



Guam Community College
Hospitality and Tourism Department
Hotel Advisory Committee Meeting
Thursday, March 9, 3:00pm
Virtual Meeting Minutes

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

Meeting Chaired by: Carol Cruz
Meeting Call to Order: 3:08pm

Recorded by: Minhee Ji

Hotel Advisory Committee Members:

Yusuke Shinozaki - Committee Chairperson, (Acting General Manager, Hotel Nikko Guam)
Claire Garcia - Director of Human Resources, Hyatt Regency Guam Resort
Maria Teresa Reyes - Burrier, Director of Food and Beverage, Lotte Hotel Guam, LLC
Vincent "Ben" Cruz - Military/Corporate/Community PR Manager, The Tsubaki Tower
Norman Aguilar - Okkodo High School
Eric Chong - Simon Sanchez High School
Narciso Cosico - George Washington High School
Carol Cruz - Department Chairperson
David Dingcong - Southern High School
Eric Ji - GCC Post-Secondary
Minhee Ji - John F. Kennedy High School
Micangelica Zapanta - Tiyan High School

Old Business

- I. Assessment updates AY 21-22
 - a. Email sent to department to compile assessment
 - b. Assessment reports due next month (March 2022)
 - c. Secondary Faculty to submit assessment collection to Eric Chong
 - i. Evidence to show student learning outcomes
 - ii. Faculty working towards goal and collecting date in doing so

New Business

- II. Post-Secondary Curriculum Review
 - a. Completed assessment for courses
 - b. Need final approval from Dean, VP of Academic Affairs
 - c. HS 217 Hotel Security Management – agreed to remove

- d. Japanese courses
 - i. Textbook adjustment
 - 1. Updated and more affordable for students
 - 2. Workbook to cover Japanese II
- III. Announcement from DC
 - a. HS268 Managing Technology in the Hospitality Industry
 - i. Feedback received from current instructor teaching class
 - ii. Website called Innroad – 3rd party software
 - 1. Software to simulate Front Desk Check In
 - 2. Possibly integrate into secondary students' lesson
 - a. Request budget
 - b. Information as of now, around 14.99 per person
 - 3. Great opportunity for students to encounter hands on experience in the classroom setting
- IV. Roundtable
 - a. DC to follow up with Tsubaki HR and introduce department
 - b. Anticipate meeting F2F in the near future
 - c. Last meeting for AY 21-22

Meeting adjourned 3:41pm

GUAM COMMUNITY COLLEGE
TOURISM AND TRAVEL ADVISORY COMMITTEE
Wednesday, April 6, 2022
Virtual Meeting Minutes

Attendance:

Missy Ngiraklang, Project Manager, Alumna, GCC Tourism and Travel, Market Research and Development, Inc.
Connie Moral-Mayers, Sales Manager, Goodwind Travel and Tour Corp., Inc. (GSA for Philippine Airlines)
Eric Chong - Simon Sanchez High School
Narciso Cosico - George Washington High School
Carol Cruz - Department Chairperson
David Dingcong - Southern High School
Minhee Ji - John F. Kennedy High School
Eric Ji - Postsecondary, GCC
Norma Aguilar - Okkodo High School
Micangelica Zapanta - Tiyan High School

A. Old Business

- a. Electronic Meeting Minutes - March 9, 2022 were reviewed
- b. Tourism and Travel Management Program presented and to be followed up at the next meeting.

B. New Business - Curriculum Review

- a. [Tourism and Travel \(T&T\) Management Program](#)
 - i. The T&T program was reviewed by the committee.
 - ii. HS156 Basic Accounting Principles for Small Tourism Businesses was revised and presented to the committee
 - iii. CH110 CHamoru I and CH111 CHamoru II was added to the Electives.
- b. The Tourism and Travel Advisory Committee reviewed and acknowledged the revised Tourism and Travel Management Program.
- c. Roundtable
 - i. The work experience program was discussed.
 - ii. Other department matters were discussed.

