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A Message From Our Presidents

Who are we? Where are we going? And how are we going to get there? These are a few questions that run through the minds of students during their college journey.

We are students who take on the academic rigors of each semester. We are interns who gain knowledge through experience. We are peers who work together in and out of the classroom, holding each other to our unique potential. In the end, we are the next generation of managers entering into the workforce who are ready to take on any challenge.

Students who are a part of the School of Tourism and Hospitality Management get the opportunity to put these questions into action. By the time we graduate, we will have successfully completed at least two internships and have a compilation of accounted hours working in our prospective industries. We are a force to be reckoned with.

We as seniors are going out into the industries of tourism, hospitality, sport and recreation. We are working towards graduation and to get there we need to successfully complete Senior Seminar. The Main Campus class is putting on a networking seminar, which will aid our peers in making the first step towards contacting industry professionals regarding their future. The STHM Brunch, focusing on a celebration of another amazing year for our school, will be put on by the Center City class.

In the end, together, we as co-presidents of the senior seminar class believe this will be an exciting semester that will make a lasting impression.

Sincerely,

Yuri Kurashima
 President of Main Campus Senior Seminar

Lucy Foerster
 President of Center City Senior Seminar

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Tourism

King Tutankhamun And the Golden Age of the Pharaohs

By: *Bridget Clark*



The King Tutankhamun (more commonly known as King Tut) exhibit is currently open at the Franklin Institute Science Museum at 222 North 20th Street in Philadelphia. The exhibit opened February 3, 2007 and will stay until September 30, 2007; it is the final stop on the exhibition's U.S. tour. The exhibit contains nearly 130 ancient Egyptian treasures that are more than 3,000 years old. Roughly 50 of these antiquities were excavated from King Tut's tomb, and the rest belonged to King Tut's ancestors and predecessors.

The extensive collection of artifacts provides a good understanding of how the Egyptian Pharaohs were worshiped in life and in death. The glittering array of riches lay undisturbed for over 3,000 years thanks to piles of rubble that sealed the entrance to Tut's tomb from the outside world. Some of the most memorable pieces of the collection include King Tut's board games sculpted of marble and ivory, model boats to transport the King, gold plated coffins that contained King Tut's stillborn children, and four ornate boxes that contained the King's mummified internal organs.

The Egyptians believed that any item included in the tomb of a king would be with them in their afterlife and should therefore last forever. This explains why all the artifacts were made from materials such as gold and precious stones.

A very interesting aspect of the exhibit is that it seems to bring up more questions than answers. One mystery that still remains is a gold chest with intricate hieroglyphic drawings of King Tut and his

wife. The chest once held something that was stolen, leaving question as to what the box may have held. This same chest does answer the question concerning the meaning of the boy king's name. Tutankhamun, translated to mean "image of the living god", is written in large hieroglyphics on the top of the chest. It is an interesting experience to seize the facts that are known and let your imagination make the conclusions that are still not completely clear.

There is one aspect of the exhibit that was surprising and a bit disappointing: there are no mummies on display. However, the stunning artifacts combined with the enlightening descriptions allow for a delightful and educational experience. Tickets are relatively pricey but well worth it, and they allow access to the entire museum. Additional information and entertainment is available on the big screen in the Tuttleman IMAX theatre. Discounted tickets are available for children, senior citizens, military and students with valid identification. For more information or tickets call 1-877-TUT-TKTS (1-877-888-8587) or go online to www.fi.edu.

7 Days and 8 Nights Under European Sky

By: *Jennifer Goeta, Hoon Jung, Amanda Ream, and Resham Vasandani*

In mid-January 2007, halfway across the world, four students and two faculty members from Temple University's School of Tourism and Hospitality Management traveled about two eastern European countries. We, as Tourism and Hospitality Management students, had been given this educational opportunity by Temple University in order to gain first hand experience in the fields of tourism and technology while simultaneously enriching our cultural understanding.

