

Margaret Allas
Hotel Operations
Prof. Crumb
September 26, 2004

RIT Inn Visit 1 Critique

*yes they were... impressive
great review!*

Our well dressed class visited the RIT Inn for the first time on Wednesday, September 22. K. William Gunther, the General Manager, met us in one of the hotel's catering halls along with some of his management team, including Rose English, Janice Emerson, and Ann Marie Tripoli. Will Gunther felt that most of the questions posed by the class would be directed towards him, so he stepped back and allowed his team to openly discuss our questions. They gave us some really good advice for being in the industry. Ann Marie Tripoli said that one should love to 'interface with the public on a daily basis' when entering this field. Another great point was that there are poor leaders (bosses) and good ones, but you can always learn something from either. We learned that a strategy for success is to get to the consumers directly and find out what they want. *great job*

With all this advice for dealing with the consumers, we also received wise words about the internal aspect of a company. A company should give its employees a sense of family with mutual respect. In response to questions about overcoming 'first management position hurdles' the staff again gave great advice. It is important when finding a job to search for a company that will match your values. Your work ethic is another important factor in job searching. Most entry level jobs can be taught and it is up to you to move up with the skills you gain.

This visit taught me a lot about the ethics involved and what you must be prepared to deal with, people, in this industry. It was great to hear people's experiences and input. The staff of the RIT Inn was welcoming and friendly. They not only answered our questions thoroughly, but

also gave us a wonderful tour of the hotel. I feel that I can return there asking for advice and the staff would be more than happy to assist me. I am looking forward to visiting the Inn again.

Sandy Arias
Hotel Operations
Professor Crumb

9/27/04
Should you
enjoyed Sandy
good observation

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Today's trip to the RIT Inn was magnificent. The environmental setting was peaceful and very soothing that it was felt as soon as people stepped through the door and were greeted by Rose, the public relations executive. It could not be denied that the Inn has a beautiful and unique structure.

As the meeting was initiated we all were given a chance to introduce ourselves and I thought that was very good, since it gave us a chance to break the ice and know who was who in the room. The plans for the inn were very interesting to me and I was happy to hear about the student pilot we will be having, in order to promote the industry within high schools. For a person with no experience in the industry I was very fascinated with how different from any regular hotel the RIT Inn is. It not only serves the ^{owned} community but it is own by RIT and it houses RIT students as well. The managers of the Inn seemed very enthusiastic with their work, that they even open my interest for working in the Inn and joining this wonderful team of individuals. Also, I was fascinated with how each manager contributes to the whole progress of the hotel. Everything is very interconnected; the operation manager, sales and marketing, the executive housekeeper, public relations executive, and the general manager.

where there's
names

Finally, the tour of the Inn was incredible. The whole structure is beautiful and unique. Each room is like a little log cabin in its own little world, plus every room smelled nice, something some hotels do not have. In addition, the conference rooms and dining rooms were very luxurious and I am looking forward ^{to} the next visit to the Inn.

Hotel Operations
Professor Crumb
Seung Hee Baek
September 27, 2004

Critique 1

Back 1

It was the first visit to the R.I.T Inn and Conference Center. We met six executives who were the General Manager, the Operation Manager, the Sales and Marketing Manager, the executive of Housekeeping, and the Public Relation Executive.

They introduced themselves and talked about their backgrounds. All of them have distinctive backgrounds in hotel work, and one common aspect that they share is that they like people.

What I the most impressed are that the reason of the Marketing and Sale Manager moved to Rochester from Las Vegas and two characteristics of the inn. The Marketing and Sales Manager worked MGM, but she moved here. Some student asked the reason of that, because MGM is one of the big and good hotels and if someone is a hotelier, they want to work there. The manager said that her family and fiancé is in Rochester, so she moved here. She seems not having any regrets about that. I thought that if I was her, I can not make a decision like her. About the R.I.T Inn, it is not the same as other inns, because it not only has the functions of a normal inn but also the functions of dorms. About 150 of the 310 rooms are placed for students, so almost 50% of the rooms are dorms. Also, there are two types of restaurants in the R.I.T Inn. One of them is opened in the morning, afternoon, and night for the students, and they can use their flex, debit, and tigerbucks. Another restaurant is opened at night, which looks fancier and is for the other guests in inn. Of course, students can use it, but it seems more suitable for other guests. It was

interesting to me; the inn runs two types of functions. It has several banquet rooms, rooms for guest, and facilities, rooms for students.

Its service for students and normal guests can cause problems. I heard several times, the R.I.T inn is good, but sometimes meetings in the banquet rooms make unwanted noises. In contrast other guests cannot stand the big busy days on September's moving in days. Definitely, the R.I.T inn has conflicts to control between these guests. I want to know how they can solve each problem that students and other guests make. In addition, the inn gives other standard forms to those guests. I am wondering whether the guests feel conflicts because of each other.