C. Adjourned at 4:05pm

Minutes recorded by: Carol Cruz

GUAM COMMUNITY COLLEGE
TOURISM AND TRAVEL ADVISORY COMMITTEE
Wednesday, March 9, 2022
Virtual Meeting Minutes

Attendance:

Missy Ngiraklang, Project Manager, Alumna, GCC Tourism and Travel, Market Research and Development, Inc.
Connie Moral-Mayers, Sales Manager, Goodwind Travel and Tour Corp., Inc. (GSA for Philippine Airlines)
Eric Chong - Simon Sanchez High School
Narciso Cosico - George Washington High School
Carol Cruz - Department Chairperson
David Dingcong - Southern High School
Minhee Ji - John F. Kennedy High School
Eric Ji - Guam Community College

- A. Old Business - Electronic Meeting Minutes - December 2, 2022 were provided for review
- B. New Business - Curriculum Review
 - a. [Tourism and Travel \(T&T\) Management Program](#)
 - i. Last approval was in 2018
 - ii. Proposed program changes:
 - 1. Include the General Education requirement that hospitality majors take either KE110, KE111, JA110 or JA111 to fulfill the Humanities and Fine Arts general education requirement. This would result in dropping one of the program's world language major requirements. Through a slide presentation, DC Carol showed how the new course will be added which should not affect the total credits required to complete the degree requirements. Students will now be able to select only one course to fulfill the world language program requirement: KE110, KE111, JA110 or JA111.
 - 2. Offer a 3-credit elective. Based on the information that is available, specific courses are being added to the list of electives: KE110, KE111, JA110, JA111, SM108, AC211, or MK123. Eric suggested that specific courses be listed and not open to just any course.
 - 3. MK125 will be dropped from the program and replaced with the new course, HS156, Basic Accounting Principles and Tax Reporting for Small Tourism Businesses. For continuing students, the business department is willing to approve course substitution with MK123, Introduction to Marketing. Missy inquired if social media marketing is covered in HS254, Hospitality Travel and Marketing. Eric suggested that the course guide could just add additional SLOs on social media marketing. Missy suggested that we consider a section on Google Analytics.
 - 4. Recommendation from Fred Tupaz, Business & Visual Communications Department Chairperson:
 - a. Replace MK125 (Social Media Marketing) with MK123 (Introduction to Marketing)- although MK125 does not have any prerequisites, students are already expected to have basic knowledge in marketing principles (i.e. completed MK123) since a majority of MK125 are typically

- Marketing majors who may have taken MK123 already.
- b. Courses such as SM108 and AC211 are recommended course substitutions for the proposed HS156.
 - c. Willing to consider SM108 as a proposed General Education course under Humanities and Fine Arts.
5. HS255 Airline Management (2017) - A non-substantive course guide for review. Curriculum and textbook was reviewed with no proposed changes.
 6. HS257 Principles of Tour Guiding (2017) - The non-substantive course guide was submitted for review.
 7. HS265 Ecotourism (2008) - The non-substantive course guide was submitted for review.
 8. HS156 Basic Accounting Principles and Tax Reporting for Small Tourism Businesses (New)
 - a. DC Carol presented the new course and its rationale. The committee reviewed the detailed course SLOs.
 - b. The committee unanimously agreed to include this additional course that focuses on basic accounting principles for small tourism businesses.
 - c. Missy suggested that the course title be revised to, "Small Business Development" since sections on business plans and tax reporting are part of the course SLOs. Eric also suggested the name, "Hospitality and Tourism Small Business Development".
 - d. Committee discussed this course at length and decided that further research is needed before finalizing the course guide adoption.
 9. HS158 Introduction To Meetings, Incentive, Convention, Expositions (MICE) - CTTT064B (Approved March 3, 2020) - A non-substantive course to be submitted. The only change is the course title to, "HS158 Introduction to MICE". This course is also part of a dual course curriculum with CTTT064b, LMP Iib.
 10. HS157 Tourism Planning And Development - CTTT064A - since this was recently approved in 2020, the course will not have to be presented to the Curriculum Review Committee (CRC) this academic year since there are no substantive or non-substantive changes.