The first leg of our trip began in Vienna, Austria, where we spent most of our days exploring the museums, churches, and various enclaves of the city. From traditional food, to local wine and modern art, Vienna is everything it is chalked up to be: a beautiful, historic and metropolitan city. Once arriving in our next destination, Ljubljana, Slovenia,

we soon realized that we had much to experience from the bantam capitol city.

Who would have thought a little city such as Ljubljana would have so much to offer? Set in a broad basin between the Alps and the Adriatic Sea, Ljubljana is a vibrant, quaint, and hospitable city. It was the perfect choice for the International Federation for IT and Travel & Tourism's (IFITT) Annual *Enter* Conference, the organization's forum on global travel, tourism technology and eBusiness.

The three-day conference was filled with keynote speeches from industry powerhouses and up-and-coming innovators. The conference had a mix of industry professionals looking to better promote their destinations, and top-notch researchers in IT and tourism, presenting their latest findings. The following quote is from Hoon Jung, a senior Tourism and Hospitality major, "I have participated in many of these types of conferences and workshops before, but this particular conference was very outstanding in terms of advanced technology and information. I knew that I had a lot of things to learn, but I once again realized that I have a long way to go to reach the top of the mountain."

While Hoon found inspiration to keep furthering his understanding and knowledge of technology and tourism, Resham Vasandani and Jennifer Goeta were influenced by Ljubljana's cultural appeal. "We were impressed by the numerous options available for dining and clubbing. One can eat delicious sushi for dinner, then, top the night off dancing to a DJ spinning house, hip-hop, and trance tunes like no other!" Student Amanda Ream summed up the whole experience with the following quote, "Experiences like this trip are why I love to travel and why I want to pursue a career in the field of tourism; I always feel inspired after traveling. The new people I meet, the exotic foods I taste, and the stimulating sights I see keep me wanting more in life, most specifically, more eye-opening traveling experiences."

While discussing the trip on the plane back to Philadelphia, we all realized not only how lucky we were to have had this opportunity, but also we had just been exposed to the future of the tourism industry in relation to technology. We would like to especially thank Dr. Barber and Mr. Montague for this amazing experience and their continued support

of Temple University School of Tourism and Hospitality Management students' dreams.



Spring Break: The Dark Side of Sunny Beaches

By: Amy Gatter

Every year, thousands of people, both teenagers and college students, flock to the beaches for a week of partying. Those who congregate at destinations ranging from Miami, Florida to Cancun, Mexico refer to this week as "Spring Break". Students are eager to escape the heavy workloads and endless assignments of school and looking forward to relaxing in the sun. However, it is important for students to consider the following:

- All persons, including U.S. citizens, must have a passport to travel overseas. Make sure to fill in the emergency information page of your passport!
- Travel with a reputable agency. Know what kind of transportation, housing, and food & beverage are included in your Spring Break package. Unfortunately, many students have been defrauded by student travel organizations, which provide an experience that does not match the initial offer.

- Do not leave your luggage in unattended areas. It goes without saying that you will never carry anything in your bag that someone has asked you to carry. If your baggage contains any type of contraband, you will be guilty until proven innocent and subject to the foreign laws of the country in which you visit.
- Becoming a target to thieves is easier than you may think while traveling. You may want to reconsider wearing expensive jewelry and conspicuous clothing. Also, do not carry excessive amounts of cash or credit cards. Take only necessary funds for the trip you planned.
- It is a good idea to register your trip. Travel registration is a free service provided by the U.S. Government to U.S. citizens who are traveling or living in a foreign country. Registering your trip is simply providing details to the State Department so that they will be able to assist you in case of an emergency. Emergencies can include crime and accidents, but also something as simple as family or friends trying to contact you.
- It is important that you research the country in which you plan to visit before leaving. Learn about the people, culture, and any problems the country may be experiencing that may affect your travel. Travel warnings are available and useful. It is also helpful to educate yourself on the country's language. This will assist in asking for help if needed.

Although you are wished a well-deserved vacation, any travel holds potential dangers. Remember-traveling abroad is only as safe as you make it.

