

PREMIER

BUILDING THE FUTURE

A new academic facility promises
to make the world's premier
hospitality college even better!





FALL/WINTER 2015

PREMIER

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PREMIER

Fall / Winter 2015

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One the inside cover:
Harrah Hotel College faculty and staff
pose next to the site of the future
academic building (photo by Aaron
Mayes)



Message from the Dean

I hope this edition of *Premier* reflects the great sense of gratitude we at the Harrah Hotel College feel about the new academic building – our soon-to-be home. We are truly energized by the students, educators and industry partners who are supporting the building and showing a true commitment to the future of hospitality education.

But we know our responsibility as educators extends beyond the bricks and mortar of the new academic building. The content of our courses must stay in tune with the ever-changing needs of our students and industry.

As we move forward, we are launching Hospitality 2025 – a series of conversations that will help the college envision its role in hospitality education as we transition into the new building and into the next decade. This is an all-inclusive process, bringing in voices from across academia and the industry, to identify the current and future shifts in theory and practice that need to be reflected in modern hospitality curriculum. We are prepared to go above and beyond traditional hospitality programs by staying at the forefront of industry innovation and providing our students with the latest skills that will place them at the top of hiring lists and ensure success in their first, second and third jobs. In simple terms: we want to own hospitality and not just be a business school with hospitality examples.

As one of the world's premier hospitality schools, the Harrah Hotel College will continue to work with hospitality leaders to keep getting it right for our students and the industry.

- Dean Stowe Shoemaker



The Dean's Global Advisory Board

Hospitality 2025 would not be possible without the guidance and support of Dean Shoemaker's Global Advisory Board. Thanks goes to board members:

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Can UNLV Help Put More Care into Healthcare?

With a flourishing hospitality college and a new medical school on the way, UNLV is aiming to turn talk into a real training opportunity.

Now that the healthcare industry is grappling with a growing emphasis on patient satisfaction, hospitality mecca—Las Vegas—is proving to be a ripe environment for the hospitality in healthcare conversation.

Healthcare ‘Checks in’ with Hospitality

“Patient satisfaction is a pivotal topic for the modern medical field,” Harrah Hotel College Dean Stowe Shoemaker told a group of healthcare professionals at the college’s first *Hospitality in Healthcare Conference*, held in April of 2015.

Local healthcare advocacy group, Las Vegas HEALS, and the Las Vegas Convention and Visitors Authority helped organize the event, bringing in dozens of hospital administrators, doctors and nurses from across the valley to meet with hospitality experts about specific strategies to improve the patient experience.

“Medical professionals are really charged with making the patient experience part of the cure” said Dr. Shoemaker, who served as a key researcher in a two-year patient loyalty study funded by University of Texas MD Anderson Cancer Center in Houston. “This is something that requires training based on understanding patients’ expectations and where hospitals fall short on these expectations.”

What is driving the focus on patient satisfaction?

“Healthcare providers recognize that patients today have more choices than ever before,” explained Shoemaker. “And with choice comes power, especially given that customer perceptions can easily spread via the Internet, creating a real impact on the business of healthcare.”

Another huge financial factor, according to Shoemaker, is Medicare reimbursement.

“Since 2012, Medicare reimbursements have been based on scores from a standardized HCAHPS* survey,” Shoemaker explained, “in which patients rate their experience when it comes to things like communication, responsiveness, promptness of service... many of the same performance metrics that are used in the hotel/resort business.”

Where the hospitality industry comes in...

“Creating a great customer experience is what we do,” said Shoemaker, “and there are many fundamentals of hospitality that can translate to healthcare.”

A panel of six Las Vegas hotel executives at April’s conference pointed out the operational

*Hospital Consumer Assessment of Healthcare Providers and Systems





similarities between hotels and hospitals, which include the check-in/check-out processes, food and beverage service, laundry and cleaning service, etc. Panelists stressed the importance of every point of contact in a facility. “You should treat every guest like he/she is your very first guest of the day,” said Jason Grattini, Director of Guest Relations at the Mirage.

The hospitality panelists also discussed strategies to individualize the customer experience—a philosophy keynote speaker and MD Anderson physician, Dr. Joseph Steele, is already implementing at his Houston facility. “A patient coming


in for a routine mammogram has very different needs than someone coming in for an extensive treatment,” said Dr. Steele, whose organization designed specialized surveys for areas of particular care. “We need to build our tactical strategies according to the different kinds of patients we serve.”

Training for the Future

Shoemaker and new UNLV School of Medicine Dean Dr. Barbara Atkinson are already in discussion about ways to integrate hospitality principals into the curriculum of the new medical school, which will welcome its charter class

in fall 2017.

“This is not an *if* we will incorporate hospitality into our classes, it is a *how* conversation,” said Dean Atkinson. “Laying the foundation of hospitality in our classes will help caregivers establish a new standard in healthcare,” she added.

Meanwhile, discussions about the next year’s Hospitality in Healthcare Conference are already underway. “We’re hoping the conference will continue to grow and attract more and more healthcare groups from around the country,” said Shoemaker. “We think it’s the right time and UNLV is the right place.” 



Singapore students talk with Vice President of Human Resources for The Mirage, Rick Jost.

Singapore Class Completes Program on a High Note!

“When you embark on your career, think about how the business will change,” President of The Mirage, Trevor Scherrer, told a room of soon-to-be Harrah Hotel College graduates. “Be the brilliant minds for things going forward.”

The occasion was the summer banquet, held in July 2015 for UNLV’s Singapore class. Student guests enjoyed inspiring speeches and one-on-one conversations with dozens of industry mentors representing MGM Resorts International and the UNLV Hotel Alumni Chapter.

Each summer, seniors from UNLV Singapore spend five weeks at the main Las Vegas campus, taking classes and touring Las Vegas resorts as part of the Harrah Hotel College’s Hospitality Management degree program. The 183 students who made the trip this year represent the final graduating class of the UNLV/Singapore Institute of Technology (SIT) partnership program.

“The partnership ended as SIT moves to create its own hospitality program,” said Harrah Hotel College Dean Stowe Shoemaker. “Meanwhile, the college is reviewing options for expanding programs in Asia.”

The mentor banquet was an invaluable component of the Singaporeans’ study abroad experience as the students received personal attention from professionals currently working in the field. Student Benjamin Tan said, “[the mentors] were really willing to engage with us and to let us know what exactly they are doing.”

Speaker Michael Amato-von Hemert ’10, Slot Operations Manager at Green Valley Ranch, encouraged the students to continue supporting UNLV. “It’s nice to get to hear their stories and know that the good work at UNLV is continuing on.”

As the night came to a close, Singapore student Christopher Ping was all smiles. “Getting to hear the speakers talk, listening to their experience... I can’t think of a better way to end our trip here.” 📍



Students from Singapore prepared and hosted gourmet lunches as part of their capstone class. Nearly 1,000 students have graduated from the program since its inception in 2006.

Photos by Gina Agrellas



Industry expert and retired Harrah Hotel College Professor, Vince Eade, leads a course on Leadership for the Slot Managers Association of Australia (SMAA), September 2015. Photo by Aaron Mayes

The PLoS Center Makes Exec Ed Easy

In the ever-changing hospitality and gaming industries, the right training often makes or breaks success. But devoting the time and resources to training is a particular challenge for those in this often-hectic field.

"We wanted to create a truly innovative executive education arm of the Harrah Hotel College to serve the training needs of busy hospitality professionals," said Dean Stowe Shoemaker. This idea became reality in the fall of 2014 when the college established the Professional and Leadership Studies (PLoS) Center.

Developed in partnership with the Las Vegas Sands, the PLoS Center makes learning accessible by providing everything from custom training courses for organizations to catalogue courses for individuals. The PLoS Center's flexible

delivery system is the key.

"We can provide courses at your site of business or on-campus," said Kimberly Spencer, Acting Director at the PLoS Center, "and we are developing a suite of online courses that can be completed on your smartphone, tablet or computer."

Another major benefit of the program is its affordability. Online courses, which so far include *Introduction to Supervisory Skills*, *Coaching for Commitment and Excellence*, *Effective Communication*, are offered at just \$99 apiece.

The Center's flagship program, *How Vegas Does Vegas*, is generating international buzz, drawing in organizations like the Osaka University of Commerce, Macao Polytechnic Institute, and Tradies Australia for week-long

sessions, which include in-class time and behind-the-scenes tours of Las Vegas hotels and resorts.

"... the knowledge and experience they (the presenters) shared was incredible, and that's something I'm going to remember forever," commented Mitch Ryan, Duty Manager at Tradies Australia.

"We have unique capabilities here at the Harrah Hotel College," said Dean Shoemaker. "It is our responsibility to help professionals and industry leaders continue to learn and grow, and to better serve their companies, colleagues and customers."

To learn more about available classes, visit www.unlv.edu/plus for details. 

UNLV Becomes a Global Think Tank for Gaming Regulation

With the globalization of gaming comes the many complexities that go along with gaming regulation—complexities that have the world calling upon the experts.

In June 2015, Nevada Governor Brian Sandoval signed an appropriations bill to fund UNLV's new International Center for Gaming Regulation, which has set out to champion the scientific study of gaming regulation. The center's goal? To become the international research and teaching hub for governments looking to set up globally-recognized best practices in gaming.

"Governor Sandoval has given us a charge to serve as the global intellectual capital of gaming," said Bo Bernhard, Executive Director of the Harrah Hotel College's International Gaming Institute (IGI), which is partnering with UNLV's William S. Boyd School of Law on the project.

With Las Vegas as a home base, the IGI and the Boyd School of Law bring a unique set of skills to the table. "With resources and expertise from the law school, the IGI, government and industry partners, the center will develop best practices to help those navigating the complex landscape



Governor Brian Sandoval signed an appropriations bill in June 2015 to help fund the new Center. (R. Marsh Starks / UNLV Photo Services)

of gaming regulation," said Boyd School of Law Dean Dan Hamilton.

The state's annual allocation of \$500,000, along with the more than \$1 million in pledges from the global gaming industry, allows the project to move forward at full steam.

Mark Lipparelli (Nevada State Senator and former Gaming Control Board Chairman) and Anthony Cabot (gaming law and policy expert) are in place to serve as the Center's Special Advisors. An Executive Director is expected to be on board this fall. [P](#)

Hospitality Trend Alert!

In Hotels

Did you know some hotel chains now allow guests to use smart phones to check in and check out of their rooms—as well as unlock and gain access to their rooms?

In Restaurants

Did you know a growing number of restaurants are allowing patrons to pre-order and pre-pay for their food?

In Technology

Did you know major search engines like Google and Trip Advisor are now offering users an instant booking option to reserve hotel rooms and airline tickets?

In Spas

Did you know more and more spas are catering to men, offering treatments primarily focused on stress and pain relief?



UNLV Harrah Hotel College Center for Gaming Innovation student Taylor Ross, center, and UNLV Gaming Entrepreneur Mark Yoseloff play Ross' game, 40 Times Double Down blackjack. (Aaron Mayes / UNLV Photo Services)

FROM CLASSROOM TO CASINO FLOOR

UNLV's Center for Gaming Innovation students break into competitive casino industry with new ideas for games.

BY FRANCIS MCCABE

In the middle of the Mojave Desert there's a thirst for new gaming.

And UNLV's gaming innovation chief Mark Yoseloff and his band of students are starting to quench that thirst by changing how players game in Las Vegas and around the world.

Nearly two years after launching the Harrah Hotel College's Center for Gaming Innovation, Yoseloff's students

are seeing their game inventions on casino floors.

"We are starting to see the fruits of our labor," said Yoseloff, a gaming pioneer, industry leader and former head of SHFL Entertainment, Inc. "This is more than an academic exercise. It has real world implications for Las Vegas and the state of Nevada."

Students in the program have filed

applications for 24 gaming patents, doubling the applications from the first year. Six new gaming products are in or on their way to the field and three companies have been founded.