C. Roundtable

- a. DC Carol reported that the CRC had announced that course guides that were recently approved (within 1-2 years) and have no changes will no longer be brought to the CRC for review this academic year.
- b. DC Carol recognized all faculty for their time and efforts in reviewing and revising the department's course guide and program documents.
- c. Eric recommended that the courses presented to the committee and have no pending activities be submitted for the next CRC scheduled meeting. DC Carol informed the committee that the Dean will not review any course guides without first reviewing the program document. DC Carol will follow up.
- d. Therefore, the Tourism and Travel Advisory Committee officially acknowledged all these reviewed courses for implementation.

D. Adjourned at 4:05pm

Minutes recorded by: Carol Cruz



Guam Community College
Hospitality and Tourism Department
Hotel Advisory Committee Meeting
Tuesday, February 22, 2022 3:00pm
Virtual Meeting Minutes

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

Meeting Chaired by: Carol Cruz
Meeting Call to Order: 3:08pm

Recorded by: Minhee Ji

Hotel Advisory Committee Members:

Yusuke Shinozaki - Committee Chairperson, (Acting General Manager, Hotel Nikko Guam)
Claire Garcia - Director of Human Resources, Hyatt Regency Guam Resort
Maria Teresa Reyes - Burrier, Director of Food and Beverage, Lotte Hotel Guam, LLC
Vincent "Ben" Cruz - Military/Corporate/Community PR Manager, The Tsubaki Tower
Norman Aguilar - Okkodo High School
Eric Chong - Simon Sanchez High School
Narciso Cosico - George Washington High School
Carol Cruz - Department Chairperson
David Dingcong - Southern High School
Eric Ji - GCC Post-Secondary
Minhee Ji - John F. Kennedy High School
Micangelica Zapanta - Tiyan High School

Old Business

- I. Assessment updates AY 21-22
 - a. Email sent to department to compile assessment
 - b. Assessment reports due next month (March 2022)
 - c. Secondary Faculty to submit assessment collection to Eric Chong
 - i. Evidence to show student learning outcomes
 - ii. Faculty working towards goal and collecting date in doing so
 - d. Post-secondary programs are going through curriculum review as part of the assessment cycle.

New Business

- II. Post-Secondary Curriculum Review
 - a. Completed assessment for courses

- b. Need final approval from Dean, VP of Academic Affairs
 - c. HS 217 Hotel Security Management – agreed to remove
 - d. Japanese courses
 - i. Textbook adjustment
 - 1. Updated and more affordable for students
 - 2. Workbook to cover Japanese II
- III. Announcement from DC- HS268 Managing Technology in the Hospitality Industry
- a. Feedback received from current instructor teaching class
 - b. Website called Innroad – 3rd party software
 - i. Introductory video presented at the meeting, Here is the link to InnRoad.
<https://www.screencast.com/t/5LEYbWn8jm>
 - ii. Software to simulate Front Desk Check In
 - iii. Possibly integrate into secondary students' lesson
 - 1. Request budget
 - 2. Information as of now, around 14.99 per person
 - iv. Great opportunity for students to encounter hands on experience in the classroom setting
- IV. Roundtable
- a. As concurred by Chair Shinozaki, our Hotel Advisory Committee officially acknowledged all these reviewed courses for implementation.
 - b. DC Carol recognized all faculty for their time and efforts in reviewing and revising our course and program documents.
 - c. DC to follow up with Tsubaki HR and introduce department
 - d. Anticipate meeting F2F in the near future
 - e. Last meeting for AY 21-22

Meeting adjourned 3:41pm



**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
Meeting Called to Order at 4:00 pm

Recorded By: Eric Chong

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.

GUAM COMMUNITY COLLEGE
TOURISM AND TRAVEL ADVISORY COMMITTEE
Thursday, December 2, 2021
Electronic Meeting via Email

Tourism and Travel Advisory Committee:

Connie Moral-Mayers, Sales Manager, Goodwind Travel and Tour Corp., Inc. (GSA for Philippine Airlines)

Jean Arriola, Airport Services Manager, GIAA

Missy Ngiraklang, Project Manager, Alumna, GCC Tourism and Travel, Market Research and Development, Inc.