Selma Birsin
Trip to the R.I.T Inn
09/22/2004

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9/27/04

Selma
Great Review!
you enthusiasm shows!
Good luck on the
application!

On Wednesday, the 22nd of September 2004, we went with the Hotel Operation class to the R.I.T Inn to take a trip in the hotel but more important to meet the general manager and some of his staff.

First of all, I have to say that I was very excited and very nervous too. However, as soon as we were all sitting together and starting to introduce ourselves, I felt like we reached a great atmosphere. Mr. Gunther, who is the general manager of the hotel, introduced us then to his staff members, who were Mrs. Emerson, Director of Sales and Marketing, Mrs. Tripoli, the Operation Manager of the Front Desk and the Engineering department, Mrs. ^{Same} Senior, the Housekeeper, Mrs. English, the PR Executive, and finally Mrs. Zinter, who is the Operation Manager in Accounting.

It was very interesting to hear about every persons backgrounds and experiences; however, I would like to share especially my impressions about Mrs. Emerson, Mrs. English, and Mr. Gunther. If I would have to describe a person that would have very important characteristics to be not only a PR Executive but in general a person who works with people, I would describe Mrs. English, because her sense of humor and love of her work was very infectious. I am sure that she is a great person to work with, because I believe that it is very important to be able to radiate positive energy in a work place. To talk about Mrs. Emerson, we all could make out that she made history in the R.I.T Inn, which is just great and shows how successful she must be. A very important

characteristic that Mr. Gunther has is that he is so willing to teach, which is so important for us as students because that increases our desire to learn once we have the right people around us.

In conclusion, every staff member we met at the meeting showed me how important it is to be professional, to love what you are doing and to be eager and open to learn. I am looking forward to have other meetings in the hotel, because it is just very exciting to see what you are working for right now as a student. One last thing I have to share that I am very excited about is that I recognized while I was in the meeting that practice and experiences are so important and since I do not have any, I decided to apply for a job that will give me the opportunity for advancement. So I hope that everything is going to be the way I am planning and dreaming it.

Kelly Brown
Hotel Operations
Professor Crumb

9/27/04

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RIT Inn Critique

For Hotel Operations class, Professor Crumb's class will be frequenting RIT Inn and Conference Center. The main purpose for visiting the Inn is to familiarize students with the hotel atmosphere and to study situations that could possibly arise there. It can also help students with gaining hands-on experience in the hospitality field.

Our first visit on September 23, 2004 was just an introduction to the Inn. We had many questions and the staff members of the facilities had ready responses for our inquiries. We had several staff members there to speak with us – the house director, the housekeeping director, accounting director, and the public relations director. They shared their hotel experiences with us and their stories to how they got to where they are today. They also answered questions that we had about where they've been in the past, what their specific jobs in RIT Inn and Conference Center are, and how they handle situations in their positions. Every staff member was available for us to interrogate.

In my opinion, our initial visit to RIT Inn and Conference Center was not very helpful. But then again, it was just our first visit. Out of all the questions that we presented to the staff, most of the ones they answered had nothing to do with relating us to them and the field. They answered more of the general questions about hotels instead of trying to answer questions about the hotel field relating to students. Some of the questions we presented to them were about college majors, initial experiences in the field, and things of that nature. Majority of those types of questions that were put down on paper for the staff to answer never got addressed.

good observation
but students
kept asking
questions
so we ran
out of time

I wish we
could have taken more time
to get them answered

The visit was an eye opener for me though. It helped me realize that I do not want to work in a 300 room hotel. I enjoy the fast pace of larger scale hotels, and a facility like the RIT Inn and Conference Center is just not right for me. The RIT Inn and Conference Center seemed so lackadaisical and lagging – we barely saw any guests there. I need to fast tempo, adrenaline rush types of hotels that keep me busy and running around for hours.

Kelly
You need to consider
the MGM Grand
Some time there are 2000
there in the Summer!

Andrew Cabbie
Critique #2- Visit to the RIT Inn and Conference Center

✓ APC

andrew
watch spellin's
some good observations
glad you enjoyed
I need to note name of
all mgs.

I thought that our first class at the Inn was a very successful one. I enjoyed
getting out of the classroom setting and being able to learn in an active, functioning hotel.
Mr. Gunther gave us an excellent and detail ^{what} regarding what is the purpose of this hotel
and how it functions from day to day. I was also very impressed with the property of the
hotel. It seemed to be very class ^{and} well kept. Listening to the various managers of the
hotel clearly broke down each persons responsibility within the hotel. This was quite
helpful for me since I had never seen the infrastructure of a hotel's management system.
The position I was most interested by was the public relations manager, Rose English. I
always thought that public relations was a function of the sales and marketing
^{it usually is her position is unique.}
department. I thought it was interesting to see how she was out working directly with the
public and drawing business into the hotel. Listening to all of the managers backgrounds
also intrigued me. I knew that being in this field you jump around many different jobs
but I had no idea of the many different jobs that are available to you. I also enjoyed all of
the prior places they worked. I enjoy traveling and moving around so hearing their
stories definitely convinced me that this was the field for me. Overall I feel that our
classes at the Inn are very helpful and a real learning benefit for us. We are able to learn
methods in the classroom but ^{then} we have an actual opportunity to apply them in a real
life situation.

