



**Guam Community College
Hotel Advisory Committee**

Location: Google Meet (<https://meet.google.com/mpx-uure-kbj>)
Tuesday, December 7, 2021 4:00pm

Attendees: Eric Chong Carol Cruz Micangelica Zapanta
Eric Ji David Dingcong Minhee Ji
Narciso Cosico William Shinozaki Vincent Cruz

Meeting Chaired By: William Shinozaki

Recorded By: Eric Chong

Meeting Called to Order at 4:00 pm

Old Business

- During our last meeting on October 29, 2021, we discussed the internship program for our students. Chair wanted to know if there are any updates to internship procedures. DC Carol stated all of the Work Experience Program procedures are in place (application, interview, monitoring, evaluation and final report). In addition, a COVID waiver form is included in this process in light of the current situation. All faculty are briefed and ready to work directly with hotels if students are interested to participate. Ben Cruz wants Tsubaki Towers to participate and will share this information with his property management team. Our goal is to help high school and postsecondary students to gain valuable practical experience in the industry to earn their credits (high school students are required to have at least 180 hours of internship to earn their Certificate of Mastery; postsecondary are required to have industry practicum credits for graduation).
- Eric C. stated that safety for students (interns) is paramount, and participating employers must ensure that interns are supervised during training. For high school minors, Guam's curfew law still applies.
- Point of contact at Hotel Nikko Guam for internship is HR Manager Mr. Ele Magdael per Chair.

New Business

- The purpose of this Hotel Advisory Meeting is to review our curricula. This academic year, our department's AS in International Hotel Management program is undergoing curriculum review.
- DC Carol reiterated that ACCJC, our accreditation commission, has approved GCC to launch its first 100% Distance Education program in April, 2021.
- DC Carol sent a link to Hotel Advisory Committee members earlier together with today's agenda for the AS program and courses for review:
 - A.S. International Hotel Management Program
 - HS150 Welcome To Hospitality
 - HS152 Customer Service
 - HS155 Basic Hotel & Restaurant Accounting
 - HS158 Intro to MICE



- HS160 Hospitality Supervision
 - HS208 Managing Food & Beverage Operations
 - HS211 Managing Front Office Operations
 - HS215 Managing Housekeeping Operations
 - HS216 Human Resources Management
 - HS254 Hospitality And Travel Marketing
 - HS266 International Hotels: Development And Management
 - HS268 Managing Technology In The Hospitality Industry
 - HS292 Hospitality And Tourism Practicum
 - KE110 Korean I
 - KE111 Korean II
 - JA110 Japanese I
 - JA111 Japanese II
- In our AS International Hotel Management (IHM), our goal is for full-time postsecondary students to graduate in two years. Therefore, we are reducing our program's 64 credits to 60 credits to achieve this goal. DC Carol noted that Hotel Security Management and First Aid/Safety courses will be removed. Chair Shinozaki mentioned the importance of security to hotel operations but understands the need to help postsecondary students graduate in two years. Eric C. addressed this by stating the American Hotel & Lodging Educational Institute's textbooks include sections in security, for example, the Managing Front Office Operations has a section on hotel security. Therefore, security is covered in almost all IHM courses. Food and Beverage Service course will be replaced by Introduction to MICE because the latter course addresses banquet service in addition to meetings, incentives, conventions, and expositions. Chair Shinozaki concurred that the MICE course is good because Guam is relatively new to our industry. DC Carol also mentioned that JA110 and JA111 may be substituted for KE110 and KE111 as both Japanese and Korean languages are important for our visitor markets.
 - DC Carol informed the Committee that many of the above courses have gone through the Hotel Advisory Committee review and subsequently approved by GCC Curriculum Review Committee during last academic year. Per our GCC Assessment Cycle, our AS program is now under a formal curriculum review. Our approved courses and program will be effective in Fall, 2022.
 - Our AS International Hotel Management is approved as GCC's only Distance Education program; as such all of our courses will be updated to be offered as online or hybrid. The goal is to convert the entire program to online. Our challenge is to find enough faculty who are certified to teach online. GCC recognizes Quality Matters' Teaching Online Certification (TOC). Our department has 5 faculty who have TOC who can offer asynchronous courses. The advantage of this offering will attract our industry workforce to enroll in AS International Hotel Management since they will be able to do our courses at their own convenient times. To build the capacity of TOC faculty, GCC is working on offering online teaching training for adjunct faculty; once they are certified, they will be able to teach online as well. GCC has hired an instructional designer for this purpose. He will assist our department with the set up and design for our online courses.
 - Per Chair Shinozaki, our Hotel Advisory Committee officially acknowledged all these reviewed courses for implementation. DC Carol thanked all faculty for their time and efforts in reviewing and revising our course and program documents.



Roundtable Discussion

- Chair Shinozaki reviewed our program and is delighted that we offer an IT course (HS268) because technology plays an important role especially during this pandemic where touchless protocols are needed, ex. keyless entry to guestrooms.
- David inquired what is the dominant Property Management System (PMS) used on Guam. Chair Shinozaki replied: Oracle's Opera for Rooms and Oracle's Symphony for F&B are the most common. He also reiterated that a good understanding of how technology is integrated to hotel operations would greatly assist students prior to their employment with hotels. Each hotel will then train new hires in their PMS.
- Ben announced that SKAL has scholarships for postsecondary students.
- Chair Carol reminded everyone that high school graduates with Certificate of Mastery can apply for DCAPS to articulate with GCC's college credits in any of the two programs offered.

Adjournment

- Meeting was adjourned at 5 p.m.