The centerpiece of the program is a course each semester that teaches undergraduate, graduate and non-university students how to design

Continued on page 13

Building the



A new academic facility promises to make the world's premier hospitality college even better!

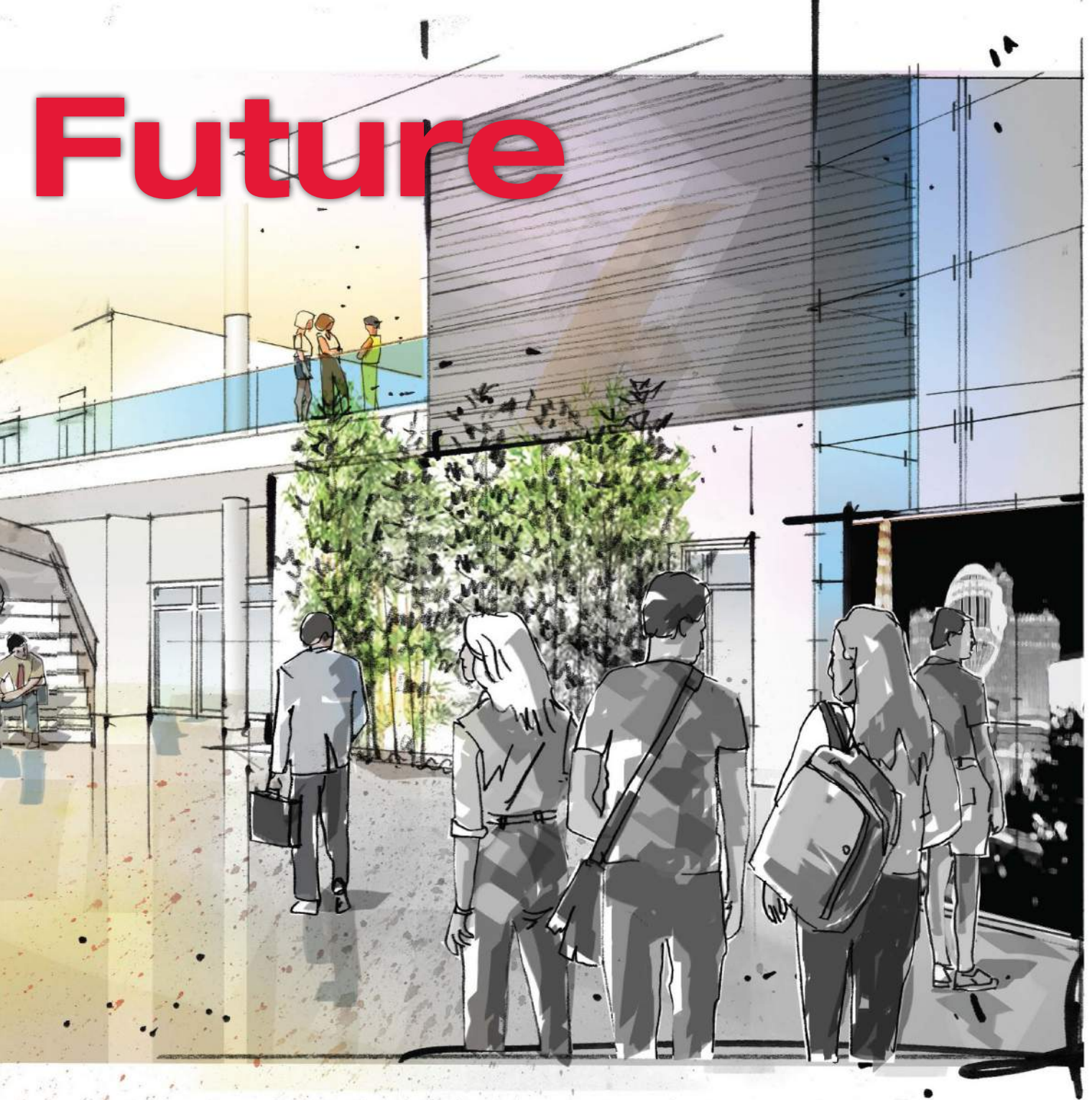
The lot just west of UNLV's Beam Hall will soon be the bustling centerpiece of campus when Hospitality Hall, a \$60 million modern academic facility, is raised from the turf.

With groundbreaking scheduled for early 2016, excitement is starting to build, especially for soon-to-be Hospitality Hall residents—UNLV's Harrah Hotel College.

"The academic building represents a true coming together of hospitality and education," said Harrah Hotel College, Dean Stowe Shoemaker. "It's about learning together in an open, welcoming environment that encourages collaboration among students, educators and industry professionals."

The four-story Hospitality Hall will unfold like a resort with

Future



The academic building is going to reflect what modern education looks like.

— Dean Shoemaker

sweeping views of the Las Vegas Strip, a café, outdoor patios and more than 93,000 square feet of classroom, laboratory, and meeting space.

The facility's resort feel exists for good reason. Its "Founders" represent some of the biggest names in hospitality and gaming. Caesars Foundation, Konami Gaming, Las Vegas Sands, MGM Resorts International, Boyd Gaming and Station Casinos have

all signed on to support construction of the building—each with Founder-level gifts of \$2.5 million. Founder names will be showcased at the entrance of the facility and in designated areas throughout the building.

"This is a facility built for the hospitality industry, built *by* the industry," said former Harrah College Dean and Hospitality Hall Campaign Chair, Don Snyder. "Our industry supporters are

Why the “Founders” are giving...

“Caesars Entertainment is proud to be a founding sponsor of the new addition to the UNLV School of Hospitality. As longtime supporters of giving back to our communities, there is nothing more important than investing in the education of our future industry leaders.”

— **Jan Jones Blackhurst,**
Executive Vice President,
Communications & Government
Relations of Caesars Entertainment

“Konami is honored to make this financial commitment for the UNLV Hospitality Hall as a contribution to the development of both the gaming industry and its future leaders.”

— **Takuya Kozuki,**
President of KONAMI CORPORATION

“Las Vegas Sands is committed to creating positive and tangible benefits in the areas we care most about – our team members, our industry, the local communities we call home, and our planet.”

— **Michael Leven,**
President and COO of Las Vegas
Sands

“This gift is yet another step in our company’s unwavering commitment to supporting the future of hospitality education and the communities in which we operate.”

— **Jim Murren,**
Chairman and CEO of MGM Resorts

“We see the Hotel College project as an outstanding opportunity to continue our track record of support, and to help UNLV further strengthen its reputation as one of the world’s leading hospitality programs.”

— **Keith Smith,**
President and CEO of Boyd Gaming

“Having a world class hospitality facility and program will allow for the further development of the future leaders in the hospitality and gaming industry worldwide.”

— **Frank J. Fertitta III,**
Chairman and CEO of Station
Casinos LLC

There is absolutely no reason why the best hotel school in the nation should be anywhere but Las Vegas.

— **Governor Brian Sandoval**

coming together for the collective good of the hospitality industry, but more specifically for the students who are shaping the future of the industry.”

With industry gifts, and additional donations from Snyder, UNLV and Harrah College Career Services namesake, Bob Boughner, the university has raised \$18.3 million at the time of this publication, but plans to raise another \$12 million.

The State of Nevada is funding 50% of the project. In June of 2015, Governor Brian Sandoval signed an appropriations bill pledging \$24.4 million for Hospitality Hall (in addition to \$6 million that was previously given). In his 2015 State of the State address, Sandoval emphasized the importance of investing in the academic building, stating: “There is absolutely no reason why the best hotel school in the nation should be anywhere but Las Vegas.”

News of state funding was a welcome relief considering the many years the project spent on hold awaiting the State’s economic recovery. Initial planning for the academic building began back in the 2004-2005 timeframe.

But patience, according to UNLV President Len Jessup, has paid off.

“There’s a great momentum at UNLV right now fueled by the community and those in the industry who are supporting the university’s growth. With Hospitality Hall, we’re setting a new standard for hospitality education across the globe. People want to be a part of that.”

Consistently ranked as one of the top hospitality programs in the world, the Harrah Hotel College has grown over the years, burdening its current home of Beam Hall which it shares with the Lee School of Business. The college’s new digs will feature: convertible classrooms; administrative offices, to include the PGA Management Program; auditoriums; classroom laboratories, such as a learning kitchen with state-of-the-art technology; and numerous collaborative spaces for students and educators.

“The academic building is going to reflect what modern education looks like,” explained Shoemaker. “Our approach will be more interactive and technology-driven. But our goal,” he continued, “is not merely to create a great space; we are committed to preparing students to succeed in the highly competitive hospitality field.”

Conversations are underway relating to Hospitality 2025 – a plan that explores hospitality education over the next decade and aligns the curriculum with the needs of the hospitality labor market, which Harrah College students consistently feed in large numbers.

“If we want to serve our students,” added Shoemaker, “we must continue listening and responding to the demands of this quickly evolving industry.”

Construction on the building should be completed late in 2017. Meanwhile, fundraising efforts for remaining costs continue. 📍



Make Your Mark on the New Academic Building!

Harrah Hotel College will soon be kicking off an alumni paver campaign, during which alums and friends can purchase pavers bearing their names for display in the building's outdoor alumni garden. For details, contact alexandra.liebman@unlv.edu.

From Classroom

Continued from page 9

technically advanced casino games for casinos and the Internet. Students are also guided through the patent process, develop business strategies and receive mentorship from top industry experts.

Faculty in the Hotel College and its International Gaming Institute, along with Yoseloff, teach the course through the college's gaming management concentration. Local industry and legal experts participate as guest speakers.

"We are extremely proud of the successes we have seen from the program. It is cementing UNLV's reputation as the intellectual capital of global gaming and gaming manufacturing," said UNLV President Len Jessup.

FROM THEORY TO PRACTICE

"I can't teach someone to be creative," said Yoseloff recently while standing on the gaming floor of Palace Station. "I can teach a creative person how to channel their idea into a commercial product used by a casino."

Amidst the whirling and ringing of slot machines and clacking of chips on the gaming tables were two games created by UNLV students and given a test run at the casino located just west of the Las Vegas Strip.

"Here it is in flesh and blood," Yoseloff said proudly of the two games - 40

Times Double Down and Pai Wow Poker - created by gaming innovation students Taylor Ross and Charlie Bao Wang. Both men work in the gaming industry. Wang works for Palace Station and Ross for the Venetian.

The games have been approved by the Nevada Gaming Commission, a 17-step process that Yoseloff helps guide his students through. Ross, 24, who is studying gaming management and is expecting to graduate next May, said the experience seemed unimaginable.

"It's pretty incredible. One day you're spitting out an idea in class. The next it's being unveiled on a casino floor," Ross said.

Ross created 40 Times Double Down, which allows gaming enthusiasts the opportunity to increase their double down bet up to 40 times a portion of their wager while playing blackjack.

For Wang, who created Pai Wow Poker, taking Yoseloff's class not only netted him the game but a job.

UNLV Hotel College Alum and now director of casino operations of Palace Station Scott Morrow hired Wang after speaking with Yoseloff about the gaming innovation center's talented students.

Although not all new games become successes, getting a new game onto a casino floor can be a daunting task. This is where UNLV's Center for Gaming Innovation program can smooth the way. Currently, Pai Wow Poker remains

up and running and Yoseloff expects another student developed game, Super 3 Card, to be approved for use in Nevada by the end of the month.

NOTED SUCCESS

The ideas stretch beyond just table games.

There is an enormously successful and growing industry of online gaming, through mobile applications.

"Our reach now is getting greater and greater. Students are looking at creating social gaming and millennial gaming," Yoseloff explained.

State leaders have taken notice. What started out as a class quickly flourished and Governor Sandoval's Office of Economic Development's Knowledge Fund, which gives grants to the state's universities to promote research and commercialization in targeted economic growth areas, funded the center with a \$500,000 grant.

