittsburgh

November 9, 2005

Walt Disney World, Invited

College Program Educator's Conference

Orlando, Florida

August 2005

Indiana University of Pennsylvania, Department Chairperson's Retreat

"Making a Commitment to Professional Renewal and Development"

Chestnut Ridge Golf Resort & Conference Center

February 17, 2005

Allegheny Conference on Community Development

Sole organization committed to improving the Pittsburgh region's economic future and quality of life. Annually brings together public and private sector leaders across Pittsburgh to define and communicate a regional vision, build partnerships, and mobilize action to advance a shared vision for the future.

2005 Annual Meeting

Music Hall, Carnegie Museums of Pittsburgh

November 9, 2005

Indiana University of Pennsylvania, Registrar's Office

URSA Upgrade Demonstration

September 2005

W.S. Lee & Son Foodservice Show, Seven Springs Mountain Resort

June 2005

Indiana University of Pennsylvania, Writing Seminar

Liberal Studies Program at IUP

Summer 2005

Pennsylvania Restaurant & Foodservice Expo West

David L. Lawrence Convention Center, Pittsburgh, PA

March 20, 2005

Club Managers of America Association

January 2005 Duquesne Club, Pittsburgh, PA

February 2005 Chartiers Country Club

March 2005 Edgewood Country Club

Indiana University of Pennsylvania, University Senate Research Committee

Learn from the Experts: "How-to" Proposal Presentation

Senate Grants Informational Session

November 15, 2004

Worldwide Conference of Religious Meeting Planners

David L. Lawrence Convention Center

January 2003

Nestles Culinary Seminar, In conjunction with the American Culinary Federation

Bradley House of Catering

Pittsburgh

October 27, 2003

National Restaurant Association's Annual Trade Show

Sponsored the annual NRA trip, accompanied six students, and attended the industry reception at Navy Pier.

Escorted two students to the Salute to Excellence Event
May 2003

**Pennsylvania Center for Policy Studies and Leadership, State System Conflict Resolution Workshop
Pennsylvania State System of Higher Education**

This two-day workshop presented new chairperson skills for Department Chairs.
Slippery Rock University
May 2003

Pennsylvania Restaurant Association Trade Show

David Lawrence Convention Center

Attendee

Pittsburgh, PA

April 1, 2003

American Culinary Federation, Pittsburgh Chapter

Invited

ACF Accredited Seminar

The Bradley House of Catering

5239 Brownsville, Road, Pittsburgh, PA 15236

Nestle's Corporate Chefs ACF Accredited seminar on Chocolate and Pastries presented by Chef Wolfgang Bierer. Recipe tasting prepared by Nestle's Corporate Chefs Phil Wurzel, Chef Chris Britton, Chef Craig Julius, and Chef Bierer. Featured products included Nescafe, Toll House, Peter's Chocolate, Haagen-Dazs, Idahoan Potatoes, and Minor's.

February 25, 2002

National Restaurant Association's Annual Trade Show

May 2002

Sponsored the annual NRA trip, accompanied thirty-nine students and attended the combined industry, student and advisor reception, Navy Pier. Escorted two students to the Salute to Excellence Event

**Pennsylvania Center for Policy Studies and Leadership, State System Conflict Resolution Workshop
Pennsylvania State System of Higher Education**

Slippery Rock University

Conflict Resolution

This two-day workshop presented conflict resolution skills for Department Chairs.

May 2002

Indiana University of Pennsylvania

Banner 2002 Rel. 5.0 Finance Training

Banner training provided information on the budgeting process and how-to access budget information using the university computer system.

February 19, 2002

**Pennsylvania Center for Policy Studies and Leadership, State System New Chair's Workshop
Pennsylvania State System of Higher Education, Slippery Rock University**

New Chair Workshop

This two-day workshop discussed the duties, responsibilities and expectations of new department chairs.

May 2001

Beginning WebCT

Sponsored by the Instructional Design Center, IUP
Workshop to create a Homepage for WebCT course.
March 25, 2000

Netscape Composer

Sponsored by the Instructional Design Center, IUP
The workshop introduced Netscape Composer, a free html generator. Provided the technical support and training to place course materials on the web.
March 21, 2000

Greater Pittsburgh Restaurant & Foodservice Show

Sponsored by The Pennsylvania Restaurant Association
Attended to identify trends in food, technological improvements in equipment, and to network with industry representatives. Attended the comprehensive seminar: **Setting Up the Restaurant Business Office for Profit.** Speakers were Patrick W. Bould, CPA, Principal, Patrick Bould & Associates, Perry Giovannelli, Area District Manager, Automatic Data Processing, and Richard D. Snyder, Jr., Principal, The Snyder Consulting Group.
March 12, 2000

Indiana University of Pennsylvania, Instructional Design Center, IUP

What is WebCT?
Workshop introducing WebCT
March 2, 2000

Indiana University of Pennsylvania, The Center for Teaching Excellence & Student Community Services

Service Learning: An Active Learning Strategy that Really Works: How it Benefits You and Your Students
Workshop by Alice Kaiser-Drobney, Director of Service-Learning Institute Slippery Rock University#
Saturday, February 19, 2000

Indiana University of Pennsylvania

When a Student is in Distress: What's a Faculty Member to Do?
Workshop
Sponsored by The Center for Teaching Excellence, Counseling and Student Development Center, Student Affairs, and University Health Services
Funded by a Grant from the Pennsylvania Liquor Control Board
Presented by Elizabeth A. Kincade, Ph.D., IUP Counseling Center
February 17, 2000

Eta Sigma Delta & National Society of Minorities in Hospitality's First Regional Conference

Making the Difference - The First Hospitality Challenge, Cornell University, Ithaca, New York
Participation and presentation at this conference. Escorted IUP students. I drove the university van to Cornell University for student participation in the conference.
November 20 - 22, 1998

Indiana University of Pennsylvania, Creating a Student-Centered Syllabus

Workshop facilitated by Dr. Mary Ann Cessna, Director, Center for Teaching Excellence
November 10, 1998

Indiana University of Pennsylvania, Introduction to PowerPoint 97

A workshop sponsored by the Instructional Design Center by Jerry Pickering.

November 3, 1998

National Restaurant Association's Hotel/Motel Trade Show, Chicago, Illinois

Planned, coordinated, and traveled with seventeen HRIM & Food & Nutrition students to the annual trade show. I drove the college van to Chicago so the students could participate in the annual trade show.

May 1999 & 1998

Educational Foundation of the National Restaurant Association's Salute to Excellence Educator & Industry Forum, Chicago Hilton & Towers, Chicago, Illinois.

Escorted two HRIM students to this prestigious event.

May 19, 1998

Indiana University of Pennsylvania, The Office of Grants and Sponsored Research

An Introduction to Proposal Writing

By Robert A. Lucas, Ph.D., Institute for Scholarly Productivity

April 4, 1998

The Council on Hotel, Restaurant, and Institutional Management (CHRIE), Orlando, Florida

The Annual CHRIE Conference, Rosen Centre: *The Sun Shines on Hospitality*

August 2002

The Council on Hotel, Restaurant, and Institutional Management (CHRIE), Toronto, Canada

August 2001

Indiana University of Pennsylvania, Reflective Practice Group

Teaching Excellence Center

Assessment and Student Learning

Teaching Portfolio Team Member

1997 to 2001

Pennsylvania School Food Service Association, Conference

Hershey Convention Center, Hershey, Pennsylvania

Attended the conference, met food brokers and manufacturer's agents, secured information and menu ideas for the University School Lunch Program. Networked with school foodservice directors from the state of Pennsylvania.