David B. Tydingco, Managing Director, Valley of the Latte

Norman Aguilar - Okkodo High School

Eric Chong - Simon Sanchez High School

Narciso Cosico - George Washington High School

Carol Cruz - Department Chairperson

David Dingcong - Southern High School

Eric Ji - GCC Post-Secondary

Minhee Ji - John F. Kennedy High School

Micangelica Zapanta, Tiyan High School

A. Opening remarks

Hafa Adai!

I would like to welcome everyone to our first official Tourism and Travel Advisory Committee meeting through email. My name is Carol Cruz, Department Chairperson for the Hospitality and Tourism Department.

Our role as an advisory committee is to meet at least twice every academic year to advise, assist, support, and advocate for our programs. For this first meeting, I would like to briefly go over our committee's plan of work which focuses on the department's curriculum review for the Associate of Science of Tourism and Travel Management Degree program. With your industry expertise, we can be assured that our program and courses meet the needs of our community and tourism industry. Our committee is also still in need of a Committee Chairperson.

If you have any questions, please contact me via email or call/message at (671) 486-7450.

Welcome everyone!

Carol Cruz, Department Chairperson

B. Advisory Committee Concept

“The primary purpose of the Advisory Committee is to help the College ensure that the program is relevant to the community, address current industry standards and workforce needs, and has appropriate resources to support high quality student outcomes.” (Source: Advisory Handbook)

With your industry expertise, our department can provide our community with programs that meet the needs of the industry and have a clear sense of trends in the field. Your recommendations for improvements will ensure growth and expansion of the program.

C. Election of Officers

- a. The Department Chairperson will be the acting Chairperson until such time a new Chairperson is elected.
- b. The committee encourages volunteers to prepare minutes.

D. Plan of Work

<p style="text-align: center;">Table 1 Hospitality & Tourism Department Tourism and Travel Advisory Committee Plan of Work AY 2021-2022</p>				
Activities	Strategies	Target Date	Result	Comments
Committee Membership Invitation	Send out email invites	September 20	1 industry member confirmed	Workforce Advisory Handbook provided to members
Review and Recommend the Program Curriculum	Department assignment for curriculum review	November 22	Receipt of revised/updated curriculum documents ongoing	Table 2 - Tentative list of curriculum documents
Advisory Committee Meeting #2 (Virtual)	Curriculum Review and approval	3:00p.m., Thursday, January 20, 2022		CRC meeting requested for February 9, 2022

Table 2
Program and Curriculum Review
Tentative List for Curriculum Review
Academic Year 2021-2022

HS Course/Program	Program	Author(s)
Tourism and Travel (T&T) Management Program		Carol Cruz
HS157 Tourism Planning And Development	T&T	Norman
HS158 Introduction To Meetings, Expositions, Events, And Conventions (MEEC)	T&T	Carol
HS255 Airline Management	T&T	Carol/Connie Mayers
HS257 Principles Of Tour Guiding	T&T	Eric Chong
HS265 Eco Tourism	T&T	David

E. Meeting Dates

- a. Next meeting is slated for 3:00p.m., Thursday, January 20, 2022. This is in preparation for the Curriculum Review Committee which the department is requesting for a February 9, 2022 meeting.

F. Adjournment

**Guam Community College
Hospitality Advisory Committee**

Location: Google Meet (<https://meet.google.com/mpx-uure-kbj>)
Friday, October 29, 2021 3:00 - 4:00pm

Attendees:	Eric Chong	Carol Cruz	Micangelica Zapanta
	Eric Ji	David Dingcong	Minhee Ji
	Narciso Cosico	William Shinozaki	Maria Teresa Burrier
	Claire Garcia	Vincent Cruz	