"Industry leaders and government officials recognize the importance of the work being done by our students," Yoseloff said. "Because the intellectual property comes from Nevada, no matter where the games are played in the world, a portion of the revenue comes back to Nevada."

Yoseloff said it was an important moment for the center. "This was very competitive to get these grants," he said. 🍀

WHAT'S NEW IN RESEARCH



HOTEL

Search

As competition in the hotel business heats up, hoteliers are searching for ways to find an edge.

Harrah Hotel College faculty members are illuminating the field through research. **Here are just a few examples . . .**

Mehmet Erdem Sheds Light on Technology Trends in Hotels

As technology begins to play a larger and more complex role in the lodging industry, hoteliers are making tough decisions when it comes to budgeting and purchasing IT systems.

Associate Professor Mehmet Erdem offers up some hard data as well as guidance in his Annual Lodging Technology study, conducted with Hospitality Technology magazine.

"The purpose of the study," said Dr. Erdem, "is to offer a benchmark report for hoteliers and to identify issues relating to technology management in hospitality, such as satisfaction levels with various IT initiatives, perceptions on the role of technology in seeking innovation, etc."

The report helps hoteliers gain insight into important industry trends by tracking budgets

and projected installations for a variety of hotel technologies, as well as differences in their use across various hotel segments (i.e., mid-scale versus upscale).

The study's results are presented each April at the Hospitality Technology Forum. Issues are then shared at the International Hospitality Information Technology Association (IHITA) and International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) summer conferences. "The idea of the study is to encourage scholars to further pursue issues identified in the report," Erdem explained.

Recently Erdem and his team earned iHITA's Best Research Poster award based on findings from last year's Annual Lodging Technology Study.



Associate Professor Mehmet Erdem teaches Industry Computer Applications for Hospitality & Tourism, Human Resources Management in the Hospitality Industry, Information Technology in Hospitality, and an Executive Masters course in IT.

Dina Zemke Knows why Hotels Mean Business when it comes to Design

Hotel operators have long accepted the idea that the design of their properties greatly impacts the guest experience. But exactly how to invest in design has prompted hoteliers to seek the guidance of researchers like Harrah Hotel College Assistant Professor Dina Zemke.

Dr. Zemke set out to remove much of the guesswork when it comes to measuring the relationship between design quality and hotel performance by adapting a tool called the Design Quality Indicator, or DQI, for use with hotels and resorts. The result, according

to Zemke, will be a predictive model that essentially shows hoteliers how to get the biggest bang for their renovation bucks.

The effort involved years of pouring over survey data from Hyatt, Hilton and Doubletree by Hilton properties throughout the U.S. to analyze the effect renovation has on the usual performance indicators (e.g., guest satisfaction, average daily rate, occupancy and revenue per available room). The work of Zemke and her team has paid off. A usable model will be available in 2016.



Assistant Professor Dina Zemke teaches Facilities Management and Strategic Management in Hospitality.



Associate Professor Sarah Tanford teaches Strategic Management and graduate-level Research Methods.

Sarah Tanford Looks at how Online Reviews Affect Travel Purchases

Online travel reviews have become a powerful tool for consumers deciding where to travel and stay on their vacations. And the hospitality industry is paying close attention.

Associate Professor Sarah Tanford, in collaboration with colleagues and Ph.D. students, blends theory and practice by using classic social psychology theories to explain how customer reviews influence these choices.

Tanford and her team studied the effects of positive and negative reviews, unanimity, price and pre-existing attitudes on travel purchase

decisions for resort vacations in Cancun or Las Vegas.

They use experimental methods in which participants make decisions after reading realistic product descriptions and reviews that vary in terms of the variables of interest. "The benefit of doing it this way," according to Tanford, "is that one can conclude that the variations caused the outcomes because all other aspects of the scenarios remain constant."

So what is the takeaway for hotels and resorts?

"So far, we have found that discounting is not effective to counteract negative reviews," Tanford explained, "however, breaking unanimity is critical. Positive reviews, on the other hand, can justify price increases. It is important for companies to provide consistent service quality and respond proactively when service failures lead to negative reviews."

Over the past two years Tanford and collaborators have produced several publications on their research and will continue exploring new research questions relating to this topic.



EDUCATOR UPDATES




Professor Eade with his wife Rhonda and daughters Lindsay and Casey. Photo by Gina Agrellas.

Harrah College Educators Honored!

In addition to honoring scholarship recipients and donors at this year's Academic Recognition Reception, the Harrah Hotel College recognized educators for their exceptional accomplishments. Boyd Award winners included **Seyhmus Baloglu** for *Research*, **Yen-Soon Kim** for *Service* and **Christopher Cain** for *Teaching*. **Todd Uglow** was named this year's student choice for the *CSUN Faculty Award*. The *Best Dissertation Award* went to **Hee Jung Kang**. The prestigious *Lifetime Educator Award* was presented to beloved Professor **Vince Eade**, who retired in January after 30 years with the college. Eade also earned the prestigious title of UNLV Emeritus Professor this year.

OTHER HONORS

- Ph.D. student **Lenna Shulga** and Professors **James Busser** and **Tony Henthorne** received the *Best Paper Award* at the Advances in Tourism Marketing Conference, which took place in Joensuu, Finland in September of 2015.
- **Sunny Kim** was awarded the *Gold Prize* during the 2015 Hospitality and Tourism Forum in Korea.
- **Billy Bai** was presented the *John Wiley and Sons Lifetime Achievement Award* at the summer 2015 International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference in Orlando, FL.
- International Gaming Institute Executive Director **Bo Bernhard** was appointed to the American Gaming Association's Board of Directors last spring. 

Welcome New Educators!



Hyelin (Lina) Kim,
Ph.D. from
Virginia Tech



**Choongbeom (CB)
Choi, Ph.D. from
Pennsylvania State
University**



**Wai-San (Cass)
Shum, Ph.D.
from Hong Kong
University of
Science and
Technology**

For Todd Uglow's Students, the Best Classroom is the Real World!

If you want your classroom experience

to consist of textbooks and armchair theories, Todd Uglow's Capstone Festival and Events class is not for you!

Uglow's students work hard... grinding out plans and budgets, organizing schedules and then putting their skills to the test during the semester finale—UNLVino, which also happens to be one of the valley's biggest hospitality events of the year.

"It's great because the students experience real stakeholders, real budgets and real outcomes," said Professor Uglow, whose hands-on style comes from his background in sports entertainment and marketing. Uglow came to UNLV's Lee Business School in 2006; and though he began teaching Capstone Event classes for the Harrah Hotel College in 2008, his first experience with UNLVino was last year.

"I feel a great responsibility to expose students to all elements of event planning and execution," said Professor Uglow, who assigns his students major tasks like food and beverage service,

marketing, auction support and health and safety. "They're not just showing up to work the day of the event; they've been involved in the entire process."

Working alongside Southern Wine & Spirits of Nevada, UNLVino *student managers*—as they are called—put in countless hours during the three-day, multi-venue UNLVino wine tasting extravaganza, which raises tens of thousands of dollars each year in hotel school scholarships.

Lovely Mempin, a senior who worked on the marketing team, said the experience presented challenges and tested the students' skill: "We're applying our knowledge of time management, communications, and organization here. At the same time, we're learning to be flexible and look at problem solving."

Asked if he'll do it again, Professor Uglow said yes. "It's a lot of work but gratifying to see how much the students get out of it." 🍷

Photo by Aaron Mayes



Jean Hertzman to Run Program in New Mexico

After 21 years with UNLV, Dr. Jean Hertzman '06 has accepted a new position as the Director of the School of Hotel, Restaurant and Tourism Management at New Mexico State University (starting in Jan. 2016).

Although Dr. Hertzman's current role is that of Associate Professor and Director of Enrollment Management, she has served in numerous leadership positions in the past, including Assistant Dean of Operations and Academics. Over the years, Jean has managed the college's food and beverage laboratory facilities as well as special events, such as the Chef Artist Dinner Series and UNLVino.

Asked about her fondest memories at the College, Hertzman said: "All of the UNLVinos, but especially giving the UNLVino chef jacket to Iron Chef, Masahuro Morimoto at Sake Fever in 2013."

Dr. Hertzman obtained her Ph.D. in Educational Leadership from UNLV in May 2006. Congratulations Jean. You will be missed!

STUDENT HIGHLIGHTS



Photo by R. Marsh Straks

Ph.D. Grad Lisa Cain Serves Up Some Food for Thought

Human behavior has long fascinated recent Ph.D. recipient Lisa Cain, especially when the behavior sheds light on how individuals balance their professional and personal lives. This curiosity is the basis for Cain's doctoral dissertation, which she completed this past summer.

A hospitality major and former restaurant worker, Cain took the idea of work/life balance and applied it to executive chefs. She administered self-assessments to 40 female and 135 male chefs (a representative ratio of the chef population), many of whom work long, grueling hours away from home.

Evaluating chefs using a standard work/life balance scale, she found that chefs are better able to balance their work with relationships, hobbies and other demands when they feel passionate about their job. "The more you view your work as your *calling*," Cain explained, "the better able you are to achieve a balance with the other parts of your life." Another interesting finding from Cain's research: mean scores were slightly higher for female chefs reporting to have a more successful work/life balance as compared to their male counterparts.

In 2012, Cain came to UNLV's Harrah Hotel College to pursue a doctoral degree after receiving an M.S. in Hospitality from Florida International University (FIU) and an undergraduate degree in English Literature from Smith College. The college's location and top ranking played a large part in her decision to come to Harrah College. "UNLV is located in the mecca of all things hospitality," she said. "I wanted to surround myself with the best scholars in the business."

Dr. Cain has already secured a position with her alma mater, FIU, for which she is teaching online courses in marketing and global competitive methods. With her new job and brand new baby, Cain's own work/life balance will surely be put to the test.



Student Alex Murdock Moves from the Military to Hospitality


Like many of our students at the Harrah Hotel College, senior Alex Murdock could be considered a non-traditional student. Murdock came to UNLV in 2012 with a wide range of life experience, including a previous turn at the University of Kansas and eight years of active duty in the Navy.

Once Murdock left active duty, he wanted to find a degree program that made sense for him at the time. Some research pointed him in the direction of the Harrah Hotel College at UNLV. "I wanted a degree that would be useful right away. Plus Hotel is really the flagship program of the university."

Murdock also had something else going for him. His military experience included attending the Defense Language Institute to learn Mandarin. "It was more of an advantage to learn Chinese than Arabic," explained Murdock, who spent much of his service in the Middle East. "Many who speak Arabic, also speak English very well. There is much more of a need for Mandarin translators."

Murdock's command of Mandarin will no doubt lead to many opportunities in an industry with more and more focus on Asian markets. Thinking ahead to the spring when he graduates with a Hospitality Management degree, Murdock remains open-minded about his options. "One of my goals is to start a business offering customized group-guided tours for Chinese visitors. I'm also considering Law School."

Meanwhile Murdock's participation in the Navy Reserve, an active role in local politics and his schoolwork keep him busy.

"UNLV has been a good experience," Murdock said, reflecting on his time here in Las Vegas. "This college has been even better," he added. "Students leave with so much knowledge." 



Graduate Student Gina Marano Aspires for the Title, Master Sommelier!

Rather than building forts as a little girl, Gina Marano played “restaurant” and created pretend menus. “My prices were pretty spot on,” she laughed.

But this Idaho native didn’t always want to pursue hospitality as a career. “I did some of my undergrad at the University of Arizona, majoring in microbiology.” It wasn’t until she returned from a backpacking trip in Europe that she reconnected with hospitality. “I came back with an epiphany that this is what I wanted to do.”


Doors began to open when Marano transferred to the Harrah Hotel College.

A meeting during an undergrad class with the general manager of the House of Blues led to a year-and-a-half stint, first as a restaurant supervisor, then as a restaurant manager and finally as an operations manager for the Foundation Room at Mandalay Bay.