October 1997

Indiana University of Pennsylvania, Town Meeting

The Future of Instructional Technology at IUP

Co-sponsored by the Instructional Design Center, Center for Teaching Excellence, and the Provost's Office

September 20, 1997

Nestlé's Corporation Food Service Division, Seminar

Pittsburgh, Pennsylvania

The seminar featured Nestlé's Corporate Chefs teaching in a lab-kitchen environment on how to use Nestlé's L.J. Minor's and Stouffers' product lines for school food service and catering applications.

September 1997

National Restaurant Association's Hotel/Motel Trade Show

Chicago, Illinois

Sponsored the trip and accompanied HRIM students to the annual trade show.

May 1997

Educational Foundation of the National Restaurant Association's Salute to Excellence Educator & Industry Forum

Chicago Hilton & Towers, Chicago, Illinois.

Escorted two HRIM students & represented IUP at the industry education forum, luncheon, and reception.

May 20, 1997

Indiana University of Pennsylvania, Instructional Technology: Creating Visions for the Future

A symposium co-sponsored by the Center for Teaching Excellent and Academic Technology Services.

January 10, 1997

International Hotel/Motel Show

New York City

Sponsored and accompanied HRIM students to the annual trade show.

November 1996

Eta Sigma Delta Advisor's Meeting

New York Hilton and Towers at Rockefeller Center

New York City

Attended advisor's meeting.

November 10, 1996

Pennsylvania School Food Service Association Conference, Seven Springs Mountain Resort, Pennsylvania

Theme: Band Together for Child Nutrition

Attended, met food brokers and manufacturer's agents, secured information and menu ideas for the University School Lunch Program. Networked with school foodservice directors from the state of Pennsylvania.

October 1996

Indiana University of Pennsylvania, Center for Teaching Excellence

Workshop: Creating a Teaching/Learning Culture in the Department

Co-sponsored by the Provost & Faculty Professional Development Committee

September 28, 1996

Council on Hotel, Restaurant, and Institutional Education, (CHRIE)

Washington, DC

Theme: Going for the Gold

Attended the 50th Anniversary of the annual CHRIE Conference

August 1996

Pennsylvania Restaurant Association Education

Member of Health and Safety Committee

Pittsburgh, Pennsylvania

June 1994

HEMAR Meeting

Pennsylvania State University

April 1994

The Council on Hotel, Restaurant, and Institutional Education Conference

Chicago, Illinois

Theme: *Hospitality and Tourism Education--Putting Theory and Application to Work*

August 1993.

Educational Resources Information Center Workshop

American Council on Education, Washington, DC,

Attended a workshop held in Washington, DC, at the American Council on Education on ERIC through the ERIC Clearinghouse on Higher Education. This workshop provided a hands-on learning session on how to use the ERIC system and understanding the importance of ERIC's supporting documents. Documents included the Directory of ERIC Information, Directory of Education-Related Information Center, Identifier Authority List, ERIC Digest and the ERIC Thesaurus. March 1992

The "Invest One Day" Management Workshop

Pittsburgh, Pennsylvania,

Workshop: *Result Oriented Food Service Management.*

Gregg, Snyder and Underwood (Consultants to the Hospitality Industry)

Joseph Gregg, PhD, and Mr. Richard Snyder

April 1991

Indiana University of Pennsylvania, Department of Hospitality Management & Food and Nutrition

Conference & Dedication of The Allenwood Cafeteria

December 1989

Entrepreneur's Day: How to Start Your Own Business

David Lawrence Convention Center

Pittsburgh, Pennsylvania

Workshop: *How to Start a Business*

November 1988

Commercial Baking and Foodservices Technology Workshop

Pennsylvania State University, Monroeville, Pennsylvania

A one-week workshop sponsored by the Pennsylvania State University

June 1988

Tomorrow's Technology and You--Partners in Progress Workshop

Pittsburgh, Pennsylvania

Seminar sponsored by The Western Pennsylvania Community College Council for Advanced Technology.

March 1988

Challenges of the 1990's Workshop

Robert Morris College

Pittsburgh, Pennsylvania

Workshop: Challenges confronting educators for the 1990's

March 1988

PRESENTATIONS

Indiana University of Pennsylvania

Invited Presentation

Department of Human Development, Fashion, and Interior Design

Family and Consumer Sciences Education "Teacher Day"

April 2019

Indiana University of Pennsylvania

Breakfast and a Book

Invited Presentation

Professional catering: The modern caterer's complete guide to success

Presented at Stabley Library

February 2013.

2008 Western Pennsylvania Hugh O'Brian Youth (HOBY) Leadership Seminar

Invited Presentation

Washington & Jefferson College

June 2008

American Culinary Federation, 56th National Convention Trade Show

Invited Presentation

Philadelphia Convention Center, Philadelphia PA

Conference Theme: "Building a Better Business."

Topic: "Fifty Years in Ninety Minutes: Experiences of a Professional Caterer." Co-presenter R. William "Bill" Jardine, Corporate Chef, Foodservice Innovators, Inc., and successful entrepreneur. Participants received a real-life look at the world of catering and "need to know" information about the catering industry.

July 2006

Pittsburgh Travel & Tourism Bureau

Invited Presentation

Pittsburgh, PA

Presentation to Bureau's staff regarding Department of Hospitality Management Program at IUP

April 2007

IUP 6 O'clock Series

Invited Presentation

Healthy Cooking on a College Budget

Co-presenter with Chef Richard J. Mills, Jr.

March 1999

National Society of Minorities in Hospitality, Atlanta, Georgia

Tenth Annual Conference Celebrating a Decade of Vision - Embracing a Future of Success

Invited Presentation

Presentation: Key Issues in the Food Service Industry

Co-Presenter Chef Richard J. Mills, Jr.

February 1999

Eta Sigma Delta and National Society of Minorities in Hospitality, Cornell University, Ithaca, New York
Invited Presentation

First annual Northeast Regional Leadership Conference

Topic: Professional Development in the Food Service Industry

Co-Presenter - Richard J. Mills, Jr.

Voted the most popular workshop by students attending the conference.

November 1998

Indiana University of Pennsylvania

Invited Presentation

- 6 O'clock Series Presentation "Last Minute Tips for Success" March 1998
- 6 O'clock Series Presentation "Dress, Diction and Decorum" March 1997

The Council on Hotel, Restaurant, and Institutional Management (CHRIE) Orlando, Florida

The Annual CHRIE Conference, Rosen Centre: Theme - The Sun Shines on Hospitality

Co-presenter with Deb Wolf, Eat'n Park Hospitality Group

Presentation - Strategic Partnership: Blueprints of a Successful Model

August 2002

The Council on Hotel, Restaurant, and Institutional Management (CHRIE)

Miami, Florida

The Annual CHRIE Conference

Two presentations and served as a moderator.

Presentation One: School Food Service-Satellite Feeding From a Quantity Production Class: A Hands-on Approach to Careers in Contract Management

August 1998

Presentation Two: Industry and Education: A Proven Partnership Model We Want You to Duplicate, with Co-Presenter R. William Jardine, Chef/Culinary Specialist with Foodservice Innovators, Inc.