Meeting Chaired By: Carol Cruz
Meeting Called to Order at 3:01pm

Recorded By: Minhee Ji

Introduction of Committee Members

- William Shinozaki – Committee Chairperson / Acting General Manager at Hotel Nikko Guam
- Claire Garcia - Director of Human Resources at Hyatt Regency Guam
- Maria Teresa Burrier – Director of F&B at Lotte Hotel Guam
- Vincent Cruz - Military/Corporate/Community PR Manager, The Tsubaki Tower
- Carol Cruz – Department Chairperson
- Eric Chong – Simon Sanchez
- Narciso Cosico – George Washington High School
- Micangelica Zapanta – Tiyan High School
- David Dingcong – Southern High School
- Eric Ji – Guam Community College Post Secondary
- Minhee Ji – John F Kennedy High School
- Norman Aguilar – Okkodo High School

Committee Chair Remarks

- “ It was a challenging 2 years during the pandemic. As much as the industry was suffering from the pandemic, so was the academia. Looking ahead to ‘with corona’ or ‘post corona’, having this committee with a partnership with academia will be important in order to feed what the industries are looking to pursue for the hoteliers in the business world.”
- Faculties to relay the message and communicate with the committee to help educate the students so they can be fit and ready when the time comes

Programs and Foreign Languages under the Hospitality and Tourism Department

- Department Chair looking into resources that could grow our department
- Reason for this meeting is to inform the advisory committee that our department currently has very limited resources
 - Department Chair will work diligently to achieve the funding and resources to support classroom instruction and faculty
 - Advisory committee to support and work together to achieve resource goals
- Funding source set for Foreign Languages/Programs

- In order to build any type of program, advisory committee is needed to work together for advice and recommendation to move forward
- Currently in the process of implementing/working on:
 - New International Hotel Management Program
 - 100% online program launched this SY 21-22
 - Currently the first department to launch a 100% online program
 - Anticipating on doing a campaign to further market the program
 - Secondary level: revised the Hospitality and Management Program
 - Articulated course to course alignment with secondary courses
 - Anticipating on marketing and promoting the program
 - Annual program review: IHM & Tourism and Travel Program and Courses
 - Team working on each course
 - Will be needing advisory committee's support as the program/courses will be introduced for review
 - Currently over 20 courses for the advisory committee to review
- Department Strategic plan
 - Plan had expired
 - Need to development the department's strategic plan
 - Looking for short term goals for 2-5 years
 - Looking to grow the program
 - Advisory committee expertise needed to grow the program
 - Anticipate creating a visual presence on post-secondary and secondary level
 - Limited budget and resources to move forward
 - Need the advisory committee's support and reason for needing the budget
 - 11/11/21- deadline to submit the following fiscal year's budget
 - Status quo, at any time should the department need the budget, there will have to be a justification
 - Current meeting shows full support that the advisory committee is in correspondence to growing our department, program, and its courses
 - Collaboration to show that the committee is meeting the needs of the industry
 - Anticipate meeting in December in order to discuss further
 - Collaborating to show that we are meeting the needs of the industry

Announcement: Assessment for Academic Year 2021-2022

- Assessment for phasing out LMP (into HTMP – Hospitality and Tourism Management Program)
 - Two student learning outcomes to assess
 - Interview skills
 - Career portfolio
 - Due March 2022
- Department ensuring that assessment ties into budget goals
 - Will need resources

- Eric Chong – leader in assisting with secondary programs
- Committee to look into assessment plans to see how it connects with the ISMP and accreditation

Additional Comments:

- *Eric Chong*- As we are looking closely at the situation with the visitors, we are anticipating hotel partners to inform us when it would be the best time to pursue internships (non-paid).
- *Will Shinozaki*- 6 post secondary student interns in the marketing department completed their internship virtually. Provided the students with a project to come up with the marketing plan for a targeted outlet- opportunity for student to understand the product, who the market is, location, and how to and where to market the outlet and product. At the end, students came up with their own advertisement and materials to promote the outlet. In the form of remote internship, Nikko can start considering opportunities. Mentioned it is quite difficult to do culinary and housekeeping remotely, but marketing would be possible. Physical internship- safety and liability is the first concern. If wanting to push earlier for internship, there would be a need to clarify some conditions. Anticipate waiting for easing up of restrictions (as of now, employee must be vaccinated if they are in close contact with guests, social gathering and social distancing). It would be helpful for GCC to come up with platforms or standards that is standardized for the industry help hotels to make easier decisions on moving forward with internships.
- *Maria Teresa* – at the F&B department, Lotte was able to conduct training for students with restrictions, regarding the new normal operation of F&B department. Students had signed the appropriate liability forms, ensure parents signature, and vaccination certification to be present. When the class ended, the lab portion was held at the hotel. If GCC had a letter of release/liability it would be beneficial. It is important for the hotel to have the release of liability for the sake of the safety of the hotel. Carol informed of GCC’s liability form. Professional dining room service training was done with a staggered schedule for student placement. When students are doing training, Maria Teresa was physically present as well for the safety of students. Students also worked at FOH, BOH, inventory for purchasing to order items, and banquet. Upon completion, 4 students were hired at the FOH and BOH. Students are encouraged to be part of the team.
- *Claire Garcia*- 15 WE students over the summer who completed 200 hours of internship. Ability to space them out as managers worked out the schedule. Hired 2 students upon completion as on-call employees. Hyatt is willing to accept students, just to understand the time it takes to schedule students for their safety.
- *Vincent Cruz* – Understanding of GCC pursuing internships and will share with fellow colleagues

Roundtable Discussion

- Suggestion of having a facility/classroom on campus to create a hospitality presence for the hospitality students
 - Beneficial in building our programs to have designated classrooms with lab facilities
 - Would assist greatly in internship and career placement
 - Great location to mimic hotels and its views
 - Simulated classrooms in other institutions
 - Some institutions have PMS at schools so students can receive hands on learning in Checking guests in and out
- Around 10 post secondary students completing the program and graduating in Spring 2022

Adjournment

- Will Shinozaki- confident that we can make bright futures for our students and industries
 - We cannot pursue and develop our future without one part missing, both academia and industry are to work together for the success of our hospitality industry.
 - Understanding the talents are the valuable resources, and if we can grow the talents locally, then we will have a fantastic future for Guam. This should be our vision.
 - GCC helps the industry and industry helps GCC and a mutual understanding and benefit to work with.
- Carol Cruz- we will prepare our industry with students that are ready to work in the industry
 - Next meeting anticipation to be held in December, once the committee reviews curriculum. Assessment process to complete as the hotel advisory committee blesses our program.

**GUAM COMMUNITY COLLEGE
HOTEL ADVISORY COMMITTEE**

**Location: via Google Meet
Friday, March 5, 2021 3:00 p.m.**

ATTENDEES: William Shinozaki – Nikko Claire Garcia – Hyatt Narciso Cosico
Norman Aguilar Carol Cruz Minhee Ji

MEETING CHAIRED BY: Eric Ji

RECORDED BY: Eric Chong

Meeting called to order at 3:00 p.m.

Welcome:

- Eric Ji welcomed everyone to our meeting. He reiterated the purpose of our Hotel Advisory Committee – for our industry partners to provide assistance in reviewing our curricula to ensure they are meeting industry needs. This committee meets twice a year (fall and spring). We have important business today.

Old business:

- Curricula update:
 - KE110 and KE111 revision done and approved.
- Practicum
- Apprenticeship
- Job Opportunity Program
- Business Sector Supporting Academia
- Expanding Education to a new field

New Business:

- International Hotel Management DE program – (Distance Education) Our department was asked by our Dean to find if we would like a full online program a few weeks ago. It will be a pilot program supported by our department faculty. Ji is revising all course guides to conform with DE requirements. 14 courses all together are being revised by Ji. The goal is to change IHM to a full online program due to our low enrollment (less than 10 majors); DE will help expand our enrollment. It is difficult for our current IHM classes to make due to the low numbers and no adjunct instructors are willing to take a decrease in pay. So, no face-to-face classes for IHM DE (100% online). We will submit our DE program for approval with ACCJC (accreditation organization), the deadline is March. ACCJC will meet at the end of March to go over our proposal. We want to start in Fall 2021 if approved. This will attract industry associates to enroll if our program is online. Our industry partners agree that online will be beneficial and better because of associates' work schedules. We hope that our online courses will be asynchronous for the convenience of our learners. Online will expand our audience to include overseas, not just the local market. 80% of our GCC students are on FAFSA, financial aid/funding from the federal government. With the downturn in economy, more may come back to school for retooling. Our curriculum is from the American Hotel & Lodging Educational Institute; the levels of the textbooks are at the university level.