A love of learning lured Marano back to the college to pursue her master’s degree, which she will complete in May 2016. A love of wine culture inspired her to concurrently train to be a Level II Sommelier and make plans to someday acquire a Master Sommelier diploma.

Wine is also playing a major role in Marano’s spa project—a competition

in which she and three other Harrah College students will compete against other colleges to come up with innovative, profitable spa concepts for November’s *Global Spa and Wellness Summit* in Mexico. “Our idea is to use vino therapy—wine, grapes and seeds—for skin treatments in an all-villa resort.

Marano says her time at UNLV has given her confidence about things to come. “The networking I’ve been able to do and the friends I’ve made during the program mean so much for my future.” 

Harrah Hotel College Interns — Across the Nation and Beyond!



Our students completed more than 650 Internships this past academic year

Harrah Hotel College students are placed in a wide variety of hospitality settings such as hotels, integrated resorts, restaurants, PGA country clubs, event design firms and more. Though many of our students take advantage of exceptional internship opportunities right here in the world's greatest hospitality laboratory, Las Vegas, others choose to travel across the country—even the globe—to gain the meaningful work experience that will help jump-start their careers. Here is a glimpse of where our students have interned since the 2014 fall semester.



Justina Jenny Mak
Intern, Kalahari Resorts,
Sandusky, Ohio

“ My favorite part of the internship is definitely providing an unforgettable experience for every single guest. Most of the guests that we have are family-orientated, and I love it when little kids leave notes and drawings behind thanking us for such a wonderful time at Kalahari. ”

of Interns Across the Globe



China 34



S. Korea .. 19



Guam 7



Canada 1



Russia 1



Saipan 1



Taiwan 1



Vietnam..... 1

A word from our interns...

**Drea Lung, Senior
Marketing & Events Intern
Duetto Research**



"I had the chance to work with all the departments across the board at Duetto: customer success, film, creative, product development, integration and sales. The most valuable experience at Duetto was

learning about revenue management and doing projects that actually mattered. Every project I worked on was relevant to the company, and I was really given ownership of my work. In fact, I was hired part time as the creative marketing ninja. The patience and willingness to help I received from the Duetto team was incredible, and because of that, I came out of this experience bursting with new knowledge."



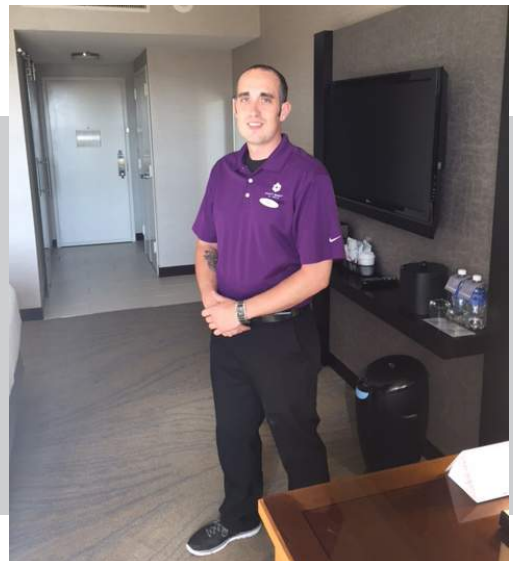
**Alan Shen, Senior
Front Desk Intern
The Beverly Hills Hotel**



"I gained an unimaginable amount of hospitality experience in just three months! I was able to practice the duties of a full-time front desk agent, performing daily essential tasks to ensure every guest enjoys his or her stay. I was also able to rotate through other departments and explore the operations side of the rooms division. I learned about something new on a daily basis, whether about myself, our guests, my colleagues, or the company. It's exciting to go to work knowing it's going to be different each day. This internship opened up a whole new perspective for me and my career."

**Phillip H-Lee Daniels, Senior
Hotel Intern
Hyatt Hotels at the Hyatt Regency in La Jolla California**

"I was lucky to be placed at a property that recognized my ability to learn quickly and handle a higher level of responsibility, and I was soon trusted to manage my own housekeeping shifts as well as inspect rooms in accordance with the standards set by Hyatt. As the internship went on, I was entrusted with inputting schedules, creating templates for purchase orders and calculating cost comparisons for all inventory within the department. I couldn't have asked for a better experience!"



Mentor Program Strengthens Bond Between Students and Industry

Industry mentors, students and supporters recently came together for the fall Mentor Reception to kick off a new round of Harrah Hotel College's annual Mentorship Program.

Attendees were celebrating this year's 179 mentor/student pairings, which were organized through the college's Bob Boughner Career Services Center.

"We're privileged that our mentors represent so many facets of the hospitality industry," said Career Services Director, Bobbie Barnes. "It's a tremendous opportunity for our students to gain real hands-on experience in their area of interest, whether it be in hotel operations, food and beverage, gaming or meetings and events."

The Mentor Reception, held in early October at the Las Vegas Country Club, is an annual welcome event designed to usher in a two-semester long learning exchange between participating mentors and mentees. During this term, students have the opportunity to observe management meetings, shadow industry practitioners, attend networking events and perform real work.

This year's mentor pool represents a wide spectrum of hospitality organizations, from major Las Vegas brands to the more niche groups. A large percentage of mentors sign up year after year, saying that they get as much out of the program as the students.

"I remember how beneficial the program was when I participated in it as a student," said Phillip Luchetta, Financial Analysis Manager at the Monte Carlo. "Now being on the mentor side, I realize that the program is a great way to help keep my organization connected to the next wave of hospitality employees and customers."


With more than 270 guests in attendance, the Mentor Reception was a strong demonstration of the vibrant relationship that exists between the college and the community, said Harrah College Dean Stowe Shoemaker.

"Having Las Vegas as our backyard allows students



Gina Agrellas

to connect with real career opportunities. We have the infrastructure here to do things that other schools simply cannot do!"

If you are interested in learning more or participating as a mentor in next year's program, please contact Bobbie Barnes at bobbie.barnes@unlv.edu. 

Vallen Dinner



Cosmopolitan CEO Bill McBeath '87, Shannon McBeath '91 and Jerry Inzerillo '75

On May 7, 2015, the Harrah Hotel College honored John Ceriale '75 as both the Alumnus of the Year and the Hospitality Industry Leader of the Year at the 11th Annual Vallen Dinner of Distinction, hosted by The Cosmopolitan of Las Vegas. The event is named for Harrah College founding dean, Jerry Vallen. Read Ceriale's interview on page 32.



John Ceriale '75 and Dean Stowe Shoemaker



Founding Dean Jerry Vallen and Flossie Vallen



Shelley Gitomer, Jimmy Gitomer and Maria Jose Gatti



Assistant Professor Sunny Kim, Jim Brewer and former Associate Dean Pearl Brewer



Harrah Hotel College students were invited guests at tables donated by Chuck Lehman and Fresh & Ready Foods, La Quinta Inns and Suites and Jon and Mindy Gray.



Zach Fine '12, Pedram Pakneshan and Phil Luchetta '00



UNLV Presidential Advisor Don Snyder (with Southern Wine & Spirits Michael Severino) was honored at Sake Fever.



Champagne flowed at Bubble-Licious held at The Venetian Las Vegas.



Chef Daniel Boulud was honored at Bubble-Licious.—photographed L-R with Larry Ruvo (SWS), Dean Stowe Shoemaker, UNLV President Len Jessup and Michael Severino (SWS).



Sake Fever at the Red Rock Casino Resort & Spa

In April 2015, Southern Wine & Spirits (SWS) and UNLV came together to celebrate UNLVino with: Bubble-Licious, Sake Fever and the Grand Tasting. The annual event raises scholarship funds for Harrah Hotel College students.



Frankie Moreno performed at the Grand Tasting at Paris Las Vegas.



Entry into the Grand Tasting at Paris Las Vegas highlighted artwork by Romero Britto and the evening's honoree, Steve Martorano.

Student Events



Mentors and mentees celebrated the 2015 Mentor Welcome Reception with a group photo.

The Harrah Hotel College holds numerous special events throughout the year to acknowledge students, educators, mentors and friends who support the college. The photos shown here represent just a few of these special events.



Student Maddie Han enjoyed a red carpet moment at the spring Academic Recognition Ceremony.



Student mentees Sean Young, Edaan Goldstein and Jacob Budisantoso were all smiles at the fall 2015 Mentor Welcome Reception.



Students Ngasze Cecilia Yau, Laura Basinski and Carrie Shidler dined together at the spring Academic Recognition Ceremony.



Professor Tony Henthorne sat with students Courtney Marshall, Lara Lu, Eunjoo Kim, Gina Marano and Richard Cronkhite at the fall Graduate Reception.

Family & Friends



UNLV PGA Family & Friends gathered at Cascata Golf Club to kick off the 2015-2016 academic year.



Benjamin Slobodien (Senior in PGA Golf Management Program) and father, Brian Slobodien



Paul Michlaeto (putting) with fellow teammate, Justin Thomas



Family and Friends came together at the Las Vegas Country Club for the annual UNLV PGA Golf Management Program Banquet.

On August 22, 2015, students, families and supporters of the UNLV PGA Golf Management program came together for a day of golf and an evening of celebration. At the Family & Friends awards banquet, numerous honors were given to past and present students as well as supporters of the program.



Barbara and Jerry Roberts



Christopher Haines, Zachary Fahmie and Adam Hickey



David Melroy, Paul Taylor, Jack Taylor, and James Melroy

Harrah Hotel College Honor Roll

The Harrah Hotel College is fortunate to have the generous support of alumni, students, parents, friends, corporations and foundations. Every gift is important and impacts our talented students and educators. We want to extend a heartfelt thank you to those who supported the college during fiscal years 2013-2014 and 2014-2015.

Gifts from alumni and friends play an integral role in ensuring our college maintains the highest standards of excellence in preparing our students to become tomorrow's leaders in the hospitality industry. Annual support is the foundation of the college's development program and provides vital support for programs such as scholarships, student professional development and faculty enrichment.

\$5,000,000+

Las Vegas Sands Corporation

\$2,500,000 - \$4,999,999

Boyd Gaming Corporation
Konami Gaming, Inc.
MGM Resorts International
Station Casinos

\$500,000 - \$999,999

Wynn Resorts

\$100,000 - \$499,999

Association of Gaming Equipment
Manufacturers
Robert L. Boughner
Conrad N. Hilton Foundation
Kagemasa Kozuki

\$50,000 - \$99,999

The Cosmopolitan of Las Vegas
Pixelintel
Sands Foundation
Scott Menke '87

\$25,000 - \$49,999

Mark L. Yoseloff

\$10,000 - \$24,999

Banfi Vintners Foundation
Fresh & Ready Foods
Global Experience Specialists Inc.
John C. Kish Foundation
Lisa & Chuck Lehman '71
The Schwab Fund for Charitable Giving
Southern Wine & Spirits of Nevada,
Inc.
United Way of Southern Nevada
Wolfgang Puck Fine Dining Group

\$5,000 - \$9,999

BACKBAR USA
Beverly Hills Hotel
BMM North America, Inc.
John I. Fitts
Jon and Mindy Gray

\$2,500 - \$4,999

Debbie & Steven Anderson
BMW of Henderson
Jewish Community Foundation San
Diego
Las Vegas Convention & Visitors
Authority
Las Vegas Country Club
Edward Mady
MGM Grand
Rose. Rabbit. Lie
Southern Highlands Golf Club
Southern Wine & Spirits of America,
Inc.
TPC Summerlin
Wyndham Vacation Ownership, Inc

\$1,000 - \$2,499

A & W Food Services of Canada Inc. &
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Andre Agassi Foundation for Education
Anheuser-Busch Companies, Inc.
Anthem Country Club
The Patricia Miller Anton & William C.
Anton Foundation
The Arroyo Golf Club
Zerrin & Seyhmus Baloglu
Teri & Ronald Barber '93
Amardeep Bhatti '14
Elizabeth Blau
Linda & Anthony Cabot
CamCris LLC
The Capital Hotel
Cascata
Christopher Cain '13
Suzanne Cohen '94
Conde Nast Publications
Cordevalle Golf Club
Carole Cross
Russell Dazzio '73
Dennis Delamore
Dragonridge Country Club
Duetto Research
Paula Eylar-Lauzon '89, '97 & Brian
Lauzon

Findlay Toyota
Robert Grimes
Barbara Ann Holmes
Hyatt Place Las Vegas
IFSEA, Las Vegas Branch
La Quinta Inns & Suites
Las Vegas National Golf Club
Luxor Hotel & Casino
M Resort Spa Casino
Jordan Meisner
MGM Resorts Foundation
Edward & Eileen Moore
National Jewelry Liquidation Center
Maria & Darryl Nelson
Palms Casino Resort
PGA Golf Management
The Rainmaker Group
Christopher Ranftl '00
The Donald W. Reynolds Foundation
Rio Secco Golf Club
Paul Robinson
Gail Sammons '87
Christopher Silva
Silverstone Golf Club
Angie & Christopher Smith '98
Smith & Wollensky
John Souter
The Golf Club at Southshore
Margaret & Arch Stokes
Jeromy Stoks
Skip Swerdlow
Tuscany Golf Club
Unite Here!
Robert Van Ness '83
Venetian Casino Resort
Carolyn Gilbey-Wagner & Roger
Wagner '69
Dina Marie Zemke '03

\$500 - \$999

Jennifer & Daniel Abdalla '97
Aloha Kitchen Inc.