Moderator at the 1998 CHRIE Conference

The Council on Hotel, Restaurant, and Instructional Management (CHRIE) Annual Conference

Providence, Rhode Island

Poster Session: American Hotelkeepers and Higher Learning: An Early Era of This Emerging Profession

August 1997

The Council on Hotel, Restaurant, and Institutional Education Conference (CHRIE)

Moderator at the Council on Hotel, Restaurant and Institutional Education Conference for the workshop: *The Internet as the Next Frontier for the Casino Industry*, by Lincoln Marshall, William Oblitey and Dennis Rudd.

August 1996

Indiana University of Pennsylvania, Department of Hotel, Restaurant, and Institutional Management

Pennsylvania High School Directors Food Service Institute

Presentation: "Safety in the Workplace"

July 1996

Four Points Sheraton

Invited Presentation

Cranberry, PA

Concepts of Total Quality Management
Management and Staff
1996

Eat'n Park Restaurant Managers

Invited Presentation
Safe Food Handling
BCCC Cranberry site
April 1995

Indiana University of Pennsylvania, Department of Hotel, Restaurant and Institutional Management

Presentation: Career Planning
September 1994

Indiana University of Pennsylvania, Department of Hotel, Restaurant and Institutional Management

Panel moderator for HRIM Advisory Committee members
Topic: Career Decision-making Strategies
October 1994

Armstrong School District

Invited Presentation
Ford City, Pennsylvania
Presentation: Kitchen Safety Strategies for Food Service Workers
Twelve high school cafeteria managers. Presentation video-taped to be used as a permanent "in-house" training video.
March 1993

Indiana University of Pennsylvania, Department of Hotel, Restaurant, and Institutional Management

Presentation: Career Planning
December 1993

Pennsylvania Association of Two-Year Colleges, Fiftieth Annual Conference, Pittsburgh, Pennsylvania

Presentation: Beyond the One-Minute Manager: Perceptions of Effective Leadership Strategies of the Community College President.
Paper selected for publication.
April 1993

Restaurant Mangers, Butler PA

Invited Presentation
Safe Food Handling Workshop with the Pennsylvania Department of Environmental Resources and the Penn State Cooperative Extension
May 1993

Restaurant Mangers, Butler PA

Invited Presentation
Safe Food Handling Workshop with the Pennsylvania Department of Environmental Resources and the Penn State Cooperative Extension
April 1992

Indiana University of Pennsylvania, Department of Hotel, Restaurant, and Institutional Management

Presentation: HRIM alumni panel on career opportunities for HRIM students.

December 1991

Morrison's Custom Management

Invited Presentation

Knoch High School

Presentation: Kitchen Safety Strategies for Food Service Workers

Knoch High School.

Part of "M.E.E.T. Morrison's Employee Enhancement Training" session.

The presentation was videotaped, to be used as an "in-house" training video.

March 1988

ORGANIZED WORKSHOPS

Indiana University of Pennsylvania, Small Business Development Center

Financing Your Small Business

1985

Indiana University of Pennsylvania, Small Business Development Center

Starting a Small Business

1984

Indiana University of Pennsylvania, Small Business Development Center

Bookkeeping for Your Small Business

1984

INDIANA UNIVERSITY OF PENNSYLVANIA SERVICE

Indiana University of Pennsylvania Eberly College of Business

• **Eberly College of Business Committee Assignments**

- Eberly Corporate Relations and Internship Coordinator – Fall 2021 - present.
- Eberly Leadership Council October 2020- Present
- Strategic Initiative Committee - Fall 2021 – Spring 2022
- Scheduling Committee – Fall 2021

• **Management Department**

- **Elected** Assistant Chair of the Department of Management - Spring 2022 – Spring 2023 - Fall 2023

• **Major Committee Assignments**

- Curriculum Committee – Fall 2021 - Present
- Tenure - Fall 2021 - Present
- Evaluation Committee - Fall 2021 - Present
- Promotion Committee - Fall 2021 – Present

• **Minor Committee Assignment**

- Corporate Relations Committee - Fall 2021 – Present

• **Eberly College of Business**

- Assistant Dean for Administration Search Committee
- Member of Chairperson team for interview of final candidates
- July 16, 2021

Hotel, Restaurant, Tourism and Event Management Program Webpages Revision

- Revised complete program web pages following merger with Management Department, ECOB
- October 2021

Eberly College of Business

Assistant Dean for Administration Search Committee
 Member of Chairperson team for interview of final candidates
 July 16, 2021

Indiana University of Pennsylvania

College of Health and Human Services
 Dean's Search Committee
 Fall 2018

Indiana University of Pennsylvania, Academy of Culinary Arts, Punxsutawney, PA 15767

Industry Advisory Committee
 2015 – Present

Indiana University of Pennsylvania, Academy of Culinary Arts, Punxsutawney, PA 15767

Faculty Search Committee
 2015 – 2016

Indiana University of Pennsylvania, Department of Food and Nutrition

Industry Advisory Committee
 2015 - Present

Indiana University of Pennsylvania, College of Health, and Human Services

Committee Assignments:

- HHS Awards Subcommittee, Teaching Award chairperson, 2019 – 2021
- HHS Department Representative for the Communication & Technology Committee 2021 - 2022
- HHS Department Representative for the Communication Committee 2019 - 2021
- Search Committee Dean CHHS Fall 2018
- Council of Chairs 2015 – Present & 2001 – 2007
- College Strategic Planning Committee 2013 – 2022 & 2002 – 2008
- College Retention & Recruitment Committee 2003 – 2006
- College Outcome Assessment Committee 2003 – 2013
- College Technology Committee 2018-2019
- College Outcome and Student Assessment Committee 2008 – 2013

Indiana University of Pennsylvania, University Service

- Sigma Pi Fraternity, Theta Epsilon Chapter, advisor 2013–Present.
- Delta Gamma Sorority, Advisor 2009 – Present
- Council of University Chairs, *Member* 2015 – Present

- IUP Office of Institutional Giving, Volunteer University Family Drive 2020, 2019, 2018

Office of International Education (OIE), Spring 2016 - charter member

IUP “Education Abroad Liaisons”

This group is charged with spreading the word within the respective departments about Education Abroad (EA) opportunities (Travel, scholarships, Faculty professional development, campus visitors, etc.).

IUP Student Cooperative Association, Inc. Board of Directors

Continuous service since 2002 – 21 consecutive years serving the Student Cooperative Association

May 2021 - 2022

Elected in April 2021 to serve a one-year-term as one of four faculty representatives on the Student Cooperative Association’s Board of Directors.

May 2016 - 2018

Elected in April 2016 served a two-year-term as one of four faculty representatives on the Student Cooperative Association’s Board of Directors.

May 2014 - 2016

Elected in April 2014, served a two-year-term as one of four faculty representatives on the Student Cooperative Association’s Board of Directors.

May 2012 - May 2014

Re-elected April 2012 for a second two-year term as one of four faculty representatives on the Student Cooperative Association’s Board of Directors.

May 2004 - May 2006

Re-elected April 2004 for a second two-year term as one of four faculty representatives on the Student Cooperative Association’s Board of Directors.

May 2002 - 2004

Elected in April 2002 and served a two-year-term as one of four faculty representatives on the Student Cooperative Association’s Board of Directors.