Justin Drezner

RIT inn critique

9/29/04

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The visit to the RIT Inn was a nice experience, to get a chance to meet a staff of highly qualified executives. We had the opportunity to meet and greet, get a chance to get the background of most of the individuals amongst the panel. After hearing their stories, we had a chance to do an extensive question and answer segment, and it was rather informative. After that segment, we got a tour of the Inn, seeing a few of the rooms, as well as ask about the building of the hotel, how it was different than other hotels, the way it was built, the extensive measures used to protect the property from fire, and other types of disasters that may occur. I don't really have anything negative to say about the trip. It was all positive, and the fact that we have several more trips planned make this a unique experience that other students in other hospitality programs may not get the chance to do, makes it a worthwhile experience. I look forward to the next several trips. Hopefully, we can get a more in depth look at how the Inn runs, and get the full picture, hopefully a 3-D picture, in a sense, to absorb as much details as possible.

Good overview

Hotel Ops
Prof. Crumb

JK
9/27/04

Jason Duprat
September 27, 2004

RIT Inn critique

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The collaboration between the RIT Inn and the hospitality program at RIT is a tool that will allow students to acquire first hand knowledge on the hotel industry. The first meeting with the executives of the RIT Inn was very informative.

Trip number one to the Inn was a great experience. It allowed the students to break the ice with the management team and was a great way for the students to learn about each member of the team and how they got to where they are today. It was surprising to me to find out how some members were able to climb their way up the ladders from menial positions to positions of leadership^{yes}. The undergraduates were able to learn from each of the managers as they talked about their careers and experiences. A few of the questions that were developed by the class were answered during the gathering. The one that sticks with me was the one about stress on the job. Jane the Senior Housekeeper informed us that the job has some very stressful days. She believes that it is very critical to remain under control and to be able to find ways to deal with stress since this can be a very straining job for management. At the end of the meeting the class was taken on a tour of the hotel and we were shown the dining and banquet facilities along with the rooms.

Overall, I feel that this type of cooperation between the RIT Inn and the hospitality program are very beneficial. This type of interaction will allow students to learn much more about what takes place from a management perspective on a daily basis. It also allows students to ask questions relating to the industry that they may not have been able easily find out elsewhere.

*good comments
did you record names of mgs.*

Porcha Gillespie
9-24-04

Prof. Crumb
Hotel Operations

*Great experience
Porcha: you
"seized the opportunity"
congratulations*

R.I.T. Inn Case Study

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Sometimes people just get the chance to get the best one-on-one interactions with people who are in the field of work that they are interested in. We had the chance to meet with the ~~board of directors~~ *Executive Committee* at the R.I.T. Inn here in Rochester New York on Wed. September 21, 2004.

The experience was an excellent one and very organized. The director and managers were all sitting at the head of the room in a panel like setting and they had gave us all notepads to use if we had some pointers we wanted to write down. The panel introduced themselves and mentioned their positions. The panel was very detailed as to their history and what led to them getting the positions that they had. A lot of them had no kind of formal mentoring to get them into their position; they just worked their way up pretty much.

Some positions that stood out to me were the Public Relations position and the director of the operations. The panel then allowed us to ask them any questions that we might have before they started answering some of the typed questions we made up and from there we took most of the time because there were a lot of questions. I asked a lot about the public relations position and my interest was highly sparked. I was so amazed that I asked the lady, Rose English, if I could spend the rest of the day with her and she agreed. So instead of going on the tour I went with ~~R~~Rose on a lunch date she had with some people from the Ms. America pageant that were due to arrive.

This experience really gave me the chance to see a field of work that I feel I might like, and I feel that it was worth more than just asking questions and getting verbal feedback. It also helped me to see that there are employers out there who do believe in giving the younger generation a chance to learn the ropes. I am very grateful for this opportunity to be able to have a personal mentor in this field of work that interests me.

Fang Ling Huang

9/22/04

✓
9/27/04

Hotel Operations

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The trip to the inn was a great experience. It allowed me to learn new things about the function of the inn and meet many executive managers, all who seemed very nice. I learned that there are many different departments within the business of a inn. They were very patient and eager to answer all of our question. I was glad to notice that they really enjoy their job because it further strengthens my want to work in a hotel in the future. They told us that it is there "second home", which made the inn sound very comfortable and family-like. It also made me realized that there is a lot you can learn about the business of a hotel because there is so much involved. The discussion we had with the managers really helped all of us learn many things.