Angel Park Golf Club
Andrea & William Benko
Bouchon
Cindy Brinker
Charity Cage
Sean Condron & Diana Chen-Condron
'00
Cirque Du Soleil (USA) Inc.
David Saxe Productions, LLC
Xantippe Derrick-Gann '01
Edgewood Tahoe Golf Course
Brian Esposito
GolfTEC Enterprises, LLC
Mary Gael Hancock '09
Hard Rock Hotel & Casino
Tony Henthorne
Highland Falls Golf Club
JCN Courier Service, Inc
Nathaniel Jiron '04
JW Marriott Resort
Las Vegas Golf Club
Las Vegas Paiute Golf Resort
Sun and Hae Lee Foundation
Life is Beautiful
Curtis Love
Mario Luna, Certified Sommelier
Marquee Night Club
The Mirage
Kathleen '04 & Alex Ostrove '98
Reflection Bay Golf Club
The Ritz-Carlton
Kimberly & Scott Sibella '88
Diane Spero '82
SPI Entertainment, Inc.
TAO Restaurant
TPC Las Vegas
Trend Setter Eye Wear
Michael Walsh '94
The Walters Group
Wells Fargo Bank Nevada, N.A.
Westin Lake Las Vegas Resort and Spa
Thomas Yasuda '79

\$499 & under

Bonnie Aaron
Aimee '91 & David Abramovitz '89
Alexis '05 & Salvatore Abruscato
'00, '05
Brandy Ace '12
Christopher Ades '75
Air Oshi Scenic Tours
Michael Amato-von Hemert '10
James Amorasia
Cynthia & Steven Anderson '94
Clint Anderson
Anderson Chiropractic Center, Inc.
Vince & Yvonne Angarola '84
Bruce Ansteth '82
Edward Antos
Veronica Arellano '12
Charlene Ariza '86
Nic'cola Armstrong '10
Rick Arpin '95
Artisanal Foods
Donald & Cynthia Asher
Ericka Aviles '04
Badlands Golf Club

Shirley Banks & Carl Banks
Fedor Banuchi
Bobbie Barnes '93, '05, '13
Base Entertainment
Kelly & Walt Bednarski
Joey Begovich '13
Lindsey & Bo Bernhard '99, '02
Best Western Chula Vista Inn
Best Western Zion Park Inn
Better Benz Trading Inc.
Melanie Beverage
Judy Beyrouthy
Mary Billington
Brock Blake
Rose Blodgett
BluMarble
Joseph & N Ann Blumenthal '77
Virginia Bobson '01
De'Anna Bocanegra '13
Jolene Bolton
Reed Bond '75
Alexander & Glorianne Bora '86
Paul Bouchard
Boulder Creek Golf Club
Wayne & Melinda Bourgeois '87
Holly Brannan
Bob Buckley
Rebecca Bundy
Judy Burl
Ellen Bryne & David Byrne
Caesars Entertainment Corporation
Toni Cain
Fernando Camargo '13
Karen Camuglia
Canyon Falls Spa
Jolanda Carlinv '10
Carmine's NYC
Rosemary Casey
Celebrate Kids
Tina & Bernard Chan '99
Karen Chau '97
Jason Cheney
Marissa Chien
Paul Christensen '86
Chun Lam Chu '15
Lucia Cifonelli '08
Linda Cleveland
Mitchell Compton '78
Courtyard by Marriott
Kenneth Cribbins
Staci '94 & Raymond Crosby '93
David Cross
Jody Cross
Julie Cross
Crowne Plaza San Diego
Cupkates Las Vegas
Janine & Joseph Cutchin '74
Shandrea Daniel
Barbara Danz
Lisa Davis '97, '99
Robert DeKruif
Marcus DeKruif
Mark DelGarbino
Mark Denn
Dean DeSousa
Diamond Concrete Cutting
Lorna & Robert Dickinson

Christine DiGuilio
Discovery Childrens Museum
Russell Distajo '99
Catherine Dobbins
Julie & Jeffrey Dohse '82
Jake Dolby
Jeanette & J. Patrick Done
Catherine Dorau
William Dosch '90
Dan & Claudia Dossey
Downtown Grand
Samantha Drager
Giovanna Drohan
Beckie Dugger
Charlotte Dugger
Durango Hills Golf Club
Eric Dutt
John Dyer
Mark & Dawn Dyle '88
Earl Enterprises
Edgewater Hotel Casino Laughlin
Brian Edwards
Anita Ellis
Emily Emerson
Engine 1 Pizza
ENVY Steak House
Lauren Erardy
Cameron Erwin
Brian Esposito
Nicole Esposito
Brian Esposito
Andrew & JoAnn Esposito
Richard Esposito
Joanne Estrada '94
Exotics Racing
Zachary Fahmie '15
Kevin Favreau
June Felch
Amy & Barry Fieldman '81
Five Star Restaurants, LLC
Amanda '99 & John Flanagan '00
William Fletcher
Chuck Floyd
Fogo De Chao, Las Vegas
Four Seasons Hotel Las Vegas
Patricia & Kenneth Free '72
French Quarter Magazine
Jonathan Fuller
Kelsi Fuller
Lloyd Fuller
Russell Fuller
Laile Fuller-Tolbert
Gregory Gale '84
Erik Gals '99
Ana Garcia
David Garcia '88
John Gazaway '08
Jim Germain
Brandi Giese-Tomcavage
Daniel '01 Giraldo & Tracee Nalewak
'02
Mary Giuliano '87
Joel & Michelle Gjerde
LeRoy Godfrey
Golden Nugget Hotel & Casino
Golf Summerlin
Sue & Robert Gonzales '88

Timothy Gonzalez
Adam Gordon '04
Gordon Ramsay BurGR
Scott Gorgon
Nina Gossett
June & Martin Gothard '70
Grand Chapter of Nevada Order of The
Eastern Star
Steve Gretsich
Tiffany Gretsich
Joanie & William Grime '90
Russell Grimes
Dottie & Kenneth Haas '75
Guy '12 & Linda Hacco '07, '10
Jane & Scott Hanson '94
Allison Hardy
Lori Harris
Leslie '82 & Daniel Hawkins '79, '82
Catherine & Hubert Haynes
Dru Hedin
Donald Hejlik
Kyle Helms '07, '10
Cash Helwig '12
Rom & Flavia Hendler '01, '08
Kasia & James Hensley
Brian Hering
Linda Hering
Barbara Hermes
Hugh Herrera '91
Jean & Jim Herron
Jean Hertzman '06
Nathan Hill
Hilton Carlsbad Oceanfront Resort
& Spa
Leslie Hirokane '75
Robert Hirschhorn
Mandy Holborow
Marla Hollander-Polott '82 & Steve
Polott
Jamey Hood
Ronald Houchens
Gloria Howard
Brian Hurry
Infinite Photoworks
Salvatore Infurnari '78
Darren Ingram
International Association for
Exhibitions and Events
Sandra & Peter Irvin '06
Island Hotel Newport Beach
Lisa Jackson
Robert Jay '09
Thomas Jessup
Jimmy Buffett's Margaritaville
Joe's Seafood, Prime Steak and Stone
Crab Vegas
Evelyn Huff & Donald Johnson '75
Joanne & Dennis Johnson '73, '84
Christopher Jones
Terri Putterman-Jones '86 & Thomas
Jones '82, '85
Kabuki Restaurants Inc
Frank Kasunic '02
Kate Spade
Steven Keith
Terri Kern
James '92 & Christine Kiely '90
Sandy Kim '11
Lisa Kimmelheim '96
Jim Klein
Phyllis & Eric Koff '88
Lisha Kong '14
Christine & David Krasn '88
Jordan Krater
Alan & Barbara Kunz
Robert Kurasiewicz
Judith & James Lambert
Las Vegas 51's
Las Vegas Baby and Child Photography
Las Vegas Soaring Center
Lathin Inc

Law Offices of Michael Leight
Jonathan Lazarus '88
Hsin-yen Lee '14
Jihye Lee '06
Diana Leon '14
Kenneth & Amber Leon '91
Richard Leonard
Sharon & Ralph Lepore '88
Leticia's Mexican Cocina
Maura Lewit
Samuel Lieberman '96
Candace Lindquist
Kyle Lindquist
Rex Lindquist
Robert '10 & Holly Lindsay '99
Patricia Litz
Chu-Huan Liu '98, '05
Laurie Livermore
Richard Livermore
Wendy Livermore
Phil Luchetta '00
Jazmin Luna
Debra Lyell & Keith Lyell
Andrea MacDiarmid
Ken MacDonald
Lisa Machado
Ellen & Kevin Mahoney '82
David Malkiewicz '95
Mandalay Bay Resort & Casino
Marriott Denver West Hotel
Jorge Martinez '13
Joe Massanova
Maverick Helicopter Tours
Mya Maw
Toni & Scott Maxson
Daniel & Helen McLeod
Rachel McAadoo '05
Neil McElroy '07
Troy '92 & Dawn McIntosh '91
Connie & Brian McLaughlin
Mackenzie Melnar
Elisabeth Meltzer '89
Amanda Mendoza
Frank Menezes '90
Leora Merrell
Debbie Mesecher
Debra Mesecher
Shelly Michaels
Rosemary Middleton
Beth Miller
Christopher Miller '09
Michele & Gregory Miller
Regina Mintzer '11
Jenny Minucci '10
Larry Moldt
David Monsivais
Nicholas Moreno '08
Rosalie & Patrick Moreo '69, '83
Chris & Naomi Morgan
Patricia Morrison
Stacy Morrison
Karen & Laurence Morrow '98, '05
Lynn Mosier
Colleen Mounsey
Mt Charleston Lodge
Kelly '98 & Matthew Muldoon '09
Lisa & T. John Mulkey
Mundahl Fjerde Generasjon Fund
Kendall Murphy '08
Jackie Muth
James Muth '84, '96
Judy Nagai '11
National New Builds LLC
Malena Nebeker
Linda '79 & Bruce Nelson '78
Donna Nemanic
Nike Golf
Kevin OBrien '86
Ruth O'Connell-Dunek
Doreen & Sean O'Connor
Joshua Olayer '06