IUP Student Cooperative Association, Inc. Sub-Committee Membership - Appointed

- Finance Committee 2007 – present
- Human Relations Committee 2012 - Present
- AD-HOC Committee - the new “Building Advisory Committee” 2011 - 2012
- Operations Committee 2004 - 2010
- IUP Review Committee for External Review of the HUB Fitness Center, Spring 2005

University Senate

University Faculty Senator 1996 - 2001

Senate Awards Sub Committee 1996 - 2001

Greek Life Advisement

- Sigma Pi Fraternity: Theta Epsilon Chapter
2013 – Present

- Delta Gamma Sorority Advisor
2009 - Present
- Alpha Gamma Delta's Mr. IUP
2016, 2015, 2014, 2013, 2012, 2011 & 2001 served as Judge for the event.
- Alpha Sigma Alpha Sorority Advisor (12 years of continuous service)
1997 - 2009

Tenue & Evaluation Committee (Eternal to Department of Hospitality Management)

- Fall 2021 - Department of Employment & Labor Relations, Dr. Scott Decker – Member of his 5th year review Committee.
- Spring 2021 - Department of Academy of Culinary Arts, Lynn A. Pike, CEC, CCE, DTR, FMP, 5th year chairperson Evaluation
- Spring 2021- Department of Employment and Labor Relations, Dr. Scott Decker, Member, 5th year review committee
- Spring 2021- Department of Employment and Labor Relations, Dr. Dennis Frketich, Member, 5th year review committee
- Spring 2018 - Department of Employment and Labor Relations, Dr. David Piper, Member of his 5th year review committee
- Spring 2018 - Department of Food and Nutrition, Dr. Rita Johnson, Member of her 5th year review committee
- Fall 2017 - Department of Employment and Labor Relations, Dr. Deborah M. Clawson - Member of her Tenure Faculty Evaluation Committee
- Fall 2016 - Department of Human Development, Fashion, and Interior Design, Dr. Karen M., Scarton - Member of her Tenure Faculty Evaluation Committee
- Fall 2016 - Department of Human Development, Fashion, and Interior Design, Dr. Susan H. Venetta - Member of her Tenure Faculty Evaluation Committee
- Spring 2015- Department of Employment & Labor Relations, Dr. Debra Clawson - Member of her Faculty Evaluation Committee
- Spring 2013 - Department of Employment & Labor Relations, Dr. David Piper - Member of his 5th Year Evaluation Committee
- Fall 2012 - Department of Employment & Labor Relations, Dr. Michael Korn – Member of his 5th year Review and Promotion Committee
- Fall 2009 - Department of Employment & Labor Relations, Dr. Scott Decker – Member of his 5th year review Committee.
- Fall 2001 - Department of Employment & Labor Relations, Dr. David Piper - Member of Tenure Committee

Department of Hospitality Management, Accreditation Commission for Programs in Hospitality Administration (ACPHA)

- Coordinated weekly ACPHA meetings & authored the ACPHA Department Self Study for Re-Accreditation Fall 2018 Granted full reaccreditation status by Commission
- Authored Department's ACPHA Accreditation Self-Study Reports 2011, 2004, 1996
- Alumni participant for Department's first ACPHA accreditation 1989

National Restaurant Association & Pennsylvania Restaurant & Lodging Association ProStart State Competition.

Lead Judge, March 1, 2023, at State College

Judge, March 2022 at State College

Created with Chef Jeffrey Santicola the IUP Prostart Management Bootcamp, 2022.

DECA Annual High School State Career Development Conference

Recruitment

- PA DECA 71st Annual State Career Development Conference, Volunteer Judge – February 22, 2023, Hershey Lodge, Hershey, PA
- PA DECA 69th Annual State Career Development Conference, Volunteer Judge – February 20 – 21, 2020, Hershey Lodge, Hershey, PA
- PA DECA 68th State Career Development Conference – February 2019 Hershey Lodge, Hershey, PA
- PA DECA 67th State Career Development Conference – February 21-23, 2018 Hershey Lodge, Hershey, PA
- PA DECA 66th State Career Development Conference – February 23-24, 2017 Hershey Lodge, Hershey, PA
- PA DECA 65th State Career Development Conference – March 1 - 3, 2016 Hershey Lodge, Hershey, PA

Department of Hospitality Management Chairperson

Servings as Chairperson for 16 years

- December 2019
Reelected December 2019 to serve a three-year term through 2022
- December 2016
Reelected December 2016 to serve a three-year term through 2019
- April 2015 – 2017
Elected the Dept. Chairman in a special election, April 2015 upon Mr. Jeff Miller's retirement.

Academic Years April 2001 - 2008

- Reelected March 2005 to serve a three-year term
- Reelected March 2002 to serve a three-year term
- Elected to serve as the Department Chairman in a special election, April 2001 to serve a one-year term.
- Academic advisor, Summer Orientation, 2001 - 2008

Eberly College of Business and Information Technology

Coalition for Community Justice

Coalition formed and charter member since February 2021

Seek to create and maintain a just and fair learning environment for all members of the Eberly College community through the through the collaborative leadership to active achievement of diversity, equity, and inclusion goals, including:

- Hosting a community of students, faculty, and administrative and support staff that is demographically reflective of the university.
- Providing for the unique needs of each individual community member
- Facilitating authentic and empowered participation and belonging in all community opportunities

ARTICULATIONS WITH COMMUNITY COLLEGE PROGRAMS

Drafted articulations with the following programs.

February 2021

1. Frederic County Community College, Maryland
2. Harrisburg Area Community College (HACK)
3. Butler County Community College
4. Northampton County Community College
5. Westmoreland County Community College
6. Community College of Southern Maryland
7. Community College of Allegheny College

ALTERNATE WORKLOAD ASSIGNMENT

Department of HRIM’s Peer Review Procedures

Spring 2000

My task was to evaluate, research, and make recommendations for the improvement of the Department of HRIM's current peer evaluation process.

Goals	Objectives
1. Identify Deficiencies	To identify deficiencies in the current HRIM Department=s peer evaluation process.
2. Review Literature	To review current methodologies regarding peer evaluation research using the Teaching Excellence Center
3. Adapt Procedures	To adapt methodology to the needs of the Department of HRIM
4. Design Instrument	To design an instrument to correct identified deficiencies.
5. Recommendations	Recommended new procedures and instrument for approval by Department of HRIM.
6. Professional Development	To improve the Department’s peer evaluation process through professional development based on current methodology.

As a result of this AWE, I participated (Fall 2000) in the Center for Teaching Excellence’s Carnegie Teaching Academy, Campus Conversations, Phase II AHow can your department and IUP provide or enhance effective formative feedback about teaching effectiveness.

The outcome of this project was a proposed action plan for implementing the procedure to provide formative feedback for the faculty in the HRIM Department.

