

GUAM COMMUNITY COLLEGE
Hotel Advisory Committee
Location: Hyatt Regency Guam – Glass Boardroom
Friday, October 28, 2016, 3:00 p.m.

ATTENDEES: Eric Ji - GCC Eric Chong - GCC William Shinozaki - Hilton
 David Dingcong - GCC Narciso Cosico - GCC Lea Panes - Outrigger
 Vicky Schrage - GCC Sophia Chu - Hyatt
 Carol Cruz - GCC Claire Garcia - Hyatt

MEETING CHAIRED BY: Eric Ji

RECORDING SECRETARY: Eric Chong

Meeting called to order at 3:03 p.m.

Introduction of Hotel Advisory Committee Members:

Sophia Chu, General Manager, Hyatt Regency Guam

Claire Garcia, Human Resources Manager, Hyatt Regency Guam

William Shinozaki, Assistant General Manager, Hilton Guam Resort & Spa

Lea Panes, Talent Resource Manager, Outrigger Guam Beach Resort

Vicky Schrage, Department Chair and Assistant Professor

Carol Cruz, Assistant Professor, assigned to JFK High School Lodging Management Program

David Dingcong, Instructor, assigned to Southern High School Lodging Management Program

Narciso Cosico, Instructor, assigned to Okkodo High School Lodging Management Program

Eric Ji, Instructor, assigned to GW High School Lodging Management Program

Eric Chong, Professor, assigned to Simon Sanchez High School Lodging Management Program

Purpose of GCC Hotel Advisory Committee:

- The Tourism & Hospitality Department values partnership with the industry and is guided accordingly by our industry partners.
- The advisory committee serves an important role in reviewing curricula to ensure the student learning outcomes (SLOs) meet industry needs. All GCC career and technical program curricula require advisory committee review before they are approved by GCC administration.
- The advisory committee will guide the department with regards to latest industry trends, employment outlook, and regulatory requirements.
- The advisory committee will meet at a minimum of twice a year (one in fall; and another in spring).
- The advisory committee component is an integral part of our institution's accreditation process. Our next accreditation visit to GCC is in 2018.
- The GCC Board of Trustees and GCC president officially recognizes the appointment of members to this advisory committee.

Election of committee officers was conducted and the results are as follows:

- William Shinozaki, chair
- Eric Ji, vice chair
- Eric Chong, secretary

Curricula review for the following:

Program Guides: Associate of Science in Restaurant and Foodservice Management
 Associate of Science in International Hotel Management

Course Guides: CTTT054 - Lodging Management Program I (secondary)
 CTTT064 - Lodging Management Program II (secondary)
 HS150 - Welcome to Hospitality
 HS208 – Managing Food and Beverage Service
 HS292 - Travel and Hospitality Practicum

Department Chair Vicky introduced curricula to be reviewed starting with the AS in Restaurant and Foodservice Management (renamed from AS in F&B Management); This program is revamped so as to align with the National Restaurant Association Educational Foundation and students can earn the Manage First Restaurant Professional and Foodservice Professional credentials upon successful completion of this program.

Our department's goal is to always align our curricula with national educational organizations so that students can earn stackable credentials upon graduation. By aligning our programs with National Restaurant Association Educational Foundation and the American Hotel & Lodging Educational Institute, our students will be learning industry standards and possibly articulation with other educational institutions with tourism and hospitality programs.

Another goal of our curricula revision is to reduce the number of credits in our associate's degree required for graduation; this will help hospitality students complete in a timely manner. The recommended number of credits for a two-year associate's degree is between 60 and 65 credits.

Our secondary program articulates to our postsecondary program via the Dual Credit Articulated Program of Study (DCAPS) agreement. When secondary students complete three years of Lodging Management Program with a "B" grade or better and at least 180 hours of work experience; they can earn 9 college credits at GCC when they enroll in one of the tourism and hospitality associate's degree programs. Hence, there is a need to align the student learning outcomes (SLOs) for secondary and postsecondary programs. The revised curricula reflect this alignment to effectuate this articulation agreement.

Proposed bachelor's degree programs in hospitality and culinary arts:

Vicky introduced this area for discussion. Community colleges are authorized by its accreditation body to offer one to two bachelor's degrees that are not offered by the four-year university on island. Tourism and Hospitality department has been invited to submit a proposal for a bachelor's degree program to the administration. Vicky inquired with industry members about the need for such a degree.

Here are some comments for this discussion: William supports the need for a bachelor's degree for hospitality graduates so as to raise the standards. However, Sophia and Claire emphasized the bachelor's degree does not automatically guarantee employment or promotion but rather it is based on evaluation per individual's performance. Lea also chimed in that the industry is really looking for people willing to work hard and have the professional attitude to serve the guests; the bachelor's degree will definitely count when there is a tie between two equally qualified and capable associates for promotion. Lea added that having a bachelor's degree does not promise any higher pay initially.

Further discussions include Sophia affirming the need to develop local talent for the industry. She is optimistic about the employment opportunities in tourism. Lea congratulated our program for making a difference. She can tell that our students are more prepared for the industry versus the applicants without GCC training and education. William agreed that skilled workers are in high demand and they will eventually take up management positions in hotels.

Committee members are tasked with reviewing the curricula and providing feedback within a week. It is agreed that the advisory committee will utilize electronic means (emails) in lieu of a face-to-face meeting to move the documents forward.

Adjournment:

Thank you to Hyatt for hosting our meeting today.

- Meeting adjourned at 4:50 p.m.

Results of Course Review – 2016 (via email on 11/4/16)

Advisory Member Names:

William Shinozaki (Assistant General Manager, Hilton)

Claire Garcia (Director of Human Resource, Hyatt)

Sophia Chu (General Manager, Hyatt)

Lea Panes (Training Manager, Outrigger)

| Course Name | Concurrence | | |
|--|-------------|----|--|
| | Yes | No | |
| Lodging Management Program I (secondary) | X | | |
| Lodging Management Program II (secondary) | X | | |
| HS 150 - Welcome to Hospitality | X | | |
| HS 254 - Hospitality Sales and Marketing | X | | |
| HS 292 - Travel and Hospitality Practicum | X | | |
| Associate of Science in International Hotel Management | X | | |
| Associate of Science in Restaurant and Food Service Management | X | | |