*nice comments
did you record all your home*

^{enjoyed}
I enjoy the tour afterwards, but it was kind of short in my opinion. I liked the feeling of comfort the rooms provided but the rooms seemed a little small even compared to one motel I went to a few years back. I've never been to a inn before but I have been to a hotel and a motel before. So after the trip, I decided that I like the environment of a hotel better and that is probably where I would want to work in in the future.

*Some good observations
need to write in more
detail like actual names of managers
of some specific questions that
come up*

Clifton Hubbert

✓
9/27/04
a bit brief Clifton
need to state names of mgs
Some specific questions
what intended for
27 September 2004
/

I found the visit to the inn to be a beneficial part of the class because of it allows us to continue to apply what we learn in class to the real world. It also allowed us to meet the entire management team so that we know who ^{but their names?} is responsible for what in the inn. In addition it provided us with insight into the specific jobs of each of the managers and allowed us to ask questions to fill in any voids in our understanding thus far in the course. Overall I believe that the trip was a success.

Ola John-Ukegbu
Sept.22, 2004

9/27/04

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Visit to the R.I.T. Inn and Conference Center

On Sept.22, 2004, my hotel operations class had a visit to the R.I.T. Inn and conference center. We sat in one of the banquet halls and our "lessons" began at 10am.

We commenced the visit by being introduced to the management body of the Inn. The managing director, William Gunther, was also present among others. The management staff in attendance gave us a brief history of their some of their experiences in the field and places that they had worked.

For example, Janice Emerson, Director of Sales & Marketing, told us that she had worked in two big hotels in Las Vegas. Namely, The Grande Mirage and MGM Grand, with 3,000 and 5,000 rooms respectively, I thought that it was quite intriguing that she had worked at such popular places.

over

After the question and answer forum in the banquet hall and general discussion, we were given a tour of the hotel and I also got to see one of the PR executive's jobs, Rose English, first hand! This involved her talking to a pair of ladies who had come to talk to her about the Inn being involved in one of their programs. It was very enlightening.

*In good you
Porchia took the initiative
to do this. She says = / students
of myself were all impressed*

Overall, I will say that it was a very good experience and successful visit in which I learnt valuable new things about the hotel industry, including legal matters concerning hotels, the staff structure and the job details of some of the staff in a hotel.

Joseph Kim

Hotel Operations

Professor Crumb



RIT Inn Visit 1

The inn was donated to RIT and was used as a dorm as well as a hotel. The RIT inn was the Marriott. The RIT inn has 304 rooms. 135 rooms are for guest, while the rest is for students during the school year. There are many banquet halls for conventions, meetings, and any other activities. The inn has its own catering service, bar, and food service.

Janice Emerson is the director of sales and marketing. She is in charge of marketing the inn to people for conventions and meetings. She has worked in Vegas at the MGM Grand and the Monte Carlo Casino.

Jane is the senior housekeeper. She has been at the RIT inn before it was owned by RIT. She has worked in Vegas and has many years of experience.

Rose English is the PR executive. The PR's job is to go out and tell about the operations of the Inn. She has to attend meetings and conferences. She has to network with all types of people and business.

Barb Zinter is operations accounting. She is in charge of keeping the books at the Inn. She worked at a car company and then came to RIT.

Bill Gunther is the managing director. He owns Gunther and Associate. His company has 150 employees. He helps to manage places and helps businesses start up.

After meeting the director board, we took a tour of the inn. The inn has an indoor and outdoor pool, a hot tub, and sauna. This is open to the guest and the students. The inn has many things to offer to the students as well as guest.

Chirsan Lichtenstein
Hotel ops
Critique

with
9/27/04

enjoyed reading
your comments

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I did enjoy the opportunity to visit the Rit inn, and look forward to future visits. It was nice for the management staff, too take a good part of their morning to accommodate to our class. I am sure they are all busy people and it is hard to take two hours or more out of your day to speak and answer questions.

yes...you
could appreciate
this!

To me, it was interesting learning how many different aspects of management go into running a hotel. There seem to be a different department for every detail, from housekeeping, to the front office, to purchasing, and catering, etc.... I found it just as interesting that all departments seemed, to communicate quite well. The example between what Debbie, the director of operations, expected from her housekeeping staff was extremely clear. There didn't seem to be much uncertainty about what was expected from each person. Each department seemed to understand their role.