RESOURCE ACQUISITION

External Recourses & Scholarships Obtained for Hospitality Management Students

Statler Foundation

\$125,000 creation of a Hotel Front Desk Simulation Desk - 2022

\$25,000 student scholarship of excellence for the 23-24 & 22-23 & 21-22 school years

Mr. Don Green

Donates \$100,000 for the renovation of the Allenwood Dining Room, Ackerman 003 & 004, Ackerman Hall in name of his mother Isabella Wilkerson-Green
2019

Reinhart Foodservice

The Department of Hospitality Management and Reinhart Foodservice, a family-owned enterprise and one of the largest foodservice distributors in the country, has partnered to create for the IUP Hospitality Management students, a user-friendly accessible learning platform within their industry-leading online kitchen and restaurant management system called TRACS Direct restaurant management system. The RFS TRACS Direct student learning platform allows Hospitality Management faculty to assign 'real-operational' assignments within curriculum content areas of purchasing, recipe development and management, real-time cost analysis and pricing, menu development and planning, nutritional information, quantity food production, and fine dining, providing real-time data, including specifications and pricing on thousands of products ranging from top national brands to Reinhart's own high-quality Exclusive Brand assortment.

Fall 2019

Allenwood Crowdfunding Campaign

Department of Hospitality Management, in conjunction with IUP's annual giving campaign, hosted a crowdfunding campaign to ease the financial burden of reopening of the Allenwood (the IUP student training lab) after a five-year hiatus and secured \$8,654.66

Spring 2018

Pittsburgh Club Managers Foundation (PCMF),

Pittsburgh Club Managers Foundation (PCMF), Club Managers Association of America (CMAA) \$1500-dollar Distinguished IUP Hospitality Management Scholarship began 2017

Pittsburgh Club Managers Foundation (PCMF), Club Managers Association of America (CMAA) \$1500-dollar Foundation Internship Scholarship began 2017

Aramark

Aramark sponsorship for the Allenwood lab, annual \$2,000 donation, began Fall 2018 (total support to date \$6,000)

Reinhart Foodservice

The Department of Hospitality Management and Reinhart Foodservice, a family-owned enterprise and one of the largest foodservice distributors in the country, has partnered to create for the IUP Hospitality Management students, a user-friendly accessible learning platform within their industry-leading online kitchen and restaurant management system called TRACS Direct restaurant management system. The RFS TRACS Direct student learning platform allows Hospitality Management faculty to assign 'real-operational' assignments within curriculum content areas of purchasing, recipe development and management, real-time cost analysis and pricing, menu development and planning, nutritional information, quantity food production, and fine dining, providing real-time data, including specifications and pricing on thousands of products ranging from top national brands to Reinhart's own high-quality Exclusive Brand assortment.

Fall 2019

SCHOLARSHIP

\$25,000 Statler Foundation scholarship of excellence, 23-24 school year awarded to Elizabeth Haffling

\$25,000 Statler Foundation scholarship of excellence, 22-23 school year awarded to Josephine Vance
\$25,000 Statler Foundation scholarship of excellence, 21-22 school year awarded to Kyle Kubicko

Patricia Brown Simkins & Ronald E. Simkins, annual scholarship presented to a Hospitality Management student
Established 2017

Western Pennsylvania Broker Association Scholarship \$5,000
Spring 2013

Skal Scholarship - Travel/Tourism/Hospitality Executives, Pittsburgh \$1,500
Spring 2019, 2016, 2015 & 2008

The International Gold and Silver Plate Society Scholarship \$1,000
Spring 2004

Established \$2,000 Academic Scholarship with Eat'n Park Hospitality Group, offered in conjunction with the Educational Foundation of the National Restaurant Association, implemented, November 2003

DEPARTMENT OF HOSPITALITY MANAGEMENT AWARD'S PROGRAM

Department of Hospitality Management Recognition Awards Dinner & Industry Recognition Awards
Dr. Shiring created, in the spring of 2017, the Department of Hospitality Management Awards Dinner to recognize student achievement and industry support.

Awards presented to the students include:

- The Outstanding Junior Award winners for Academics, for Leadership for Service.
- The Outstanding Senior Award winners for Academics, for Leadership for Service.
- The Freshman Award for Academic Excellence
- The Sophomore award for Academic Excellence

Recognizing the following student scholarship award recipients:

- Laura Mateer Scholarship
- William Gressley Memorial Scholarship
- John J. and Mary Louise Scanlan and James and Madelyn Reilly Scholarship for Hospitality Management
- Elizabeth LaVelle Scholarship
- Pittsburgh Club Managers Foundation (PCMF) Internship Scholarship
- Pittsburgh Club Managers Foundation (PCMF) Distinguished IUP Hospitality Management Student Scholarship
- Patricia Brown Simkins & Ronald E. Simkins Scholarship
- Western PA Broker Association Scholarship
- SKAL International Pittsburgh Tourism and Hospitality Management Scholarship

The Allen M. Woods Alumni Achievement Award

The Allen M. Woods alumni achievement award was established by Dr. Shiring in May 2017 and honors the recipient for his/her eminent achievements demonstrated—as of one or more than—the subsequent criteria (but not limited to):

1. Demonstrated distinguished professional career and accomplishment
2. Recognized community service and volunteerism
3. Renowned mentoring impact on those following in their footsteps
4. Celebrated locally, regionally, nationally, and internationally for their triumphs in profession
5. Philanthropy and generosity—kindness—for those in need.

Allen M. Woods, professor emeritus, following a distinguished hospitality management career, joined IUP as an assistant professor in the newly created Department of Food and Nutrition. While at IUP, Woods oversaw the department's growth from 70 students to over 500 students and four name changes to later become the Department of Hospitality Management. The name changes were necessary to keep the department in tune with the fast growth of the hospitality industry and the department's mission. The department's food production lab was named the Allenwood Cafeteria in 1981 in his honor. Woods passed away on July 17, 2018.

Donna Cauffiel and Ron Simkins Industry Advisory Awards

Dr. Shiring created in the spring 2018, the hospitality industry awards, to recognize industry representatives who provided dedicated and exemplary support. These industry recognition awards are so named for two distinguished retired faculty members, Donna Cauffiel and Ron Simkins, professor emeritus.

R. William Jardine Annual Industry Advisory Board Recognition Award

Dr. Shiring created the R. William Jardine Annual Industry Advisory Board Recognition Award spring 2018 to honor Bill Jardine for his distinguished career within the Hospitality Industry and serving twenty-five consecutive years as a member of the department's industry advisory board.

DEPARTMENT of HOSPITALITY MANAGEMENT COMMITTEE ASSIGNMENTS

- Department Accreditation Representative (ACPHA) 2001 – Present
- Department Student Selection Committee, Educational Foundation, National Restaurant Association Salute to Excellence Program 1996 - 2007
- Department Library Representative 2003 - 2006
- Department Internship Coordination 2013 - Present & 2000 - 2007
- Department Strategic Management Committee, Chairperson 2002 - Present
- Department Curriculum Committee 2001- 2015
- Department Summer School Committee 2001 - 2015, Chair 2000
- HRIM Career Expo Fall 1998 - 2004
- Department Tenure, Evaluation and Promotion Committee Fall 1998 – 2001, 2008 – 2015
- Chairperson, Department Tenure, Evaluation and Promotion Committee, 2009 - 2012, 2014-15
- Chair of the HRIM Faculty Search Committee for the following searches: Fall 2013, Fall 2000, Spring 2000, Fall 1999 and Spring 1998
- HOSP Scholarship Committee, Chairperson 2015 – Present, Fall 2000, Spring 1998
- The Allenwood Facilities Committee, Chairperson 2000 – 2008

Department of Hospitality Management, Travel Club, Faculty Advisor

2010 - 2015

Advisor for Hospitality Management Travel Club. Founded Fall 2010.