Michael Oliver '02
Ming & Sunny Ong '76
Sherri & Jeffrey Ortwain
Jeffrey Osborne
Irene '91 & Robert Oseland '89
Joseph Otto
Robert Pallay '83
Palm Restaurant
Palm Valley Golf Club
Hyoung Jin '97 Jun & Soojung Park
'97
Bonnie Parmertor
Valerie Patterson '13
Geraldine Paul
Joshua Pederson
Paul Pekar '78
Jonathan Perl
PGA Southwest Section
Crystal Phillips
Joseph Pinheiro '94
Marie '09 & Michael Pius '10
Danica Pochot '02
Lisa Porter
Jennifer Powers '04
Dirk Prado '11
Jeff & Jill Pressman '96
Brian Prezgay '90
Primm Valley Golf Club
Charles Pritchett
Heather Procter '03
Christopher Proctor '92
Qua Spa at Caesar's Palace
The Quad
Carola Raab '93, '96, '03
Michael Radenovich
Cindy Raedeker '96
Sarah & James Rafferty '78
Kathleen & Fayyaz Raja '92, '95
Stephen Ranck
Maria Rangel '99
Meghan Rasmussen
Cheryl Rauch
Tom & Mechele Ray
Red Rock Country Club
Lavor & Diana Reed
Renaissance Las Vegas Hotel
Residence Inn by Marriott
Terri Reyes
Rhodes Ranch Golf Club
Juli & Raymond Rice '89
Dennis Rion
Aaron Roberts
Barb & Jerry Roberts
Marjorie & Donald Robertson
Charles Robinson
Joan & Clair Rogers '84
Suzanne Rosencrantz '10
William Ross
Cathryn & Daniel Rudmann
Rumor Boutique Resort
Debra & Martin Ryan '83
Ashley Saccenti
Fariborz Sadri '74
Trish Sahlstrom
Meliza & Pavel Saiermann '13, '15
Charles Sakin
Wayne Salom
Cheryl & Gary Salsman
Michael Santos
Sausagefest Food Truck
Vicki Savini '92
Scarpetta
Margaret & Jack Schlaifer
Suzanne Schnell '04
Rebecca Schnore '98
Seth Schorr
Joshua Schultz
Janet '86 & Garren Sepede '84
Allison Serafin
Vishal Sharma
James Shaw '80

Sheila Keast Etiquette
Martha '99 & Stowe Shoemaker
Landon Shores '13
Joel & Sherri Shows '83
Shriners Hospitals for Children Open
Siena Golf Club
Silver State Transportation Services,
LLC
Sin City Yoga
Richard Slack
Bryan Smith
Graham Smith
Louise Smith
Sonia Smith
Austin Snow
Gary Snow
Joseph Sobaski '12
Jessie Sorani
Southern Nevada Golf Association
Susan Southgate-Fox
Spanish Trail Golf & Country Club
Mason Spaulding
Edward Spoon
Springs Preserve
Mary Stackhouse
Stallion Mountain Country Club
Douglas Staples
Jana & Emmett Steed '03
Mark Sterbens '75
Christopher Stoks
Kimberly Stoks
Gita & Ari Stotland '93
Stratosphere Sky Jump
Evelyn & Thomas Strunk '71
Junaid Sulaiman
Charissa & Loren Sumerlin '98
Super Summer Theater
Daniel Taccone '06
Sarah Tanford
Elfrida Tang '06
Nicole Tassone '96
Andrea Taylor
TChutima Inc.
Christian Terry '12
Keith & Anne Thibault
Karl Titz '89, '91
Perry Todd '84
Jordin Tollefson
Tyrone Tomak
Michaela Tozzi
Treasure Island
Triple George
Tropicana Las Vegas Hotel and Casino,
Inc.

UNLV PGMSA
Ron & Cynthia Utley
Kendall Valdez
Florence & Jerome Vallen
Vegas Indoor Skydiving
Maribel & Douglas Vogeley '05
Jeff Voyles '98
Brian Wall
Robert Waltzer
Ellen Ward
George Warner '73
Gary Waters '79, '93
Susan Weakland '80
Jia Wei '12
Gabrielle Weidemueller '07
Jolene & Harvey Weisblat
Walter Weiss '78
William Werner
Doug Wert
Kenneth & Nora West '95
Amy & Dave Westrate
Joe White '09
Thomas Whitmer '97
Wijaya
Wildhorse Golf Club
Denise Williams '96
Jack Williams '99
Kathleen & John Winston '74
Wirtz Beverage Nevada
Rachel & Thomas Wolf '90
Zachary Wolpa '10
Nancy Wonisch
Donald Wood
Cherie & Gary Wood
Brian & Kerri Woodward
Kimberly Yanni '02
YMCA Southern Nevada
Kellie Young
Susan Young '07
Ying Yuan '08
Michelle & James Zeiter '87
Meng Zhao '13

A Final Note

We strive to ensure accuracy in this listing of benefactors who supported the college during fiscal years 2013-2014 and 2014-2015. If there is an error, please accept our apology and bring it to our attention by calling (702) 895-3148 or emailing alexandra.liebman@unlv.edu.

A gift to Support the Dean's Leadership Fund has the greatest impact on our students.

The growth of the college's international reputation requires us to adapt the traditional values of a hospitality education to continue to meet the ever-changing needs of our industry – and we need your support to continue to be the best!

Annual giving to the Dean's Leadership Fund directly impacts priority projects and activities within the college. Most importantly, this includes the support of student professional development so that our students may represent UNLV at national and international industry events.

Your gift, no matter the size, will help provide the margin of excellence that cannot be reached by state support alone and permits the college to spend the funds where the need is greatest.

If you are interested in making a gift, please contact Alexandra Liebman, Director of Alumni Relations and Annual Giving for the Harrah Hotel College, by emailing alexandra.liebman@unlv.edu or calling 702-895-3148.

IN THE KITCHEN

Following auditions in October of 2015, Harrah Hotel College Chef Kurt Struwe selected student Ryan Kim to represent the college in the S. Pellegrino Almost Famous Chef Western Regional Competition. And represent he did!

After securing a first-place win at the regional competition in Las Vegas, Ryan went on to win “Best Signature Dish” at the March 15th National Competition in Napa, CA.

The young chef was determined to win, according to Struwe. “Despite his full school schedule, Ryan dedicated many months toward this competition. He has a passion for fine foods and the talent of a great chef.”

Ryan’s flavors and high-caliber techniques impressed chefs from across the country, including the Executive Chef from Le Cirque at Bellagio, who offered Ryan a week of training in the Le Cirque kitchen.

“I’m proud of Ryan and was honored to serve as his advisor during these competitions,” said Struwe. 🍷



Luke Snyder. <http://luksnyderstudio.com/>

Capstone Students Get Real in the Kitchen

A major part of the Harrah Hotel College mission is to provide students the opportunity to learn all aspects of restaurant management while practicing real-world skills.

The capstone course, *Restaurant Management and Operations*, teaches marketing and staffing as well as food production and service in a variety of realms such as fine dining, casual table service and catering. The Chef Artist Event Series gives students the chance to work alongside noted chefs to plan and manage a high profile reception and dinner.

Professor Mohsen Azizsoltani, who has taught the Capstone course for years, sees the impact the experience has on the students. "Many of our past students have expressed over the years that this course is one of the best and most educational classes they have taken at UNLV," he said. "They use the knowledge gained from this class at their jobs all of the time... even if their focus is in different sectors of hospitality."



Chocolate Mousse Parfait

**PREPARED AND SERVED BY
THE CAPSTONE 467 CLASS**

Ingredients

5 ounces semisweet chocolate chips
2 tablespoons (1 ounce) unsalted butter, diced
1 cup cold heavy cream
3 large eggs, separated
1 tablespoon sugar
(Optional) Mango and extra whipped cream

Method

- 1 Whip the cream to soft peaks, then refrigerate.
- 2 Combine the chocolate and butter in the top of a double boiler over simmering water (do not boil), stirring frequently until smooth. Remove from the heat and set aside to cool.
- 3 Once the melted chocolate has cooled slightly, whip the egg whites in a medium bowl until they are foamy and beginning to hold a shape. Sprinkle in the sugar and beat until soft peaks form.
- 4 When the chocolate has reached the temperature where it is slightly warm to the touch, stir in the egg yolks. Gently fold in half the whites just until incorporated, then fold in whipped cream with the remaining whites.
- 5 Spoon or pipe the mousse into a serving bowl or individual glasses. If you wish, layer in fresh mango and additional whipped cream. Refrigerate for at least 2 hours.

Serves 5-8, depending on the size of the servings.



REBEL WITH A CAUSE



**How focus and self-discipline helped
John Ceriale '75 reach the pinnacle
of the hospitality industry**

INTERVIEW BY ANGELA RAMSEY

“I’m not very good at this,”

laughed John Ceriale just minutes before addressing a ballroom full of admirers at the *11th Annual Vallen Dinner of Distinction*, held in May at The Cosmopolitan™ of Las Vegas. Ceriale, who graduated from the Harrah Hotel College in 1975, was named 2015's *Alumnus of the Year* and *Hospitality Industry Leader of the Year* by the college—an honor bestowed only to the best in the hospitality industry.

What John Ceriale appears to be very good at is shaking up the world of hospitality. He has devoted 40 years to the industry and is the architect of Prospect Advisors, the exclusive hospitality advisor to Blackstone Group, which is the largest owner of hospitality assets in the world. Here's what he had to say about his journey to success:

Q: Where did you grow up?

A: I grew up in Baltimore in a blue-collar family. While my parents were not highly-educated, they did instill in me the importance of focusing on the task at hand, being disciplined in reaching your goals and pushing yourself to achieve. As an example, my father took up marathon running later in life and applied his all to it as he did everything, and ran the Boston Marathon in his late 50s at 3 hours 16 minutes. My dad, who is now 88, is here tonight and while he's excited about the honor I am receiving from UNLV, I think he is more excited because I have a suit on (as I am usually dressed more casually). For my dad, me in a suit is a big thing.

Q: What led you to UNLV?

A: When I graduated from Loyola College in Baltimore, I transferred 60 credits and came to UNLV. I needed to go to a school where I could work at the same time as I was anxious to get my start in the hospitality business, but knew I needed the type of training that UNLV could provide. My dad happened to know someone at Caesars Palace, and so I got a job at Caesars Palace as a mail and information clerk. I worked there and then I went to school full time and earned my degree in two years.

“I stayed on a really tight path, but I’ve been fairly lucky on my journey”

Q: What was your experience like at UNLV?

A: Oh... I had a great experience. But you know, I was singularly focused on getting into the hospitality business and wanted to get my degree and jump in. As I often advise students today, I just stuck with my path and did not get distracted by what my classmates were doing or what jobs they were going for – I knew hospitality was the industry for me and UNLV was a great way to enter into that world.

Q: What inspired you to get into the hospitality business?

A: I was on the Boardwalk visiting Atlantic City with my parents when I was in the 11th grade, and I had to go to the bathroom. We were by the Traymore Hotel—which is probably torn down by now—and my mom told me to go into the hotel to find a restroom. So I went down the steps, and I saw a glass door with a man’s name on it which said *General Manager*. I said to myself, ‘that’s what I’d like to be one day. I’d like to be the manager of this hotel.’ That was the inspiration. It wasn’t too complicated.

Q: How did your career path begin?

A: I was an assistant front office manager at the Doubletree Inn in Tucson. And I just never aspired to do anything but continue to stay focused on understanding hospitality. I never really thought about how fast I could get up the chairs. And remember... back then, the hospitality business was a real hospitality business. It wasn’t a real estate business; it wasn’t a technology business; it was about delivering service, and it was a hard-core operating business. I just wanted to be a stellar operator.

Q: What were some of the most pivotal times in your career?