I do wish that we had more time, which I am sure we will in future trips, to get more into specific aspects of the hotel. Maybe break in to smaller groups to follow a manager of a department that may seem interesting to us. To learn more specifically about certain individual aspects, as compared to a general summary of what everybody does. Though it is interesting, I would like to see specifically what the gm's daily tasks and trouble shooting is like.

good
idea

On the whole I found the trip very interesting and look forward to returning. Please pass on thanks to all the staff that took time out to answer questions and share a little of what they do with our class.

why not
drop them a personal
note?
would be a good move

Rocky Locey
Hotel Operations
RIT Inn Critique

RLC
9/27/04

I thought that the trip to the RIT Inn was very informative. I think that it is very interesting to see how the behind the scenes action takes place in any business and especially in a hotel. I liked the way that the trip was set up and found the question and answer portion useful with a lot of general questions that I had about what it takes to run a hotel. I didn't have any idea that you could make individual hotel rooms out of concrete and then place them together to create such a large hotel. *that was "high tech" in 1975*

I didn't feel like the hotel was in a very good location there isn't a lot of real business around the hotel and I realized why when I found out that the Inn housed RIT students in half of their rooms. I can imagine that a majority of their business come from RIT parents or affiliates of some sort. I would like to know what percentage of there business comes from people having nothing to do with the school what so ever. *Good question!*

I thought that the rooms were adequately sized and were decorated in a normal fashion. At seventy five dollars a night the rooms seemed to fit the price. I found some of the hall ways a little tacky and old looking and definitely smelled a sort of musty smell when walking down the hallways. I look forward to going back to the hotel in the future to pick the panel's brains about their jobs and what to really expect in our industry.

*good observations
did you get the names of the mgs?*

*Good Reviewer
Greg - good observation
9/27/04*

9/26/2004

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At the RIT Inn and Conference center, you will find an array of talent from people who are new to the business, to some people from the biggest hotels in the country. What makes them so good at their job is they all have the same goal and know how to work as a team.

The RIT Inn is owned by RIT and run by Gunther & Associates, a learning program, who operates not as a separate entity from RIT, which they are, but as a family. This works well for both parties as there are students in the Inn during winter which is the off season and in the summer the hotel is open for the tourists. With this relationship, the Inn can maximize profits through higher average occupancy throughout the year rather than needing to sell out on all of the holidays in order to make a significant profit.

With the operations reaching into so many directions, you need to have a range of employees. Janice Emerson is one such person. She brings with her the experience seeing the MGM Grand under construction as well as opening the MGM and later the Monty Carlo. As a sales & Marketing Executive, she brings to the table the understanding of the industry on a larger scale; which makes her an indispensable manager to the Inn.

The consensus from the managers at the Inn was the more diverse you are, the more value you add to your job. They are not talking about being able to do more than one job within the hotel but rather having the experience of working in the field with other hotels of about the same size or larger.

The bottom line is that you are able to work as a team within one company with people from all kinds of backgrounds and get them all to move in the same direction.

Katelyn McKeown
Hotel Operations

with
9/24/04

5

The trip to the RIT Inn was very informative on how a 300+ room hotel is run. It would have been more informative if the panel at the head table had answered more questions off of the sheet, rather than taking questions most of the time. There were questions on the sheet that would have been interesting to find out the answer to that they never got to. The tour was beneficial to take, seeing the facility's features such as the restaurant and bar. It was a good thing to have such a variety of management people that were there. Each seemed to key in to a certain group and provide useful information towards becoming a success in their line of work. I am looking forward to going back to focus on specific issues management runs across running a hotel.

Katelyn you need to
expand critique further,
who were the managers
what questions were of
interest. What did not
appeal to you

9/27/04

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Our First visit to RIT INN

Wednesday 21, 2004 was our first visit to RIT INN with the class of Hotel Operations. We met the most important managers in the hotel. This meeting's goal was for us to learn more about the managers and their different responsibilities. The general manager, William Gunther, was our main host. He shared his experiences after getting his degree. As a general Manager I liked the way how he was very experienced before getting such a high position in a hotel; working in western hotels for nine years. Experience and moving around made him grow as a person and made him move up in the hotel business. Then we had Anne Marie Tripoli, Operation Manager who is responsible for front desk and engineering. This is very interesting, since I never thought that one person could be in charge of two different areas.

The third speaker made a bigger influence in me: this was Janice Emerson, Director of Sales and Marketing. She got her degree on mathematics, and then she recognized that she didn't like it. So she started in a restaurant as a waitress, and loved it, and so she moved to hotels getting a 1 year hospitality master at RIT. Then she went to Las Vegas MGM Grand Hotel. After a couple of years she wanted to go back home and so she did, settled here, got married, had kids and now she has this great job at RIT INN. Janice knew what she wanted for her life, she did what she liked and also renounced to what she didn't like. This is admirable. Leaving Las Vegas I am sure was a tough decision, but destiny made her path be that way and so she is very happy now.

As I said she made an influence on me because for many, success is money, and for others is just do what they like to, but for me success is when I do what I like but obviously knowing that it will bring economic success along with it. And Janice Emerson did so. This made me feel inspirational to what my goals could be in life. Decisions we make will be the final results in our life.