Eta Sigma Delta, Faculty Advisor

1996 to 2003

Advisor, Eta Sigma Delta (ESD), The International Hospitality Management Honor Society

Established with Eat'n Park Restaurants for their sponsorship of all ESD induction ceremonies to be held at

their restaurant in Indiana.

Advised ESD President, in creation of the first regional ESD conference, held at Cornell University, November 1998 & Presented at conference.

Eta Sigma Delta Fund-raising

- IUP Finance Department's Holiday Dinner - December 2000 & 1999
- Traditional Thanksgiving Feast - November 17, 1998
- Proceeds used to attend ESD Regional Conference, Cornell University, November 20, 1998
- Oktoberfest - October 1998
- Proceeds used to attend ESD Regional Conference, Cornell University November 20, 1998

Restaurant, Institutional & Catering Association

Spring 1997 – Spring 2000

Founded a student Catering Club whose purpose was to provide on-the-job experience by demonstrating the tasks of a professional caterer and to support our HRIM students in their efforts to attend our annual trips to the National Restaurant Association's Hotel/Motel Show in Chicago each May and the International Hotel/Motel Association's annual trade show in New York City each November.

- **Eisenhower Parent Teacher's Association's Mother/Son Banquet**
This was the *third consecutive year* to cater this off-premise function
Coordinated, planned the menu, prepared, transported, and served food for two hundred guests in the Eisenhower Elementary School, Indiana, PA
February 9, 2000
- **Eisenhower Dinner/Theater Banquet**
Off-premise catering: Established the contact and coordinated the planning for the setup and menu for two hundred guests attending the dinner-theater at Eisenhower Elementary School, Indiana, PA
March 1999
- **Eisenhower Parent Teacher's Association's Mother/Daughter Banquet**
Off-premise catering: Coordinated, prepared, transported, and served food for two hundred guests in the Eisenhower Elementary School, Indiana, PA
February 2, 1999
- **Indiana Jr. High Football Banquet**
Held at the Indiana Senior high School
Off-premise catering event for 225 guests attending the Indiana Jr. High Football Team and parents' banquet.
November 8, 1999
- **Indiana County Council PTA Spring Banquet**
An off-premise catering project. Organized, prepared, transported, and served food for two hundred fifteen parents and children at the Indiana Senior High School.
May 5, 1998
- **First Annual Make-A-Wish Greek Week Banquet**
Planned and catered this on-site event held in the Department of HRIM's Allenwood Restaurant for 65 people. Included fraternity & sorority participants, IUP faculty, staff, and administrators, Make-A-Wish officials, and the recipient's family.
April 15, 1998
- **Eisenhower Parent Teacher's Association's Mother/Son Banquet**
Off-premise catering: Coordinated, prepared, transported, and served food for two hundred guests in the Eisenhower Elementary School, Indiana, PA

February 3, 1998

CIVIC AND COMMUNITY SERVICE

The Milton Hershey School Culinary Arts Program

Advisory Board Member

2023 – present.

PCMF

Pittsburgh Club Managers Foundation Annual Golf Outing: Serving as volunteer for the following two events

May 2019 Fox Chapel Golf Club

April 2018 Oakmont Country Club

JEFF-TECH

Occupational Advisory Committee for the Culinary Arts Program at Jefferson County-DuBois Area Vocational-Technical School (JEFF TECH)

Member since September 2019 - Present

FCCLA

Family, Career and Community Leaders of America FCCLA, State Conference Exhibitor & Student Competition Evaluator, March 2019, Seven Springs Mountain Resort

Department of Human Development, Fashion, and Interior Design

Department of Human Development, Fashion, and Interior Design - Family and Consumer Sciences Education

"Teacher Day" - speaker and Luncheon

April 2019

FCCLA, State Conference Exhibitor

Family, Career and Community Leaders of America FCCLA, State Conference Exhibitor & Student Competition Evaluator, Seven Springs Mountain Resort

March 2019

Carnegie Science Center Miniature Railroad and Village

Volunteered 60 hours to the Carnegie Science Center Miniature Railroad and Village Display by collecting and drying plant materials to be used throughout the display, since 2012- Present

Don Powell, Powell & Associates Real Estate, LLC

200 E Mahoning Street, Punxsutawney, PA 15767

Annual Professional Retreat

Prepare food, deliver service, and adhere to sanitation procedures in providing three meals per day for approximately 100 participants attending a three-day professional retreat each October hosted by Don Powell at a mountainous outdoor site with "primitive" cooking conditions.

2018, 2017, 2016, 2015, 2014, 2013, 2012

St. Jude Children's Research Hospital

Special Events for St Jude

October 2009

Boy Scouts of America

Moraine Trails Council, River Valley District, Troop 676 Ford City, PA
Committee Chairperson 1998 – 2006
Troop Committee 1998 - 2009
Moraine Trails Council, Executive Board Member, 2006 – 2007
Eagle Scout 1977 – Troop 622

2005 Boy Scout Jamboree

Assistant Scoutmaster, Fort A.P. Hill, Virginia

Ford City Lions Club

1983 - Present
2013-14 King Lion
Melvin Jones Fellowship Award 2022

Indiana Hospital Community Outreach

Sponsored by the Indiana Hospital, Food & Nutrition Department, and the Department of Hotel, Restaurant, and Institutional Management at IUP
Cooking demonstration with Chef R. William Jardine
Prepared the attendee buffet December 5, 2001

Cooking with Herbs from Your Garden

Sponsored by the Indiana Hospital, Food & Nutrition Department, and the Department of Hotel, Restaurant, and Institutional Management at IUP.
March 23, 2000
Assisted Chef Richard J. Mills, Jr. in preparing the after-event buffet for the attendees and participated in the cooking demonstration featuring fresh herbs

Concordia, Sarver, Pennsylvania

Assisted in catering the CEO's Recognition Reception
July 2000

Divine Redeemer School

Coordinated the purchasing, storage, preparation, and service, and implemented HACCP guidelines, for the 800 pounds of Italian sausage for the Divine Redeemer school fund-raising booth during Ford City's annual Heritage Days Festival. Raised \$30,000 profit
June 30 - July 4, 1999

Indiana County Tech Prep Program, Indiana, PA

Invited by the Tech Prep Summer Program at Indiana County Technology Center to present a workshop for students in the 10th -12th grade on dining etiquette during the business interview.
June 15, 1999

Summer Scramble I

I - July 1999

Organized annual charity golf-outing for a junior athlete. The first-year event attracted 60 golfers. We gave away \$8,000 dollars in donated prizes. We had an additional \$36,000 dollar in hole-in-one prizes available. This event was the most successful first-year event ever held at the Lenape Golf Heights Course, Manor Township, PA. Raised \$1,200.

II - July 2000

This event attracted 53 golfers. Prizes given exceeded \$8,000. Hole-in-One prizes totaled an additional \$48,000. Raised \$1,600

Butler County Area Vocational-Technical School, Butler, PA

Occupational Advisory Committee Meeting

An active *twelve-year member* of the Butler County Area Vocational-Technical School Occupational Advisory Committee. Attended advisory meeting, toured instructional area and made recommendations for further improvement.

May 19, 1999

National Restaurant Association's Annual (NRA) Trade Show

Lead instructor, Bonnie Bakos, and student members of the Cambria County Area Community College Food Service Management Association Degree Program attended the NRA's annual trade show with our sponsored trip. I secured hotel accommodations and helped navigate the trade show.