Where are *you* going after you graduate? Disney World!

By: Allison McDermott

The School of Tourism and Hospitality Management has sent students to learn from valuable internships across the world, and the Walt Disney Company has been no exception! Many STHM students have traded in their books for mouse ears and participated in the Disney College Program.

The Disney College Program allows students from around the country and world to come together and live, learn and earn at the Walt Disney World Resort. As Disney cast members, students are taught guest service and decision-making skills as well as the importance of workplace empowerment. Students are afforded with a great opportunity to work in a global and diverse company.

In addition to a valuable work experience, students can also take advantage of classes offered through the College Program. Classes teach resume and networking skills, hospitality management, entrepreneurship and more. Foreign language classes are offered too, which are very useful when working with a company that attracts international visitors.

The College Program offers a wide range of experiences that vary student to student. STHM Junior Chou Lee worked at Disney's Pop Century Resort and was given the opportunity work in several different roles during her internship. Lee believes that Disney has given her great guest service skills that are transferable in any career she may choose. "Everyday, I relate my Disney experience to what I am learning in class," Lee explained.

Out of these Disney beginnings, STHM has had several Walt Disney World bound alumni. STHM alumnus Jeff Hickman currently works as the liaison for the entire East Coast as the Services Recruiter in the Disney College and CareerStart Programs. Current senior Anthony Nelson is set to apply to Disney for his senior internship. After doing the College Program his freshman year, he was prepared to make the official switch from an undeclared student to the School of Tourism and Hospitality Management. With all of our outstanding alumni, STHM will be earning their ears in no time!

The Cira Centre: A New Opportunity for The HUB

By: Erika Bitzer

The red carpet was rolled out on Friday, February 9, 2007 for the royalty of Philadelphia's tourism and hospitality community. Glistening in the glassy expanse of the Cira Centre the mezzanine level has officially opened as a new destination for corporate and social events.

The HUB, a meeting and event venue, has recently embarked on a new venture at the newly constructed addition to the Philadelphia skyline, the Cira Centre. Located in the heart of the city's transportation mecca, The HUB has given the west end of Philadelphia a much needed, non-University affiliated destination for board meetings and rehearsal dinners alike. Comprised of a unique blueprint of small "huddle" meeting rooms, standard yet technologically advanced boardrooms, and industrial chic reception spaces, the HUB's newest location boasts something for everyone.

The invitation list was studded with the industry's top names: Jim Cohn from *Mid-Atlantic Events*, The Hub's own creators John New and Bill Decker, Temple's School of Tourism and Hospitality's Greg DeShields and adjunct staff Charles Schmidt, complimented by a slew of high-end event planners, decorators, and caterers. Each unique room in The Hub's landscape was transformed into a distinct dining experience. Feastivites, Restaurant Associates, Culinary Concepts, J Scott Catering, Di Bruno Brothers, and other notable Philadelphia culinary pioneers each engineered an exclusive menu for the night's festivities. Guests were invited to choose from triple cream cheese on dried figs, seafood salad with Israeli cous cous, and delicious peanut butter parfaits. Robertson's Flowers, exclusive florist for all of Philadelphia HUB locations, created a custom landscape of seasonal pussy willow branches and blooming cymbidium orchids for a striking modern look.

The Hub is known for offering meeting spaces with the "best of the best" in technological amenities including memory white boards, flat screens that suspend from the ceilings, and wireless

everything. The Hub team has expanded their facilities to include two world-class meeting centers in the Philadelphia metropolitan area. The original Hub City View is located in the United Plaza building at 30 S 17th St. and boasts equally riveting views of the city's landmarks.

The grand opening of The HUB Cira Centre marks the meeting of a goal for the city- the combination of a sexy social setting with technological advancements of a world class meeting facility. The end result is pure magic for the event community in Philadelphia, an incredibly versatile space with unique views, an edgy industrial chic feel, and a location that brings Philadelphia events a little "left of center".