A: When I went to work for Marriot Hotels in 1979, I had a fairly strong operating background. And they were really an operating company. After a few years they started syndicating properties, and I got promoted many times—probably much more quickly than someone would normally be promoted. Not to say that I didn’t deserve it, but in a different time, even if you deserved it you wouldn’t have gotten it – there was a very strict hierarchy

for how promotions were given. In fact, I was fortunate to be offered the post of general manager three times, with each successive hotel bigger and grander than the last with more responsibility. I opened up a little hotel in Albuquerque, which became the epitome of what a suburban hotel was supposed to be. And then I ran the largest hotel in their company in New Orleans... 1,500 rooms... and was their youngest manager. After that, I opened up Desert Springs – the most expensive thing they ever did. So that was a defining moment. When I went to work for Blackstone in 1998, that’s when private equity started getting involved. We bought the Savoy Group in London, and I was the managing partner of the Savoy Group. When we took it private, we started redefining what a luxury hotel was supposed to be. We were the first ones to use chefs and big time designers at Claridges, the Connaught, the Berkeley and the Savoy Hotels. They were all a bit shabby, and we redefined them. It was an amazing experience! These were defining moments.

Q: How have you managed to evolve with the industry so seamlessly?

A: It’s about timing. Where I was in 1981 when all the real estate syndications started to happen... and then again in 96 / 97 when private equity got involved... these moments have defined my success. I happened to be at the right place at the right time when things changed. That said, I stayed on a really tight path, but I’ve been fairly lucky on my journey.

Q: What qualities do you think a person needs to have to be successful?

A: I would say that if you have self-discipline and you stay focused on the task at hand – not the next task, not the last task – I think if you do those two things and you’re lucky enough to be born with a fairly good brain and a good social IQ, I think you can be very successful in most businesses, but in our business in particular. Why? Because I think we have

a simple business; and I believe when you are in a simple business, self-discipline and focus really pay off.

Q: What did you think when Bill McBeath (former Vallen honoree and Cosmopolitan President) told you he nominated you for Alumnus and Industry Leader of the Year?

A: At first I said no, I don’t want to do it. I mean I have a healthy ego... I would be less than honest if I said otherwise... but I prefer to be in the audience than to be on the stage. But Bill really wanted me to do this, and he’s my good friend. But this is pretty hard for me to do. It’s not something that comes very easily.

Q: What should the future of hospitality education look like?

A: I think a college of hospitality needs to be diverse. I think the curriculum should certainly have a real estate component. The gaming component is critical here because of where you are. I think it also needs to have a food and beverage component, an operations component, a labor component and a general business component. But it can’t be a business school. You can learn what you learn at Wharton, but it’s not Wharton. I think that’s the problem with some of your competitors. They’ve forgotten about hospitality.

Q: What advice can you give students today?

A: I’m tough on students, but I try to be an advocate for every student who asks for it. Any student who emails me... I take them as they come. I have a lot of disappointments, but my successes are unbelievable. Look, peer pressure is tough for these kids because they all worry about who got the better job. When I left UNLV, I went to a 180-room Doubletree when there were 3 Doubletrees. It was a motel, and I loved it because I didn’t care what anyone else did. I say if you make a little bit of progress every single day, then you’re doing ok. I’m very pragmatic. 📌

ALUMNI SPOTLIGHT

Photos by Aaron Mayes and R. Marsh Starks



Holly Weberg '90

Manager of Strategic Alliances and Partnerships for Caesars Entertainment

After a two-decade career in the cruise industry, Holly Weberg found an opportunity that would allow her to remain active in the realm of cruise ships while returning to land. The opportunity Weberg seized upon was managing the cruise program for Caesars Entertainment in Las Vegas. Serving as the corporation's Manager of Strategic Alliances and Partnerships, Holly blends the extensive hotel operations management experience she developed at sea with her marketing skills on land.

In transitioning from sea to land, she explains, "When you live at sea for so long, you want to put down some roots, buy a house or have a dog... maybe a garden. It's nice to participate in holidays with family and friends. Working for Caesars has allowed me to further my own development in an industry that I know extremely well. It's a win-win for both me and the company."

During her time at sea, Weberg remained active in the Southern Nevada community as well as the Las Vegas Hospitality Association. As a member of the Hotel College Alumni Board, she's also a dedicated supporter of UNLV! Her first purchase upon returning—season tickets to UNLV Rebel Football!

WHY I LOVE WHAT I DO

“*I got into the cruise industry because I'm fascinated by international cultures, and I'm passionate about ships. Working in the hospitality industry has given me access to, and a better understanding of, the world!***”**



Nolan Halterman '06

Assistant GM for Anthem Country Club

Growing up, Nolan Halterman aspired to be a pilot or a computer programmer. While in junior college at Dixie State, Halterman realized that golf was his real passion, and UNLV was a good place to start his career. "I found UNLV on the internet, realized they had a Professional Golf Association of America (PGA) Management program where I could finish my bachelor's as well as complete my criteria for becoming a PGA member... so I chose to come to UNLV."

Nolan credits the PGA Management Program at UNLV's Harrah Hotel College for not only giving him a solid foundation in management, but also for providing opportunities to grow professionally. "The program opened the doors for education as well as experience with internships that helped me network to find good jobs."

Doors ultimately opened at the Anthem County Club in Henderson, where Nolan now serves as the Assistant General Manager and Director of Operations.

At the summer Family & Friends Banquet, the PGA Management team presented an Award of Distinction to Halterman, who gave this advice to current and incoming students: "Find out where you want to go; find a way to separate yourself from everyone else; and most of all, be patient. Opportunities will present themselves."



WHY I LOVE WHAT I DO

“There are wonderful people in the golf business, and the environment is a great place to work.”

WHY I LOVE WHAT I DO

“I’m so proud of our product – it looks great, it tastes great, it’s good for you – and we know how to treat people!”



Josh Killian '00

President, Heavenly Bowl, LLC

Josh Killian recently shifted his career and is serving up a Bowl of Heaven!

Born and raised in Las Vegas, Josh spent the majority of his career in casino marketing and operations. Presented with an opportunity to take his career in a different direction, Josh became the President of Heavenly Bowl, LLC, which is the master franchisee for the Bowl of Heaven brand in Las Vegas and in Orange County.

"What we serve is the next generation of the frozen yogurt craze; but of course, our bowls are better tasting and better for you!" Bowl of Heaven's main offering is the acai bowl – blended super fruits topped with fresh fruits and granola.

Great taste isn't the only treat for those who come in for a Bowl of Heaven. Killian's strong customer service background makes for a welcoming experience for patrons—especially UNLV faculty and students, who receive special discounts! Josh provides great employment opportunities for students as well. "We feel we are part of the greater UNLV community, and we look to provide support however possible."

Bowl of Heaven is located across the street from UNLV on Maryland Parkway, and the second location will be opening in Summerlin this fall.



Carlos Castro '92

*Senior Vice President and
CFO for Aria Resort
& Casino*

"I walk onto the Aria campus every day and think how lucky I am to work in such a magnificent place," Carlos Castro beams while talking about his current role as Senior Vice President & Chief Financial Officer for the Aria Resort & Casino in Las Vegas.

After graduating from UNLV, Carlos rose steadily up the ranks in the hotel business' financial operations sector. He served in several senior financial roles for MGM Resorts International and Caesars Entertainment before landing the Senior VP/CFO position with Aria.

Now, a day in the work life of Carlo Castro is full. If he's not administering the overall financial policy for the Aria campus, which includes Aria, Vdara, The Shops at Crystals, Mandarin Oriental, and Shadow Creek Golf Course, he's helping to develop and execute strategies to maximize profitability at all of these locations.

Although Carlos is busy, he takes time to inspire. Serving as the keynote speaker at the Harrah Hotel College's freshmen welcome event, Castro shared his professional wisdom and encouragement with incoming students. "Sometimes in our industry you have to make the difficult decision to take a management role even if that means less money in your pocket. I promise you that your decisions to challenge yourself and continue advancing your career will eventually pay off exponentially!"

WHY I LOVE WHAT I DO

“Each day is completely different! One day I’m meeting with a celebrity chef and discussing a new business concept; the next day I’m working with human resources on our hiring strategies. This new role is challenging, rewarding and, of course, fun!”

WHY I LOVE WHAT I DO

“I love taking an event from initial idea to final execution. It's great to see our clients' visions come to life and know we created the perfect experience for their attendees.”

Kathy Dyke '94

Event Designer for By Dsign

When Kathy Dyke transferred from Iowa State to the Harrah Hotel College as an undergraduate, she felt confident in her decision: “I knew I wanted to work in the hospitality industry and, of course, UNLV was the best choice to give me the skills I needed to start my career.”

She went on to work in hotel sales and then catering, managing corporate events and weddings. For the past three years, she has served as an Event Designer for By Dsign, a full-service one-stop-shop for all event needs, from party rentals to event planning to event design.

The event management industry stays fresh, Kathy says, because there are always new trends and innovative ways to create memorable event atmospheres. “We provide video-mapping for many of our events, which is a method of projecting a design on a blank surface. We recently created a waterfall in the center of a convention space, which completely transformed the room!”

Not only is Kathy creating memorable events for her clients, she also gives back to UNLV, providing event support in her role as Event Chairman on the UNLV Alumni Association Board of Directors.

CLASS NOTES

1970s

Earl Sheehy '74 became the CEO of Ray County Memorial Hospital in Richmond, Missouri.

1980s

Wai Chow '87, '06 serves as the Director of Talent Management Asia Pacific for Hyatt Hotels and Resorts.

Kenneth Edwards '81

has spent 20 years as owner of Tristar Hotel Group.

Ken spent the majority of his time building, operating, and developing hotels throughout the country, and building/purchasing 18 hotels. Ken also owns HMBookstore.com. He has dedicated the last five years to creating a web-based eLearning management system, providing hospitality training to university students, hotel operators, and hotel employees globally. Ken is married to his UNLV girlfriend.

David Hernandez '81 was awarded the rank of Professor Emeritus at the College of Southern Nevada. After 21 years at CSN as Director of the Casino Management Program and Tenured Professor, David retired in May of 2015. David travels through Europe and Latin America and conducts seminars in relation to the gaming industry. He also spends time working on his cars enjoying time with his family. David's wife, Hope Hernández, also attended UNLV and has

a BA in Education from their native country, Cuba.

Robert Sorrell '84 has been in banking and finance for over 35 years, working for the Royal Bank of Scotland, and has lived in Edinburgh, Scotland, Boston, Atlanta. He currently serves as a UGA para legal as a legal assistant in criminal litigation. Robert has three grown sons and three grandchildren.

Perry Todd '84 has worked in gaming and food and beverage for 40 years, holding positions as Restaurant Manager, F&B Manager, and Table Games & Pit Supervisor. He currently serves as a Table Games Supervisor. Perry has been married for sixteen years and has three step children who work in Hotel & Casinos in Las Vegas.

Michael Mixer '89 was selected to co-lead the Colliers International USA Hotel Group. He is currently the Executive Managing Director and co-founder of the Colliers International Las Vegas office,

the leading full-service commercial real estate firm in Southern Nevada.

An expert in the resort and gaming market, Mike's expertise has been used by many of the top development and investment firms throughout the world.



1990s

Christopher Bond '92 was promoted to Vice President of Sales at The Mirage and is responsible for overseeing Convention Sales, Convention Services and Catering. Christopher is married to Serena Arce Bond, who also is a graduate of UNLV.

Bruce Claver '90 is one of only a few hospitality experts hired by Lincoln Motor Company as a consultant and ambassador to train top Lincoln Dealerships nationally on the art and science of luxury hospitality service. This very comprehensive training teaches sales consultants,

service advisors, and anyone who "touches" a client, how to deliver luxury and distinguished moments to the Lincoln client with the goal of making the Lincoln brand the new #1 Luxury car brand in the U.S. Bruce wrote in, saying: "All my wonderful years at Caesars Palace, Four Seasons, The Union League Club and other premiere properties have paid off!"

Holly Mae Lindsay '99 is celebrating 15 years with the Emeril Lagasse Restaurants. Holly currently serves as the Business Manager for both Delmonico Steakhouse and Table 10 in Las Vegas.