This meeting also made me realize how people that are prepared and show their interest then they will ascend fast and get what they want. And Jane Senior proved this when in just two weeks of being a housekeeper she was named senior housekeeper. Being outgoing and helpful as the other two ladies were; Rose English and Barb Zinter is a good characteristic in order to maintain their jobs PR executive and Operation Manager Accounting .

Our first visit to RIT INN as a conclusion I would say was a success, since we did not just met great managers, but they also proved it by giving us a physical visit of the hotel that was donated by Del manti in September 2003. This was a very helpful experience for me since I don't have work experience in a hotel but listening this people made me feel very enthusiastic about learning more about it. And as they said its very important to discover your strategies, *of talents*

Ernest Del Monte

LaKeisha Perez
Hotel Operations

9/27/04 Critique

The visit to the RIT Inn was both informational and helpful to me. I found it to be very helpful when they each explained how they got to be where they are today. It was sort of soothing to hear how they started in one place and ended up in another position where they are happy. It helped me to relax because I don't know what I want to do or where to start. It helped me to relax because they didn't know that they would be in the career that they are in now. 7

I found it to be very informational to hear their job descriptions in depth. I was most interested in the job of Barb Zinter, Operations Manager of Accounting. I wanted to learn more about what her educational background was and if there were any courses that she thought anyone interested in this career field should take.

*ask her next time
you are there or just
call her 359 1800*

The visit to the RIT Inn gave a basic understanding to a few aspects of daily hotel operations. It gave me a new outlook on how to approach my co-op as far as what type of job to look for. For example, if I was interested in working somewhere in the front office I should try to get a front desk position in my first co-op, or if I was interested in the housekeeping aspect that I should search for a housekeeping position in my first co-op.

The visit provided me with more knowledge about the hotel industry.

best to do housekeeping first

Andrew Penfold
Hotel Operations
Crumb
Sept. 27, 2004

Critique #1 RIT Inn

WAC
9/27/04
Eckler + Enterprise
what were their names?
7

At the RIT Inn we learned about the positions in a hotel as well as the backgrounds of the top-management. Each manager or director seemed to have a diverse background with experience under many of the different departments in a hotel. We also had an extensive question and answer period where many interesting questions were answered. One of the handouts included a complete tree of the organization and their flow to top-management. We then took a tour of the hotel to get a better understanding of the different functional areas. This included the restaurant, bar, banquet halls, lobby, pool, as well as two different types of rooms.

Overall, the visit was beneficial since it gave a different learning atmosphere. I found that the top-management had a diverse background which seemed to be a positive characteristic since it added to their capabilities to handle different situations. Many questions were answered that helped my understanding of how this hotel was run. I was surprised how the hotel was constructed. The type of construction used seemed to be a lot more cost effective than your regular stick construction. Since the hotel is only 300 rooms they only overbook by 3 or 4 rooms compared to a 3000 room hotel where they can overbook near 75-100 rooms. I would have liked if more of the questions were answered from the list of questions. But overall the tour and Q&A session helped increase my understanding of the hotel functions. This was more interesting and interactive than reading the book.

yes I agree
but the
students
were being very
assertive in asking
questions which
was good
you bet?
different perspective

The content we covered at the hotel was closely related to the work in class. At the hotel we were handed the tree that showed us the structure of the hotel and its employees which compared to the notes we took on hotel management. They also discussed the many job possibilities and career opportunities. We also went over many aspects of the internal organization of hotels including executive committee, management positions, team concepts, and the empowerment of employees. The things that we discussed in class were supported by the real life examples that the management talked about. The set up and organization of the hotels was supported by the RIT Inn's executives with their own description of how their hotel worked. Also the tour of the hotel and rooms gave a better idea of what a double room actually looked like. It also helped visualize the layout of a hotel. In general, the RIT Inn visit gave an interactive learning experience that supported the material in class.

Dana Pierce
Hotel Operations/ Critique on RIT Inn
9-25-04

9/27/04

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On September 22nd, it was the first visit to the RIT Inn. Mr. Gunther, being the head of the meeting, started it off. This is when introductions and greetings took place. I ~~meet~~ ^{ment} meet Rose English before, and I think she has a very unique job. She goes to public events and appears at meetings to inquire about new things. Also, the meeting included the director of housekeeping and sales and accounting. After introduction, valid information was given about the hotel being 300 rooms and donated by E.J. DelMonte. After this were questions. Stress is always around, but the housekeeping manager handles it especially well. One-hundred and thirty five rooms are normally kept open to the public. The rest of it houses RIT students. These rooms sell for about seventy-five dollars a night. The housekeeping director interrupted and said that the students are the better guests most of the time. Finally we were taken on a tour of the hotel. It hosts about two weddings a weekend. They also have an indoor and outdoor pool, a restaurant, bar and lounge, and plenty of banquet space. The hotel rooms have two double beds and a bathroom. Some of the positives are a coffee maker, iron and board, and cable. If a student is housed in one of these rooms, it would have two dressers and desks. The hotel rooms are also built someplace else. It keeps the hotel rooms at better risk of fire safety with concrete walls. The model is set up very well and was a great experience to be in.