Sports

Temple Welcomes 2007 Football Recruiting Class

By: Gregory Parchment

Temple has welcomed twenty-nine new players to the football team for the upcoming 2006-2007 football season. This football team is Coach Al Golden's second recruiting class for which he is solely responsible. During last year's season, twenty-two freshmen received recognition, the most out of any team in Division 1-A Football. Coach Al Golden has been able to remodel this team to his liking faster than anyone expected. In only 14 months as the head coach of Temple's football team, eighty percent of the team is comprised of players that he recruited. If continuity is a key to success, Temple's football future is looking bright. The coach foresees that in 2008, Temple will welcome back a minimum of twenty-one starters.

Coach Golden considers the commitment Temple has made to the Commonwealth of Pennsylvania high school coaches as one of the keys to his success. They brought in seven local players, including Daryl Robinson, a cornerback from Philadelphia who attended Northeast Catholic High

school. According to www.rivals.com, Daryl Robinson was committed to West Virginia University because of his instincts for the game and his speed, which has been clocked as low as 4.39 in the 40-yard dash. He later reneged and committed to Temple University instead.

Coach Golden was also happy about the diversity of the class. Of the twenty-nine players recruited, there are four from California, three from Florida, and three from Virginia. Coach Golden is quick to defer the credit of a much-improved recruiting class claiming that he is a beneficiary of Temple's recent wave of popularity within the local Pennsylvania community. "The applications are up in the city to go to Temple University just as they are up in Bucks County and just as they are up in Johnstown and State College and all the other municipalities that we have visited in the commonwealth. This is a hot school right now and we are trying to capitalize on that and we have," said Golden.



Al Golden

The improved athletes that are being brought into the Temple Football program, and the new attitude that is being instilled by Coach Al Golden are paralleled to the pace of Rutgers' football team three years ago. They were able to turn their football fortunes around and increase admissions to their school via the national attention achieved through their success. Temple University is not far off, as its football program certainly appears to be moving in the right direction.

Owls in Transition

By: Tom McCullough

The transition from the John Chaney era of Temple Basketball to the new regime of Fran Dunphy has created excitement among the owl faithful. Coach Chaney's style was effective, efficient, and simple. The owls relied heavily upon the match-up zone defense that Coach Chaney mastered over the years. Offensively, Coach Chaney preferred a slow pace and emphasized possession and minimizing

turnovers. For the Temple University community, which has not had a chance to participate in the NCAA tournament since 2001, Coach Dunphy's new style is a breath of fresh air. The owls now run multiple defenses and tend to switch up the scheme on the fly. On the offensive end, fans have been thrilled to see the Owls push the tempo and score much more than they have in the past. In a recent game against St. Bonaventure, the Owls scored over one hundred points for the first time since 1988. Furthermore, the Owls are averaging 76 points per game this season compared with 62.6 points per game in 2005-2006. This year's Owl team still has a great chance to make it into the 2007 NCAA Tournament. With the team currently on a four-game winning streak, and the Atlantic 10 Tournament taking place close to home in Atlantic City, the



Fran Dunphy

reinvigorated student section looks forward to a late-season charge toward the tournament. Meanwhile, legendary Coach John Chaney is a staple at Temple home games this season, often seen speaking with as many young children as possible. He consistently takes time to speak with alumni and program supporters at games. With the emergence of Dionte Christmas as one of the best players in the conference, the continued success of Dustin Salisbury, and the support of Coach Chaney, the Owls have an outstanding chance to take home the Atlantic 10 Championship thus, winning an NCAA Tournament bid.

Featured Professional Organization of the Month

Club Managers Association of America

By: Tim Thiess

The Club Managers Association of America, established in 1927, is the professional association for

managers of membership clubs. Club Managers Association of America has close to 7,000 members who manage more than 3,000 country, city, athletic, faculty, yacht, town, and military clubs. The objectives of the association are to promote and advance friendly relations among people connected to the management of clubs and other associations of similar character, to encourage the education and advancement of its members, to assist club officers and members, and to secure the utmost in efficient and successful operations. The Club Managers Association of America's main issues of interest include membership, marketing, economy, legislation, environment, minimum wage, mandated benefits, labor, catastrophic health insurance, hazard communication standards, public accommodation laws, unrelated business income, and technology.