May 1999

Cambria County Area Community College, Johnstown, PA

An original member of the Cambria County Area Community College Food Service Management Association Degree Program Evaluation Committee. Responsibilities included a five-year program evaluation, recommendations for continual improvement in the program's curriculum, and formal written report submitted to the President and Trustees.

November 1999 - Formed Committee

United States Figure Skating Association, South Atlantic Regional Figure Skating Championships, hosted by the Figure Skating Club of Mt. Lebanon.

I secured sponsors to donated food for the judges' hospitality room. This major event featured 400 skaters from Pennsylvania to Florida who competed to qualify for the Eastern Sectional Competitions in Tampa Bay, December 7-12, 1998, and the Junior Olympics in February 1999 in Pittsburgh. Mrs. Donna Mathay, Chairperson.

October 23 - 31, 1998

Divine Redeemer School

Coordinated the purchasing, storage, preparation, service, and implemented HACCP guidelines for 800 pounds of Italian sausage for the Divine Redeemer school fund-raising booth during Ford City's annual Heritage Days Festival. Raised \$30,000 profit.

June 30 - July 5, 1998

Gus Frerotte Charity Golf Classic

Planned and acquired sponsors to donate food for more than 200 golfers at the Gus Frerotte (Quarterback Washington Redskins) charity golf classic held at the Buffalo Valley Country Club, Freeport, PA. This event generated \$30,000 dollars for the improvement of athletic fields in Armstrong County.

June 20, 1998

Eat'n Park Restaurants, Inc.

Participated in their Tips for Tots fund-raising event for Children's Hospital. Donated all tips received as a volunteer server at the Eat'n Park Restaurant, Indiana, Pennsylvania

Fall, 1996

Robert Morris University

Original Committee member to establish their Hospitality Administration Program
1992.

1991 Pittsburgh's Desert Storm Welcome Home celebration

Served over 7,000 military personnel and their families. Two tons of hamburger and 2.2 miles of hot dogs were prepared and served. Interviewed by Channel 11 News.

Organized HRIM Department Annual Career Fair, 1991- 1996

Attended the International Hotel and Motel Food Service Show, New York City 1990-1996.

**Vocational Industrial Clubs of America (VICA) , District 10 Judge for the Culinary Arts competition
1990.**

Attended the National Restaurant Association Show, Chicago, Illinois 1989 - 2003

Western Pennsylvania Restaurant Association Show, Expo Mart, Monroeville 1988 - 2000

Jardine's Catering Services, Laube Hall, Freeport

Assisted (with Hospitality Management students) - 225 people.
March 1988

Jardine's Catering Services, PPG Research and Development Sector picnic

Assisted (with Hospitality Management students) - 1000 employees/guests.
September 1988

Western Chapter of the Pennsylvania Restaurant Association Fall Food Classic

Participated (with Hospitality Management students)
September 1988

**BUTLER COUNTY COMMUNITY COLLEGE
BUSINESS DIVISION
Director & Associate Professor
Hospitality Management Program
Butler, Pennsylvania
August 1987 - August 1996**

Hired to create the Hospitality Management Program at BC3. Wrote the curriculum and coordinated Hospitality Management Program while teaching 22 credit course loads per semester (included three credit overloads, four credit internship), mentored, and advised students, initiated student employment opportunities, administered food production lab, supervised student interns, catered all events on-campus, including monthly President and Board of Trustee meetings and participated on college committees. Formed Industry Advisory Board and secured scholarship and external funding. Annually escorted students to the National Restaurant Association Show, Chicago and the International Hotel & Motel Show, New York City.

COURSES TAUGHT

- Hospitality Management
- Foods I with Lab
- Foods II with Lab

- Hospitality Cost Control and Analysis
- Food and Beverage Purchasing
- Commercial Food Analysis with Lab
- Sanitation Certification
- Lodging Operations
- Hospitality Management Internship
- Principles of Management
- Introduction to Business
- Business Mathematics
- Marketing

COLLEGE AND DEPARTMENT COMMITTEE

- Middle States Committee, Faculty/Educational Program and Curriculum, 1995- 1997
- Butler County Community Educational Association Vice President Elect, 1996-1997
- Butler County Community College Educational Association, Business Division Representative, 1994-1995
- Search Committee, Reference Librarian, 1993
- Planning Committee for new Student Union Building, 1993
- Community College Tenure Committee, 1991-1992
- Cosmetology Management Ad Hoc Committee, 1991-1992
- Library Committee on Audio-Visual Equipment, 1989-1990
- Community College Planning Council Workshop, September 1989
- Academic Affairs Committee, Secretary, 1988-1989
- Community College Play Care Advisory Board and Committee member on fundraising for new playground facilities for Play Care Center, 1988-1989
- Community College Picnic/Holiday Party Committee, 1987-1990

CATERED THE FOLLOWING ON-CAMPUS EVENTS

- Advised Hospitality Management students who had set-up and operated a daily cafeteria service for the CCC campus, Summer 1995
- Early Childhood Program's First Annual Recognition Dinner, April 1995
- Natural Science and Technology Division Recognition Luncheon, April 1995
- President Bartok's Inauguration Celebration, March 1995
- Retirement Celebration for Registrar Rae McGrath, January 1995
- President Bartok's Christmas Celebration Reception, December 1994
- CCC Board of Trustees monthly dinner meetings since their inception, September 1994 - 1996
- CCC Educational Foundation monthly dinner meetings since their inception, September 1994 - 1996
- State Senator Tim Shaffer's Workshop, Fall 1994
- Hospitality Management Program's Annual Awards and Recognition Dinners, April 1994 - 1996 (previously held at Jardine's Farm Restaurant)
- BCCC's Educational Foundation Reception, May 1994
- Tri-County Private Industry Council, December 1993
- Butler County Commissioners Advisory Council on Hazardous Materials, March, 1993
- BCCC President Price's Reception, September 1989

- Hospitality Management Program's Annual Advisory Committee Meetings, 1989 - 1996
- Woman's Celebration of History Month reception, April 1988
- Faculty Professional Day lunches, 1987 - 1996

ADMINISTRATIVE RESPONSIBILITIES: PROGRAM EXPANSION

- Researched and designed a new exhibition kitchen for Hospitality Management Program expansion to Butler County Community College's Cranberry location.
- Expanded student internship sites to local, regional and national chains.
- Created a fund- raising plan to support program expansion.
- Curriculum expansion to include majors in Dietary Management, Travel and Tourism, and Professional Cooking.
- Partnership with National Restaurant Association=s Management Diploma Program, began Fall 1995.
- Created Hospitality Alumni Association, Spring 1995
- Rewrote program, changed from Restaurant and Institutional Food Service Management to Hospitality Management, 1989
- Wrote and received a Perkins' Grant, \$20,144.00, Fall 1989
- Revised Food and Beverage Purchasing & Quantity Food Production, and Hospitality Management
- Enhanced food production facility: Selected and purchased commercial equipment, microcomputer and printer
- Designed and taught new courses: Hospitality Cost Control, Lodging Operations, Catering Management, and Applied Food Service Sanitation Certificate from The Educational Foundation, National Restaurant Association

PROGRAM REVISION

- Initiated and developed a work program with Jardine's Restaurant, Country Stores and Catering Services for employment of BC³ students, as they were needed, 1987-1993.
- Expanded selected library reference materials for Hospitality Management.
- Developed an annual seafood training tour with Benkowitz's retail and Nordic's wholesale operations, 1988-1994. (Co-sponsored and taught by Mr. William Schmidt, Sales Representative, Nordic Fisheries)
- Established a student Hospitality Club, 1987
- Created an annual award/recognition dinner, attendance began in 1987 at 25 people and increased to the final year of 150 participants in 1996
- Set up profit-producing club fund-raising program, annually achieved \$4,000
- Co-created Dinner Theater concept to support the Pioneer Acting Club, 1991-1994.
- Planned and catered a reception, November 1994 titled Partnership with Hospitality Education: Preparing for the Year 2000"
- William Campbell, CEO and President, Hoss's Steak and Sea House, presented three annual \$500 student scholarships to the Hospitality Management Program at this event.
- Obtained the following annual scholarships.
 - Guido Oldsmobile-Dodge \$100.00 (1993)
 - R. William Jardine \$100.00 (1992)
- Strengthened the Hospitality Management Advisory Committee to include representatives from local independent, regional chains, institutional operations and educational institutions.

