

# Rebecca Griffin

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## Skills

- Relationship management
- Supportive leader
- Communication
- Organization
- Proactive planning
- Formative decision making
- Reliable
- Positive
- Strategic Planning

## Employment History

### January 2017 – current, Monroe Community College

#### *Hospitality Department Chair and Associate Professor*

- **Department lead & supervisor**
  - Manage 4 full-time faculty (now 3), and ~10 adjunct faculty, 1 secretary, 2 technical assistants, student employees
  - Annual evaluations for department secretary, and full-time technical assistant
  - Coordinate adjunct and full-time faculty classroom observations
  - Coordinate hiring and onboarding of new faculty and staff; updating adjunct handbook
- **Faculty/Staff development & support**
  - Support faculty/staff with their departmental efforts
  - Support faculty/staff in their desired professional development opportunities
  - Nominate faculty/staff for awards, such as: Evelyn Lannak for the Dale P. Parnell Distinguished Faculty Award in 2018, and Janet Zinck for the NYSHTA Tourism Educator of the Year Award in 2019
  - Advocate for full-time and adjunct faculty/staff tenure and promotion
- **Student/faculty conflict resolution**
  - Meet with students and faculty as needed in resolving conflicts
  - Grievance Advisor, completed training and supported students in preparing materials for the grievance process
- **DEI Initiatives**
  - Attend Diversity, Equity & Inclusion professional development conferences and activities offered within MCC
  - Completed Diversity in Higher Education course at the University of Rochester Warner School, spring 2022
  - Project lead for **the IDEA eLearning training** course in partnership with Visit Rochester, course to be complete by May 2023
  - Helped to establish an equipment lending library for Hospitality/Culinary students
  - Worked with the TAAC to incorporate a departmental Supplemental Instructor, incorporated into 3 program courses
  - Supportive and caring faculty member; advocate for students, faculty and staff
  - Student mentorship within department
- **Master schedule management**
  - managing a stream-lined master schedule to meet the diverse needs of our students which includes in-person, asynchronously online, day-time and evening courses
  - faculty course assignments
- **Budget management**, managing multiple budgets within the department which include:
  - Hospitality Departmental budget
  - Food For Thought Association budget
  - Italy Study Abroad trip budget
  - Travel Club student fundraising budget

- **Grant management**
  - Perkins Grants, work with the grant's office in outlining grant requests/needs, manage projects and ordering equipment/supplies, provide reports to the grants office as needed
  - Statler Grant, secured a \$61,600 grant from the Statler Foundation for research in DEI customer service in hospitality businesses, then developing an Inclusion, Diversity, Equity, Accessibility eLearning in partnership with Visit Rochester.
- **Program assessment, 2018-2019**
  - Completing the Hospitality department program assessment, ensuring a thorough program and course assessment, along with gathering input from key stakeholders such as students, graduates, faculty/staff, and industry professionals
  - Implemented outcomes of the program assessment, to include developing a fully online Hospitality Management degree option, and developing a Culinary Arts A.A.S degree program
- **Curriculum development and management**
  - Developed a fully online Hospitality Management A.A.S degree program option
    - Secured funding to support faculty in developing online courses
  - Developed in partnership with the program chefs, a Culinary Arts A.A.S degree program
    - Working towards program certification from the American Culinary Federation
  - Course development
    - Supported department faculty in creating new program courses for the Culinary Arts A.A.S degree
    - Developed a fully online Hospitality Service course, Cost Control course, and Baking & Pastry course
  - Course & program revisions as needed
- **Course instruction in the Hospitality and TRS departments; classroom, laboratory, and online instruction**
  - Courses taught: Introduction to the Hospitality Industry, Culinary Arts II: Advanced Food Preparation, Basic Consumer Nutrition, Guest Service Hospitality, College Success - SAST, Cost Control
- **New student recruitment**
  - Culinary Competition for Scholarships, coordinated with Admissions/Financial Aid in securing funding to offer scholarships; worked with department in running a culinary competition. Successfully ran the competition in 2022 and 2023.
  - Support department members in visiting area high schools for career days
  - Touring area high school groups, and parent/student visits
  - Summer culinary camp, coming 2023
- **Pathway Partnerships into MCC**
  - **Food Link**, created an articulation agreement with the Food Link Career Fellowship program into the Hospitality/Culinary Arts program
  - **REOC**, created an articulations agreement with the REOC Culinary Arts program into the Hospitality/Culinary Arts program
  - **Dual Enrollment** (College Now) partnerships, increased # of College Now partners, offering 4 course options at 5 different area schools
- **Transfer Agreements to 4yr institutions**
  - Work with partner schools in keeping articulation agreements up-to-date for Hospitality, Culinary and Nutrition
- **Student job placement**, assist students in identifying job placements within their goals
- **Student advisement and registration**, hospitality, culinary and nutrition pathway students
- **Experience with Blackboard, Brightspace, Degree Works, Banner and Starfish**
- **Student support/retention**, worked with the TAAC to implement standing tutoring drop-in sessions within the department, in addition to incorporating a supplemental instructor into 3 of the program courses.
- **Travel Club co-advisor**, support students in fundraising, community service events, guest speakers, and coordinating local and destination club trips
- **Professional organizations/memberships**
  - Support faculty in professional organizations and memberships, such as partnerships with the American Culinary Federation, Meeting Planners International, International Society of Travel & Tourism, Rochester Travel Professionals, Rochester Restaurant Association
  - Active member with Visit Rochester, NYSTIA, and ICHERIE