Club Managers Association of America has an annual budget of \$7.5 million. There are fifty senior chapters, forty-two student chapters and several student colonies, both in the United States and abroad. The Club Managers Association of America's gross revenues were \$10.16 billion for all clubs in 2003, while food and beverage revenues were \$3.26 billion. The average club income is \$3.98 million. In total, these clubs employ more than 263,188 employees and have a combined payroll of \$4 billion.

The Club Managers Association of America is very involved in local communities and charities. The association's "Club Foundation" supports the advancement of the club management profession. The "Club Foundation" sponsors research, funds industry education programs, provides financial assistance to educational institutions, and awards scholarships to outstanding students interested in the club management profession. The association raised \$300 million for charities and gave a total of \$10.4 million in student scholarships in 2003. Most of Club Managers Association of America's fifty chapters sponsor scholarship funds. The average club spends \$1.4 million in its local community and spends \$2.11 million within its state as a whole. Overall, club operations generate \$4.38 billion for state economies around the country.

Reaching Out to Philadelphia's Youth: A Whole Different Ballgame

By: Phil Canosa

Over the last 5 years, the Philadelphia Phillies have taken on a role of social responsibility. The team has partnered with the Philadelphia Department of Recreation to implement a special outreach program that has actively instilled academic knowledge in Philadelphia's youth community by using the lessons of baseball. The program is called Phillies Phundamentals, and over the years it has evolved into one of the largest community outreach programs in the city of Philadelphia.

Established in 2001, Phillies Phundamentals has existed as an after school program/summer camp at recreation centers all over the city for children between the ages of 5 and 13. Lessons combine arts and crafts with interactive games that tackle topics relating to the Philadelphia Phillies and the fundamentals of baseball, providing both a fun and educational experience. Through these activities kids learn the importance of teamwork, creativity, and sportsmanship.

Phillies Phundamentals is a wonderful model for sports organizations within the city. The creative lessons taught by the Phillies not only encourage children to enjoy learning, but also act as marketing for the Philadelphia Phillies' organization. Kids will grow up to be Phillies fans and will undoubtedly contribute back to the team in a positive way. They leave the program with a positive outlook on life that will remain with them for the rest of their lives. It is important that more organizations, especially in the sport and leisure industry, reach out to the children of Philadelphia to provide more positive opportunities for them to learn and grow.



Hospitality

The Splendor of BYOB in Philly

By: Kathy Tsai

To the gourmet, Philadelphia is known for many things: the irresistible cheese steak, soft pretzels, and the decadent Philadelphia cream cheese. But within the last decade, Philadelphia has, unbeknownst to most of its own citizens, developed another niche in the culinary world. Philadelphia is rapidly rising among the ranks of U.S. cities that boast their number of BYOB (Bring Your Own Beverage) restaurants. Since 2003, over 100 BYOBs have sprung up throughout the city and even into its suburbs, bringing the total above 200. So why is there such a fast-paced trend for something that may seem harmful to business owners? Chef Dan Zhao of Aoi Japanese Restaurant on 12th and Walnut states that, “Unlike our close neighbors in New York, the state of Pennsylvania has a lucrative liquor control system for restaurant owners. The state no longer issues new liquor permits, so you must obtain the license from an existing restaurant owner. This lack of supply can drive prices as high as \$50,000 in certain neighborhoods, repelling many potential restaurant owners. In the end many owners simply choose to go BYOB rather than deal with the high costs of serving alcohol.” On top of the high price for a license, restaurant owners must deal with the high cost of cellaring expensive wines. An average diner in New York wouldn’t hesitate to pay sixty dollars for a decent bottle of wine at a nice restaurant; however, in Philadelphia the story is different. This curse has actually turned out to be a blessing in disguise. By allowing diners to save money on the wine, restaurant owners are able to charge more for the food and in turn provide higher quality ingredients. For the same price of a dinner in NY, Philadelphia diners can essentially save over 30% or more on wine, which helps pay for the cost of food. This positive side effect has given birth to some of Philly’s finest restaurants including: Pif (8th & Washington Avenue), Django (4th & South Street),