RECRUITMENT

- Increased student enrollment from eight original students' in 1987 to fifty students in 1996
- Initiated articulation agreements between CCC and Butler, Mercer, Lenape, Lawrence, and Clarion vocational-technical schools after site inspection, teacher interview and program review
- Recruited Mr. William Sy, Chef and previous owner of Anna Kao's Chinese Gourmet Restaurant, to teach an Oriental Cooking class for the Continuing Education Program, 1988-1990
- Recruited Mr. William Jardine, owner of Jardine's Restaurant, Country Stores and Catering Services, to teach in the Hospitality Management Program, 1989-1996
- Mr. Jardine wrote and taught a new course for the curriculum, Catering Management
- Designed a promotional brochure detailing our Hospitality Management students= achieved skill and technical competency levels, 1991

GRANT

Butler County Community College, GRANT

- Perkins' Grant
- \$20,144.00
- Fall 1989

**College of Business
Instructor
Indiana University of Pennsylvania
Management and Marketing Department
Indiana, Pennsylvania, 15705
August 1985 - May 1987**

Responsible for the preparation and implementation of undergraduate courses. Taught at a quality level five different undergraduate courses in both the Management and Marketing disciplines: Marketing 320, Principles of Marketing, Marketing 321 Consumer Behavior, Management 360 Management Productions Concepts, Marketing 481 Special Topics: Small Business Management and Management 495 Business Policy

TEACHING RESPONSIBILITIES

Marketing 321, Consumer Behavior
3 sections, Spring 1987

Marketing 320, Principles of Marketing
2 sections, Spring 1986

Marketing 481, Special Topics: Small Business Management
2 sections - Designed and taught this special topic course, Fall 1985

Management 360, Management Productions Concepts
2 sections, Spring 1986
2 sections, Fall 1986

Management 495, Business Policy
1 section, Spring 1987
2 sections, Fall 1986
2 sections, Fall 1985

**Graduate Assistant to the Director, Small Business Development Center
College of Business, Indiana University of Pennsylvania, Indiana, Pennsylvania
October 1984 - August 1985**

Worked in strict confidence with the Director to provide financial consultation to the owners of small businesses. Analyzed income statements and balance sheets by using selected financial ratios. Developed business plans for clients. Designed and implemented three workshops: Starting a Small Business, Financing Your Small Business and Bookkeeping for Your Small Business. Participated in a feasibility study to determine the success of developing a small business incubator in the Robertshaw Building at IUP. Conducted research to determine the availability of existing job skills located within Indiana County. Surveyed local real estate agents to determine availability of existing real estate zoned for manufacturing in Indiana County. Member of a negotiating team representing a buyer for the purchase of a small manufacturer located in Jackson, Mississippi. Traveled to Mississippi for an on-site plant inspection. Prepared spreadsheets, graphs, and calculated financial ratios from the firm's previous ten-year income statements and balance sheets.

Restaurant Manager, Bob Evans Farms, Inc., Columbus, Ohio

June 1981 - May 1983

Completed a fourteen-week structured corporate management training program. On-the-job restaurant operations, received classroom training at Corporate Headquarters, observed a sausage production plant and visited the Corporate Farm.

I received a certificate of recognition upon completion of formal training during a graduating ceremony held at the Bob Evans Corporate Headquarters, August 1981.

Special Assignment, Summer 1981

I was selected to diagnose the operational efficiency of a Bob Evans Restaurant located in Boardman, Ohio. Following a site visit, classical time and motion observation, flow of food, adherence to recipe and cooking procedures and customer service, while benchmarking against Bob Evans' Operational procedures, I identified areas for operational improvements which were adapted by corporate.

Accomplishments at Bob Evans

Improved unit profitability at the West Mifflin location by designing and installing a food forecasting system to monitor daily food usage. Implemented forecasting systems based on menu item food usage which increased quality, customer satisfaction and reduced food waste. This system was implemented in the district and throughout the company.

Designed a preventative maintenance program for food production equipment while managing at the Washington, PA, restaurant location. Implemented a preventative maintenance schedule within the food production area which reduced food cost and was operationally adapted across the company.

Responsibilities

Achieved financial objectives by controlling food and labor costs. Recruited and hired employees. Responsible for their training, motivating and scheduling. Ordering, receiving, budgeting, daily bank deposits, and inventory control. I built evening sales by focusing on quality of food, service, and store cleanliness to meet and exceed customer needs.

Supervised a shift crew of an average of twenty people.

I was a new store training manager. I "opened" three restaurants, trained the crews, and assisted in soft-opening and grand-opening activities for store openings at Irwin, Pennsylvania, and St. Clairsville, Ohio.

Penn's Woods Boy Scout Council, Roaring Run (Johnstown, PA) and Wopsonnock (Altoona) Boy Scout Camps

Food Production Manager

Food and Nutrition Department

Indiana University of Pennsylvania

June 1980 to August 1980

1980 internship advisor Mr. William Gressley

I managed the food production area, storage, and dining room facilities

Roaring Run (Johnstown, PA) and Wopsonnock (Altoona, PA) Boy Scout Camps. Managed the food production area, storage, and dining room facilities. Responsibilities during this internship experience included: Supervised an assistant cook and a food production staff (eight people) at a mountainous boy scout camp housing weekly three hundred scouts. Trained the staff in proper food preparation and sanitation procedures.

Designed cyclical menus requiring special diets using USDA Foods. Ordering, receiving, storage and inventory of provisions. Organized and prepared a chicken barbecue picnic for "Parents Day" served each Wednesday evening which was attended by scouts, their families and scout executives swelling the count to over 700 for dinner.

Passed a sanitation inspection conducted by a team of Scout Executives from the National Boy Scout Office, Texas of the kitchen, preparation areas, storage facilities and dining room. The dining hall was a profit center.

Most Proud Accomplishment

Managed a group of young men and played with them on the *kitchen-crew softball team*. We were the first team, other than the camp's lifeguard swim team, to win the Roaring Run Summer Camp Softball Championship in ten years. We played a grueling schedule against camp staffed teams while responsible for three daily meals and evening snacks. We faced the lifeguard team in the final game played during the last week of summer camp. The final was a one game championship playoff match. In front of the entire summer camp staff and 300 boy scouts, we won an unbelievable victory against a most favored and dominant team of great athletes.