There will be 5 faculty who are DE certified by the end of this school year.

Question: will the general education courses be offered online, too?

- HTMP program document has been completed and will be reviewed by our Curriculum Review Committee in the next few days. Hospitality & Tourism Management Program (high school) needed to be revised after all our courses have been updated. HTMP will replace Lodging Management Program. We have course-to-course articulation with postsecondary courses. The new name may attract more students as "lodging" can be confusing.

Round Table:

William – The 6 practicum students at Nikko in our marketing department doing well, even though it is a virtual experience. Ji thanked William for accepting and training our postsecondary students.

Carol – starting her Department Chair role in August, 2021.

Eric C – our monthly island-wide LMP symposium is doing well. We have our third symposium this month.

Adjournment:

- Meeting was adjourned at 3:40 p.m.

**GUAM COMMUNITY COLLEGE
HOTEL ADVISORY COMMITTEE
Location: via Google Meet
Thursday, December 3, 2020, 3:00 p.m.**

ATTENDEES: William Shinozaki – Nikko Claire Garcia – Hyatt Narciso Cosico
Norman Aguilar Carol Cruz Minhee Ji

MEETING CHAIRED BY: Eric Ji

RECORDED BY: Eric Chong

Meeting called to order at 3:10 p.m.

Welcome:

- Eric Ji welcomed everyone to our meeting. He reiterated the purpose of our Hotel Advisory Committee – for our industry partners to provide assistance in reviewing our curricula to ensure they are meeting industry needs. This committee meets twice a year (fall and spring).

Old business:

- Curricula update:
 - CRC has approved our AS International Hotel Management program, Hospitality & Tourism Management Program – HTMP (formerly Lodging Management Program – secondary) and the following courses: HS208 and HS217. There are no pending program or course guides for review.
- Eric Ji sent a reminder email to Dean Pilar to notify DOE of our HTMP changes so that DOE has our updated course codes beginning with AY2020-21 HTMP1A and HTMP1B (formerly LMP1). We are still waiting for funding to purchase new textbooks for HTMP1A and HTMP1B (class sets).

New Business:

- Eric Ji is proposing KE110 (Beginning Korean) and KE111 to have the same textbook. He cited our Japanese classes JA110 and JA111 also have the same textbook for both courses. Our goal for the Korean language class is to help our majors have practical knowledge and conversational skills of beginner Korean language. The Committee concurs with Eric Ji's proposal.
- Practicum/Work Experience Program for Spring 2021: in light of the current pandemic, Eric Ji is inquiring with our industry partners if practicum and work experience are possible. Our associate degree students need practicum to graduate; and our secondary LMP/HTMP students need 180 hours of work experience to earn the Certificate of Mastery. The Committee discussed proposing a waiver of this requirement but there may be accreditation requirements that make a waiver challenging.
- Committee Chair William Shinozaki said it is unlikely hotels will be able to accept students for practicum and work experience during this pandemic. Hotels are in the midst of reorganizing its workforce and majority of the staff are furloughed. So, it is definitely a challenge to have students in hotels now. He brought up ideas such as a virtual project with students to augment work experience and practicum. Virtual projects could cover hotel operations in social media, marketing, engineering, and purchasing. He will inquire with his PHR colleagues to find out if they are willing to participate in this project.
- William Shinozaki wants GCC to partner in planning for the eventual reopening of tourism on Guam, which will require a skilled workforce. We need to retain our talent on island. He recommended a system or network to link industry with faculty and students to keep everyone abreast of latest developments and job openings.
- Eric Ji stated the Hyatt Management Training Program that was launched last year is a way to motivate and encourage our majors to start their hospitality careers. Claire Garcia applauded Eric Ji's efforts in this pilot program.