Audrey Claire (20th & Spruce), and Overtures (South Philadelphia). So now, enjoy your meal with a good wine of your choice, minus the killer bill.

Increase Diversity = Increase Profitability

By: Erena Joseph

If you had three \$20 bills, one from an African-American, an Asian, and a Caucasian, which one would you do without? That should be an easy question, right? I would like to hope so, and so would the astounding speaker who opened many minds with this example. I, along with all my fellow classmates in senior seminar, received the privilege of being in the company of one of our industry’s top professionals. If arrogance and egotism is what you begin to picture at the thought of the words “top professional”, I assure you this was not the case.

On Tuesday, February 26th, Mr. Gerald A. Fernandez addressed members of the student body, faculty and administration. He captivated the group with his unique personality and emerging theories about diversity in the industry. For anyone who does not know, Mr. Fernandez is the President and Founder of the Multicultural Foodservice & Hospitality Alliance (MFHA), a national non-profit think tank that promotes the economic benefits of diversity and inclusion in the foodservice and hospitality industry.

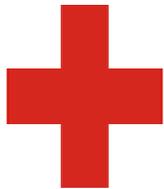
So back to the question of which \$20 bill would you do without? Hopefully the answer will be none. All money is one color: GREEN! Mr. Fernandez used this example in order to show us that in business, money is money. If you are a savvy businessperson, you should realize the potential loss in profit from discrimination on any level. Doing so will only hurt you in the end. Living by philosophies such as these helped Mr. Fernandez reach the top of his field. Starting out as a dishwasher, he worked his way up the ranks to the prestigious position in which he currently holds. But it doesn’t end there. Mr. Fernandez fights every day to help people understand the importance of diversity in the workplace and everyday life. He also gives back to the community

by speaking at universities and different high schools around the country.

Recreation

The Red Cross Certification Changes

By: Russell Kimberlin



On November 28, 2005, the Red Cross changed the certifications for Adult Cardiopulmonary Resuscitation (CPR). The standard procedure for CPR in previous years began with checking the scene of the accident for hazards, then calling 911. The responder can then provide care for the victim. This process is commonly referred to as Check-Call-Care. In the case of a non-breathing adult who has an unblocked throat, a responder administers CPR by giving the victim fifteen compressions and two breaths until help or an Automated External Defibrillators (AED) arrives. The AED is a machine that aids responders and is capable of delivering a shock to the victim's heart. The shock will keep the heart pumping and the blood circulating throughout the victim's body.

This past year, the Red Cross has changed its requirements. The Red Cross now advises every instructor to teach the responders to complete a thirty compression to two-breath cycle. Research shows that the blood delivering the oxygen to the vital organs is circulated more efficiently with the increased number of chest compressions.

The Red Cross changed the requirements based on the results of a study conducted by the International Liaison Committee on Resuscitation (ILCOR) and the American Heart Association. The new requirements make it easier for the public to learn a more effective CPR along with other life-saving skills. Over 130,000 Red Cross instructors nationwide have already been trained with the new certifications.

The Red Cross examines their current life-saving techniques about once every five years to continually stay up-to-date with medical breakthroughs and scientific research. In order to maintain certification, every responder must have completed instruction with the new requirements by December 31, 2006. The Red Cross is, largely, a volunteer-based organization, that provides emergency response and relief to victims of natural disasters. The new guidelines will help responders save more lives by preparing them to better respond to life-threatening situations.