- **Advisory Board organization and management**
  - Coordinate an advisory board to include key stakeholders from our diverse industry segments, including travel & tourism, event management, restaurants/food service, institutional food service, private clubs, 4yr college partners, hotels/lodging
  - Coordinate board meetings, scheduling, and agenda
- **Food For Thought, student-run restaurant operation**
  - Directly responsible for the department's student run restaurant, including point of sale management, budget management, equipment needs, menu development
  - Coordinate campus events in partnership with student-run restaurant
- **College Committee work**
  - Presidential Inauguration - Hospitality committee chair 2022, hiring committees, SUNY Gen Ed Revision committee, Dining Services RFP, Liberal Arts Program revision, Wellness Council

## **July 2013 – January 2017, Aramark at the University of Rochester**

### *Director of Catering (February 2015-January 2017)*

- Leader of the Meliora Catering Department, director of the universities dining services catering operation; drove an overall steady sales increase of 18%
  - Financial management – Led the departmental budget creation and implementation, planning & analysis, inventory control, accounts payable and purchasing
  - Growth Management – created and implemented growth plans for each manager in the Meliora department
  - Training Processes – developed training programs for Aramark, student and union team members
  - Departmental Growth Strategies – developed operational strategies for current and future catering growth opportunities
  - Public Relations – maintained a strong bond and relationship with the University of Rochester community and partners, and vendors
  - Sustainable Efforts – worked closely with vendors and university partners to implement and maintain sustainable practices within the operations

### *Assistant Food Service Director (July 2013-February 2015)*

- Maintained and developed three restaurant operations and the catering department, totaling \$2.7 million in yearly revenue and served as manager on duty in Director of Catering's absence
  - Financial management – Assisted with budget planning & analysis, inventory control, accounts payable, purchasing
  - Operational standardization – implemented operational standards by leading team members in creating a guidebook of department "Standard Operating Procedures"
  - Event planning & execution - worked with the department management team and campus community to successfully facilitate University and off-site events
  - Team building & development – implemented group and individual team projects for departmental and individual growth, union employee investigations and university training programs for student, agency, Aramark and union staff
- Account Quality Assurance Auditor and Safety Champion
  - Completed monthly evaluations and audits for 6 campus food service locations; following corporate audit form
  - Led and developed the dining services safety team by working with Aramark Safe to implement and follow through with safety initiatives

## **September 2008-July 2013, Lackmann Culinary Services at St. John Fisher College**

### *Retail & Marketing Food Service Manager*

- Managed four retail cafes at St. John Fisher College, totaling \$1.5 million in yearly revenue
  - Operational development – worked closely with chefs for proper production quantity, quality and menu development, strategic planning & analysis, quality control and maintaining client & purveyor relationships
  - Employee relations – responsible for employee hiring, training, payroll, individual development and counseling
  - Finance Management – budget proposals and maintenance, department purchasing, accounts receivable and accounts payable
  - Corporate marketing – maintained campus dining social media, point of sale marketing and worked with the corporate marketing team for new product development & implementation

- Buffalo Bills Training Camp Hospitality Catering Manager – summers 2009-2012
  - Managed daily catering events held in the Buffalo Bills Corporate, Family and Community Hospitality tents; daily events ranging from 200-650 guests with a 6-week sales revenue of \$300,000

## **Other Experience**

- Woodcliff Hotel & Spa, 2011-2014
- Country Club of Rochester, 2008
- Mirror Lake Inn Resort & Spa, 2006-2008

## **Education**

### **Current, University of Rochester Warner School of Education**

- Ed.D in Higher Education Administration – accelerated track, expected May 2025
- Advanced Certificate in Online Teaching and Learning, expected December 2023

### **May 2015, St. John Fisher College**

- Masters of Business Administration

### **September 2008, Paul Smith's College**

- Bachelors of Professional Studies in Culinary Arts & Service Management

## **Other**

### **Certifications**

- Certified ServSafe Trainer & Proctor
- Effectiveness Leadership Institute, 2016
- SUNY Sail Institute, 2018

### **Achievements/Recognition**

- Visit Rochester Engagement Award 2022
- AAWCC 40 Under 40 Award recipient, 2019
- Monroe Community College Kudos for Teaching Excellence Recognition, 2018

### **Professional Memberships**

- AAWCC (American Association for Women in Community Colleges)
- Rochester Visitor Industry Council
- NYS Hospitality & Tourism Association
- NYSTIA
- CHRIE (Council on Hotel, Restaurant, and Institutional Education)

## **Volunteer**

- Rochester Commissary Kitchen, Board of Managers, 2018-current
  - Assisted in reviewing design plans, and initial facility set-up including handbook/guidelines/procedures, reviewing member applications, and interviewing candidates for key positions on an on-going basis
- Visit Rochester, 2017-current
  - IDEA committee chair, 2023, working to develop an IDEA eLearning and resource guide which will be available to 300-400+ Rochester area businesses
- Junior League of Rochester, 2018-current