Good observation
Dana, what were the names
of the managers?

x7

Ann St. Peter
September 15, 2004
Hotel Operations
Trip to the RIT Inn
Critique #1

My first visit to the RIT Inn stimulated my interest in the hotel industry. The trip began by everyone meeting in a conference room and listening to heads of each department within the hotel speak. Each member explained who they are, what they do, and how they got there. Everyone in the class introduced themselves as well. This was followed by a time for them to field questions that any of us students had developed while listening to their presentation, in addition to the questions that we had previously submitted. The last part of the visit consisted of a guided tour of the hotel.

Sitting in a conference room listening to each leader of the various departments within the hotel speak, allowed me to get a better grasp on how the hotel operates as a whole. It was also interesting to see the breakdown of the individual departments, and how each contributed to the entire operation. The personality differences from person to person within the different departments is also worthy of note. It seems logical that a person with, for example, an extra charismatic personality would be of most value in the marketing or public relations aspect of the hotel, whereas the head of housekeeping would not necessarily need to be as sociable. However, prior to the visit I had never fully realized the significance of personality.

A foremost point that was clarified on this trip that relates to class material was the job opportunities within the hotel industry. As a business major, it was refreshing to hear that not all of the department heads had started out in the hotel industry, but yet were still able to thrive once they arrived. Furthermore, the idea that all hotels are basically run the same way, regardless of the number of rooms available or the size of the hotel, was somewhat of a new discovery for me. It was interesting to learn that not only the same departments exist from large-scale hotels to smaller-scale hotels, but also the fact that the operations are very similar as well. I found this trip to be extremely informative in a non-traditional, "more interesting than lectures" sort of way.

Courtney Sanford

Hotel Operations

September 26, 2004

RIT Inn Visit

9/27/04
great Review
Courtney your enthusiasm
shines through!
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Our first visit to the RIT Inn and Conference Center seemed quite successful. With the class sitting at tables facing a head table with managers of the hotel, we were ready for discussion. Introductions were first done by the management, then by all of the students. Mr. Gunther noted that we had a very diverse group of experience and representation of the globe. It was explained that most questions typically seem aimed toward the general manager but that Mr. Gunther would try to direct some to other managers, and from there the discussion began.

The students were able to hear the answers to many of our questions that had been turned in previously, as well as ask new questions as they arose. A wide variety of topics were discussed such as the ability of our foreign students to work at the Inn, as well as the career paths of the management team. We learned about the history of the hotel itself as well as recent and future projects. One being the new high school alliance, which is to educate students interested in hospitality. I personally am excited to see how that partnership comes along, as I myself was interested in hospitality already in early high school.

I thought that class's very first visit to the Inn went incredibly well. I thought it was a great contact that one student made as she asked to join a meeting with the PR Executive, Rose English, and Fox TV. I am always interested in hearing how managers got to their positions today and what along the way they liked and didn't like. Every story is unique yet it gives us students a better idea of what to expect and be prepared for as our futures in the hospitality field develop. I am looking forward to our future case studies and visits to the Inn. It is a great resource and lab for our Hotel Operations class.

great
that was outstanding
very attentive
& rich to them?

Breana Snizek

Crumb

Hotel Operations

September 27, 2004

9/27/04

Breana
glad you enjoyed

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Summary of RIT Inn Conference Visit

The visit to the RIT Inn was both informative and inspiring. Listening to the managers tell of their experiences and the transitions that took place throughout the course of their careers gave me a better understanding of how the industry works. I also had the opportunity to expand my knowledge of the RIT Inn.

Until the day of the visit I was unaware of some of the job options within the hotel industry, such as the public relations position. This career path within the industry is something that interests me greatly, compelling me to learn more about the branches within this division of the hotel industry.

In addition to learning about this special division within the industry, I learned useful tips about moving up in the industry once you gain an entry-level position. Networking is a key factor in this business that helps to dictate where your career will take you in the future. In order to advance in the hospitality industry, you must be open to relocating several times throughout the course of your career. Until you reach a management position that will allow you to opt for where you want to go, you must be open to traveling and experiencing new people and places.

Thanks to visiting the RIT Inn I am more knowledgeable about the industry. The RIT Inn's senior management seemed to be well-organized and portrayed good team chemistry. In conclusion, the RIT Inn visit was an excellent learning experience.