Round Table:

- Eric Chong: online classes are challenging especially when high school students do not have textbooks. This mode of learning caused students to be less motivated for learning.

- Norman Aguilar: his students are burnt out; their sleep patterns are messed up, the Hard Copy mode of learning is extremely difficult because there is zero interaction with students.
- Carol Cruz: is concerned that our high school students are less interested in the industry due to current pandemic. She is working on giving them employment skills. She noted our textbooks are outdated in light of our global changes. Students are experiencing tremendous stress.
- William Shinozaki: noted that students losing interest in our industry is not good. We need to do our part to keep them motivated and engaged by being current with trends and best practices. He offered his help to be a virtual guest speaker.
- Narciso Cosico: agreed with all the comments made and is experiencing similar issues. He is focusing on students who are eager to learn with projects such as creating a virtual event.
- Minhee Ji: she found a useful video to use for her lessons: Shelbourne Hotel video series sold on Amazon. Such video resource help to keep students motivated.
- Eric Ji: GCC is considering reopening for face-to-face classes next semester to fulfill USDOE and ACCJC requirements. Our overall college enrollment has dropped due to COVID-19 pandemic. College students are asking this question: "Will I have a job after completing my program?"

Adjournment:

- Meeting was adjourned at 4:15 p.m.

GUAM COMMUNITY COLLEGE
Hotel Advisory Committee
Location: GCC President's Conference Room
Wednesday, November 7, 2018, 3:00 p.m.

ATTENDEES: Eric Ji - GCC

Eric Chong - GCC

William Shinozaki - Hilton

MEETING CHAIRED BY: William Shinozaki

RECORDING SECRETARY: Eric Chong

Meeting called to order at 3:07 p.m.

Old Business: Curriculum Revision

- Our department revised many courses last school year. Our practicum course now allows students to take from 3 to 6 credits.
- AS International Hotel Management program is now implemented with 62 credits for graduation.
- There are 28 declared majors as of Fall 2017.
- MOU with South Korea's Baekseok University resulted in our exchange program. Our students went to Korea in 2018 summer and earned four credits in Korean language. Likewise, Baekseok students spent four weeks on Guam.

New Business:

- Ji is working on program to program articulation with Baekseok University with the goal of our students earning bachelor's degree from the university. Baekseok offers a Global Hotel Management program that is taught in English.
- Our department's goal is to increase our IHM majors.
- Free College grant program from the Lt. Governor's office will be launched shortly. There is already a cohort of 24 students ready to start. These students will take 10 hotel courses (30 credits) . We hope that these students will continue in their education and declare IHM as their major.
- In March 2019, Baekseok Univeristy will be sending 40 students to GCC to take courses.

Round Table:

- Discussed about students who enrolled in our Basic Accounting course are facing challenges with understanding the materials. Chair Will recommends providing hands-on application using property management system like Opera. He feels students will understand better when accounting is tangible.
- Chair Will recommends students after taking initial practicum should be allowed to shadow and work with middle hotel management.
- Ji updated us about the upcoming agreement with Hyatt Regency Guam where instructors may identify LMP students who may be prospective management trainees. There are four phases in this program where students take college courses while getting on-the-job training with the goal of attaining supervisory positions upon completion. Ji sees this program to be implemented next school year.
- Chair Will proposes a dining etiquette training to help boost knowledge and confidence. We agreed that this is needed and that our faculty can be the first group to go for this training with Will.
- Since the Free College grant targets 10 hotel courses, we agreed that we need to investigate the possibility of introducing a certificate program for Hospitality and Tourism (we only currently offer associate's degree). This way, students can earn a GCC certificate upon completion of 30 credits before continuing on to the associate's degree program. This certificate program will be aligned with American Hotel & Lodging Educational Institute's courses.

Adjournment:

- Meeting adjourned at 4:36 p.m.