Tales from the Industry

We've all been there. It's your first day on the job, and you've already had the worst day of your life. By the time 9 AM rolls around, you've spilled coffee on your suit, broke the new company fax machine, and called your boss by the wrong name. Here are some first-hand accounts of industry bloopers, bizarre stories, and sentimental tales.

"Recently, I overheard a young woman in an interview. One of the first things she said to the interviewer was how she used to come to this place when she was a little girl. The building was only built three years ago. Needless to say she didn't get the job. It reminded me to make sure I have my facts straight before interviews."

- Megan Sheaffer

"A hotel located near the Devon Horse Show Grounds had gained some suspicion about a particular guest room. The room had requested no housekeeping service or disturbances during their entire stay, and the manager at the time felt that something just wasn't right. So she went to investigate the scene. Well to her surprise she found something quite unusual- a lot of hay and one large horse occupying the room. The horse stared, and the manager just stared right back in complete and utter shock. Instead of keeping the horse in a trailer where he belongs, the guest decided he might be more

comfortable in a hotel room. This goes to show that guests will go to the extreme, so be prepared for ANYTHING!”

- *Christina Luciani*

“The hotel I worked at for my junior internship required me to spend some time working in their restaurant. This one particular morning during breakfast I had a table that had a very odd couple dining at it. Everything they said and the way they reacted to me was just a little off. When I went to clear the table after they left I noticed they left me a million dollar tip! There on the table was a million dollar bill with Jesus’ picture on the front and on the back it said “The million dollar question: will you go to heaven?” Very strange!”

- *Lauren Johnson*

“When staying at a relatively high end hotel, certain amenities can be found throughout your room. Comfortable beds, plasma TVs, and wireless Internet to name a few. But when someone has a sudden urge for ridiculously overpriced snacks, drinks, and liquor they turn to their miniaturized refrigerator, conveniently located and well-stocked, better known as the mini-bar. Who doesn’t love those tiny bottles of Jack Daniels or Courvoisier that partner well with a bag of pretzels? Now we all know that housekeeping cleans our rooms and room service delivers our food, but who takes care of this interesting little vending machine? Well folks, there is actually a job for that. For a few hours of his life, yours truly, throws on his slacks and tuxedo shirt, straps on his bow tie, and heads from room to room restocking those mini-bars for people from all over the world. I have restocked Bud Lights for Mark Wahlberg, cookies for Danny Glover, and made sure that no alcohol was present in the Princess of Jordan’s room (religious preferences). Yes rich, famous, and even royalty have needed the services of the mini-bar guy. Yeah I know it isn’t the most important job in the joint, but it’s kind of like Hollywood. There are no small jobs, only small refrigerators.”

- *Mark Grossman*

“After an eight and a half hour long shift, I was extended until 4:30 AM to deliver luggage from a late airline luggage truck. As if delivering 20 suitcases at 4 in the morning wasn’t enough fun, my site made the night complete when they turned the sprinklers on during my run. Lessons learned: dedication, perseverance, and never trust the sprinkler systems in Florida!”

- *Allison McDermott*

If you have any funny, crazy, or heartwarming tales from the industry that you would like to share, please submit to Philip Canosa at pcanosa@temple.edu. (To all of you professionals already working in the industry, don’t be shy. We would LOVE to hear from you too!)

Save the Date!

Hospitality Sales and Marketing Association International –

Multicultural Tourism

Date: March 6, 2007

Time: 11:30 AM – 2:00 PM

Location: Positano Coast Philadelphia

Meeting Professionals International – Basic Ingredients Workshop

Date: March 7, 2007

Time: 9:00 AM – 10:00 AM

Location: Doubletree Hotel Philadelphia

Philadelphia Multicultural Affairs Congress – MAC Advantage

Date: March 23, 2007

Time: 5:30 PM – 8:00 PM

Location: Crowne Plaza Philadelphia

STHM 8th Annual Networking Seminar – “Back From the Future: Reflections of Alumni”

Date: April 4, 2007

Time: 4:30 PM – 7:30 PM

Location: Liacouras Center, Temple University