Niklas Rytterstrom '98

was appointed General Manager of Luxor Hotel and Casino in March 2015, and is responsible for all operations at this iconic Las Vegas Strip resort. Previously, he served as General Manager of Gold Strike Casino



New UNLV Alumni Club in Japan!

Mika Koike '94 is leading the charge in bringing UNLV alumni together in Japan. This September marked their first party in Tokyo, featuring guest speaker and gaming industry executive Takayoshi Koike. Mika plans to coordinate more events for UNLV alumni to network and connect soon!



where he successfully drove initiatives to achieve the highest market share in the property's history for three consecutive years. Nik was also responsible for substantially increasing employee engagement, guest service quality assurance and corporate social responsibilities.

Kevin Vogt '93 is the Wine Director for Chef Emeril Lagasse in Las Vegas, based at



Delmonico Steakhouse. Kevin started making his own Napa Cabernet Sauvignon Blend in the 2005 vintage called Mastery (masterywines.com). Since 1999, he has been a judge for Anthony Dias Blue's San Francisco International Wine Competition as well as a judge for the San Francisco World Spirits Competition. Kevin is married to Lynda L. Vogt and they have two daughters, Madison and Juliana.

Holly Weberg '90 returned to a land-based role in late 2012 in Las Vegas, NV after a two-decade career in the cruise industry. See Holly's spotlight on Page 35.

Anthony Zaranti '99 was named General Manager of the Summit Club in Tulsa, Oklahoma. Recently, Tony served as Assistant General Manager at Ridglea Country Club as well as Colonial Country Club in Fort Worth, Texas. Tony and his wife Christi, reside in Bixby, Oklahoma with their two rescue dogs; Riley and Allie.

2000s

Ericka Aviles '04 was married this August and enjoyed an exciting honeymoon in Spain and Morocco.

Dolores Campuzano-Pignatello '00 is the Director of Banquet Operations at The Mirage Resort and Casino. Dolores was the 2014 recipient of the Terrance J. Lanni Award for Excellence for MGM Resorts International, the company's highest honor. In addition, she received the 2015 Glass Ceiling Award from NAWBO. Dolores is the current chair of the Hispanic/Latino Network Group at MGM Resorts International and sits on the Boards of the Women's Chamber of Nevada and The Nevada Congressional Award. She has been married

for four years to Joseph P. Pignatello, and they have six kids - two girls and four boys.

Jeffrey Dallas '02 began the one-year Mike Mansfield Fellowship Program in Japan. He currently is a Combat Systems Officer in the United States Air Force. The Mike Mansfield Fellowship Program was established by Congress in 1994 to build a corps of U.S. government officials with substantial expertise with Japan.

Kristi Dickinson '05 works as the Spa Director for the Mayflower Grace in Washington, CT. Previously, she was the Spa Director at Montage Deer Valley in Park City, UT and the Golden Door Spa in Telluride, CO.

Erin Dustin '00, along with her husband, owns an electrical subcontracting business, MD Electric, working primarily on the Strip doing tenant improvements at hotel casinos and shopping malls. Erin married Matthew Dustin in 2009, and they have two little girls, a 2-year old and a 4-month old.

Adam Gordon '04 is a Sales Executive for the Las Vegas Convention and Visitors Authority (LVCVA). He has been with the LVCVA for four years and is responsible for bringing convention and trade show business to the No. 1 rated trade show destination in North America. His largest clients include SEMA Show, ASD Las Vegas and World of Concrete which hold their annual events at the Las Vegas Convention Center which is the third largest convention center in the U.S. with 1.9 million square feet of exhibit space and 144 meeting rooms. Adam was a recipient of the 2015 Hospitality Hero Award, a special program recognizing hospitality employees whose outstanding service keeps visitors returning again and again.



THEY FOUND LOVE... at the Harrah Hotel College!

Evan Croner '08 and Lauren Vaca '08 tied the knot this past October! The pair met while in class together at UNLV and have been dating since 2008. On a visit to Lauren's hometown of Ojai, California and they went on a "spontaneous" Jeep Sunset tour, and there on top of a mountain watching the sunset, Evan proposed. They got married surrounded by family and friends in the Bahamas. A true hotel college love story!

Lauren is a Food and Beverage recruiter for a tech start-up, Nomic, a company focused on making the hiring process easier for both restaurants and F&B professionals here in Las Vegas. Evan started a Luxury Travel and Events company with a fellow UNLV Alumni and friend, RnE Partners. They plan corporate travel and luxury events throughout the US and internationally.

Robyn Hadden, '05 is the Assistant Director of Special Events for the Ohio State University Wexner Medical Center and Arthur



G. James Cancer Hospital and Richard J. Solove Research Institute. Robyn recently got married to Scott Flowers on July 4.

Michael La Vita '00 is a senior event planner, and team lead, at the Conferences & Events department for Commonwealth Financial Network, where he plans and executes networking, educational, and incentive conferences. Michael was married in Las Vegas in 2013.

Phil Luchetta '00 is the Manager of Financial Planning and Analysis at the Monte Carlo Hotel and Casino, managing all functions of the financial analysis department, including the training of analysts, property-wide budgeting and analyzing profit and loss for all divisions.

Erik Pignata '05 works at the Bureau of Land Management as a Realty Specialist in the Sacramento State Office. Erik and his wife finally made their way back to Central California, where they both grew up, and where their friends and family live. They own a house near the American River in Rancho Cordova.

Michael Rossolo '04 was recently promoted to Revenue Management Operations Leader for the Chicago Downtown Marriott International Revenue Management office. In this new role, Michael oversees responsibilities for two select service hotels, and maintains primary inventory, rate and forecast responsibilities for the flagship hotel in the cluster.

Rikki Tanenbaum '06 is thrilled to be back in Las Vegas after nearly five years of moving around the South and the Midwest serving in marketing roles for Penn National Gaming. She recently joined Golden Nugget Casinos as the Senior Vice President of Marketing for its Nevada Region.

Robert Taylor '06 changed career paths after 15+ years in hospitality and retail management. Robert accepted a management position within the Property and Inland Marine Division of Great American Insurance Group, an A+ rated property and casualty wholesale company based in Cincinnati, Ohio.

Shaun Tuch '06, after graduating from UNLV, started a small after-school program in 2007 that now runs multiple programs in



over 50 locations throughout Los Angeles. The company is called Professor Egghead, a leading education company in L.A. promoting STEM education to kids. The concept was recently franchised and will be offering Professor Egghead as a franchise all over the United States. With two company-owned locations in L.A., Shaun hopes to open several territories in other states later this year. ProfessorEgghead.com

Joseph Wagner '00 currently serves as Executive Director of Hotel Operations, Luxury and Guest Services, for the Venetian and Palazzo Resorts. He currently participates in the the Harrah Hotel College's Mentor Program.



Jaime Wright '04 started her own boutique marketing firm called Embellish Marketing, which provides marketing, branding, graphic design, web design and development, website hosting, social media management and online marketing services for non-profits and small businesses.

2010s

Gerardo Avalos '11 started his own company called Mint Condition Nutrition as a way to help people make healthy food choices and inspire the cooking of more nutritious food: MintConditionNutrition.com.

Edward Bobbett '10 was promoted to Front Office Manager at the Hyatt Regency Monterey. Since graduating from UNLV, Edward has completed Officer Training School and is currently a Captain in the Air Force Reserve.

Joshua Millan '13 was recently promoted to Project Manager for Retail, Dining, & Entertainment at Pinnacle Entertainment. In this role, Joshua assists with developing and supporting the implementation of the company's strategic engagement in the retail, dining, and entertainment (RD&E) space. He previously held the position of Manager of Labor Planning in the company's Planning & Analysis department.

Adriana Osorto '14 currently serves as a Management Associate in Human Resources for the Luxor Hotel and Casino.

Calling All Rebels!

Did you get a promotion, add a family member, or find a new calling? Share your latest news with your fellow alumni Harrah Hotel College Alumni by submitting your class note for the next issue of Premier Magazine! You can submit your class note at unlv.edu/news/classnotes.

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Adam Gordon '04

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Landon Shores '13 M.S.

Rikki Tanenbaum '06 M.S.

Holly Weberg '90

Toni Repetti '96, '11 Ph.D., Faculty Representative

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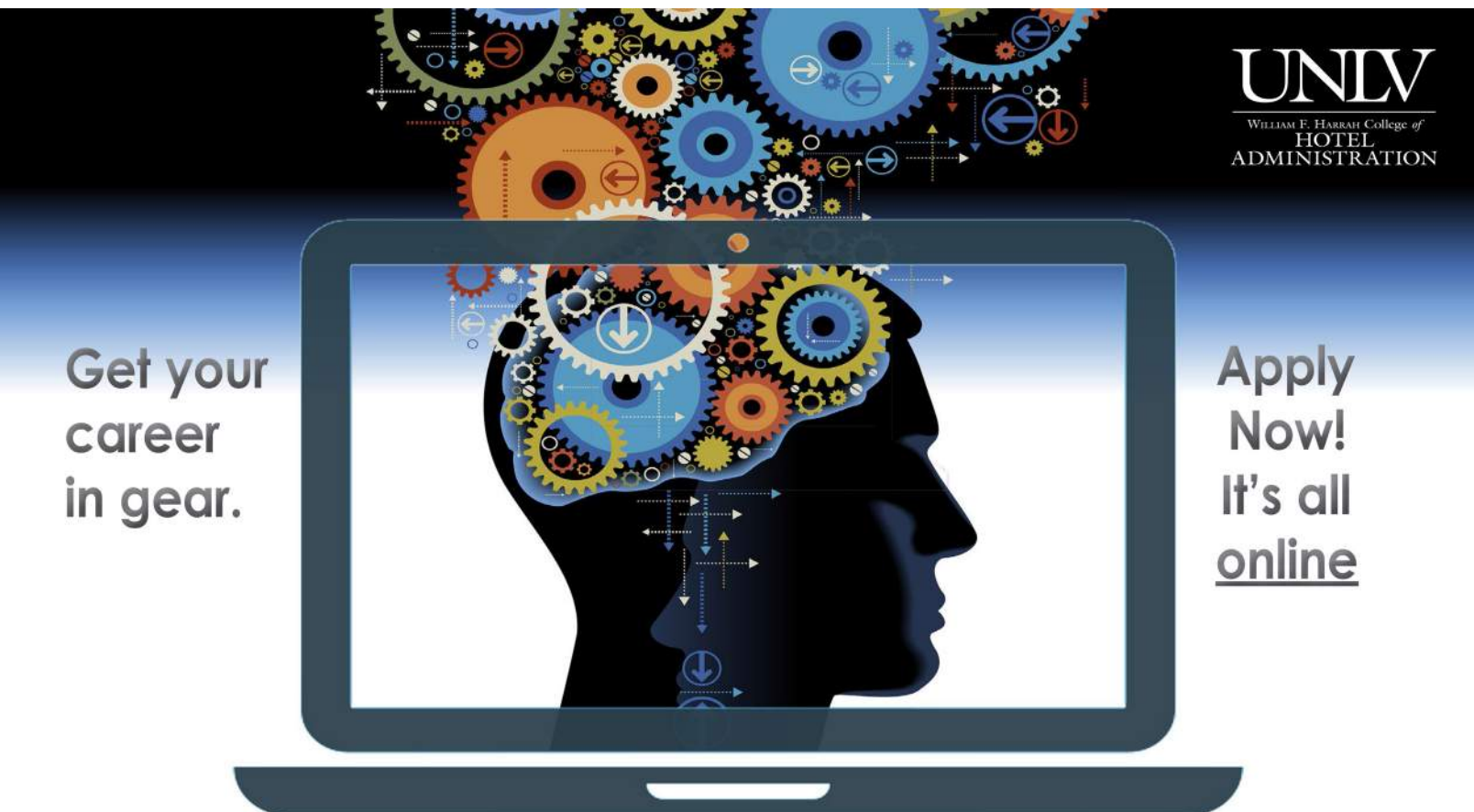
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