What were their names & positions

Christine Terrio
Hotel Operations
September 27, 2004

RIT Inn Critique #1

at
9/27/04
great critique
Christine's ... you covered
all aspects 7

Over at the RIT Inn, our class met with some of the members of the executive board, including Bill Gunther the Managing Director, Janice Emerson the Director of Sales & Marketing, Rose English the PR Executive, Barb Zinter the Operations Manager of Accounting, Ann Marie Tripoli the Front Office and Engineering Manager, and Jane the Housekeeping Manager. At the conference center, we listened to the executives introduce themselves, see how they got to where they are today, and what their current role is at the Inn. We then left part of our time at the Inn to ask questions about the Inn and their positions. I think the most popular question related to how business is doing now that the RIT Inn is thought to be mostly a dorm. And what kind of business they bring in now. Later ^{we} take a tour of the Inn, including two of the guest rooms, the restaurant, pool, fitness center, business center and other parts of the hotel.

I was interested to hear how each of the executives got to where they are today, including establishing Gunther and Associates in April 2003. The executive that interested me the most was Janice Emerson, because of her experience of opening two hotels in Las Vegas, including the MGM Grand, and also her experience in event planning. After my experience in catering at RIT, it is something I see myself being involved with. I think I would enjoy event planning or banquet planning. My other plan is opening up my open Bed and

Breakfast or small inn. I also found it interesting to hear how well the RIT students fit into the hotel. The idea of the Inn being a dorm is hurting them more than the fact that some of the Inn is being used as a dorm. It seems like 55% of the Inn is made up of RIT students during the school year, yet the Inn can't seem to sell out a lot. I guess I figured with all the sports teams that come to RIT to compete, the business meetings, etc., they would be able to sell out more often. Maybe because everyone is local and that they aren't in the downtown area hurts there business. But they are still doing well I guess. I've only worked in NYC and Disney, so I was always in a well targeted area.

The visit to the RIT Inn relates to the internal organization of a hotel that we talked about in class. There are seven disciplines: rooms division, food and beverage, HR, Maintenance, Finance and Accounting, Sales and Marketing, and Security. We were able to listen to what the executives of some of these disciplines do, their management positions. We also touched on the structure of the hotel and the amenities they have. We were able to hear what the managers do to keep the hotel running. They really understand the team concept. One department can't run a hotel by themselves. The departments have to work together and be a team. These were topics talked about in class and at the Inn.

Brittany Touchette

Hotel Operations

RIT Inn Critique

9/26/2004

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HC
9/27/04
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On the morning of Wednesday Sept. 22nd our class visited the RIT Inn. As the class arrived we were brought into one of the back conference rooms for a meeting with the executives of the inn. The meeting was a basic introductory meeting where we met a few of the departmental heads, learned their backgrounds, what it is they actually do around the inn, and had some of the questions we sent ahead along with on the spot questions answered.

Did you record their names?

Among the people we met there were two whose jobs really sparked my interest. The first was the Senior Housekeeper. There wasn't really anything specific about the job rather than it catching my interest. The other was a job in public relations. While I wouldn't want to be a PR executive like Rose English, I would like to do some of what she does.

After the meeting the class got a quick tour of the rest of the hotel. We were ^{shown} showed where the conference rooms are, including the smaller ones for ^{private} private meetings. From there we went to Petals, the restaurant run by the inn. It is unique because RIT students can use their flex or food debit there along side customers who have no RIT association at all. We also visited the bar and lounge and the other restaurant run by the inn. We did not get to see it, but our group was then told about the area that all of the catering done by the in is run through.

Brittany Touchette

Hotel Operations

RIT Inn Critique

9/26/2004

The final part of the tour was down to see a couple of the rooms. While we were being shown a room set up for two RIT students and another one that was handicap accessible we were told a few facts about the rooms. Some of things about the rooms that made the inn different from some others is that they are all individual cement rooms that are made somewhere else ^{where?} and then shipped to where they are needed. Once there they are put together like blocks, one on top of another, with a narrow walk space ^{what do they call these?} dividing all the rooms for maintenance purposes. Benefits of having rooms made like this are the decrease of noise transfer and of fire hazards. After that we were free to leave.

9/27/04

Ji Hyung Yoon
9/27/2004
Hotel Operations

Too Brief

A Critique for visiting to RIT inn

I visited to RIT inn with two purposes; getting to know directors of the inn in several areas and knowing how the room is operated. For getting to know directors, a discussion with directors was suitable. Mr. Gunther, who is a managing director of the inn, shared some of his managing know-hows with students. During the discussion, there was Q&A time. I could get some ideas about an engineering section of the inn during the time. In addition, few directors answered some of our chosen questions from the class. After the discussion, there was a tour of rooms and facilities. I got intrigued a difference between operating rooms for students and physically impaired students.

*need to expand
critique to full page,
otherwise good comments*