



UNIVERSITY OF SOUTH ALABAMA
HOSPITALITY AND TOURISM
WORKFORCE INNOVATION ALLIANCE

AGENDA

3RD ANNUAL REGIONAL HOSPITALITY & TOURISM WORKFORCE SUMMIT

The Path Not Taken: Alternative Workforce Solutions

*Two roads diverged in a wood, and I—
I took the one less traveled by,
And that has made all the difference.*

Robert Frost

TUESDAY, MARCH 19, 2019

Event: *Welcome to Coastal Alabama Sunset Reception*
Sponsor: *Lucy Buffett's LuLu's, Gulf Shores, Alabama*
Location: *Sunset Grill @ LuLu's, Gulf Shores*
200 E 25th Ave. Gulf Shores, AL 36542
Time: *5:30 p.m. – 7:30 p.m.*
We welcome all Summit participants to join us for a networking evening of fun, food and music.

WEDNESDAY, MARCH 20, 2019

Event: *Hospitality & Tourism Workforce Summit 2019*
Location: *Orange Beach Event Center*
4671 Wharf Pkwy, Orange Beach, AL 36561
Time: *7:00 a.m. – 4:00 p.m.*

SUMMIT AGENDA

Master of Ceremonies: Mr. David Clark, President/CEO, Visit Mobile & President, USA HTM Advisory Board

7:00 a.m. – 7:30 a.m. **SUMMIT REGISTRATION**
Orange Beach Event Center Lobby

7:30 a.m. – 8:30 a.m. **BREAKFAST NETWORKING SESSION**
Ballroom *All Summit attendees*
VIP Room *Sponsors' Recognition Breakfast (By invitation only)*
Breakfast prepared & served by Coastal Alabama Community College, Gulf Shores, AL under the instruction of Chef Matt Palamara, and Bishop State Community College under the instruction of Chef Gabrielle (Gaby) Wilso and Chef Henry Douglas.

8:30 a.m. – 8:45 a.m. **GENERAL SESSION OPENING**
Ballroom *Presentation of Colors and Pledge of Allegiance*
JROTC, Foley High School under the direction of Darell R. Howard, MSgt, USAF (Ret) SASI, AL-791
Welcome to Coastal Alabama
Mr. Herb Malone, President/CEO, Gulf Shores Orange Beach Tourism
Welcome from Baldwin County Board of Education (BCBE)
Mr. Eddie Tyler, Superintendent

8:45 a.m. – 9:15 a.m.

WHERE ARE WE NOW?

Seasonal Labor Issues and Solutions

The Honorable Fitzgerald Washington, Secretary of Labor, State of Alabama

The Impact of Gaming Jurisdiction Expansion and Sports Betting on Regional Workforce

Mr. Allen Godfrey, Executive Director, Mississippi Gaming Commission

9:15 a.m. – 10:15 a.m.

UNIVERSITY WELCOME

VP Lynne Chronister, Research & Economic Development, University of South Alabama

Mr. David Clark, President, Dept. of Hospitality & Tourism Management Advisory Board

HOSPITALITY & TOURISM CHALLENGES & NEEDS PROGRESS REPORT

HTWIA Action Plan Update

Dr. Evelyn Kwan Green, Director, H&T Workforce Innovation Alliance, USA

USA Serving Southern Hospitality (SSH) Certification

Sponsor: Advantage Coastal Alabama

Mr. Greg Alexander, President/CEO, Coastal Alabama Business Chamber

Recognition of SSH Participants and Certified Trainers

Y.E.S. to Hospitality: An Innovative Seasonal Workforce Solution

Ms. Anitra Henderson, Director of Civic Engagement, City of Mobile

USA HTM Industry Mentor Program

Mr. Alex Tholl, Food Service Director, Fresh Food Company, South Alabama

Dining, Aramark / Student Career Development & Placement Committee, HTM Advisory Board

Recognition of Industry Mentors

Pedro Mandoki Industry Mentor of the Year Award Presentation

Mr. Herb Malone, President/CEO, Gulf Shores Orange Beach Tourism

Mrs. Nora Mandoki, Mandoki Hospitality

10:15 a.m. – 10:45 a.m.

NETWORKING BREAK

DIY Break Items designed by Baker High School, Culinary & Hospitality

Signature Academy, Mobile, AL under the instruction of Ms. Cora Evans

10:45 a.m. – 12:00 p.m.

HOW DO WE GET THERE?

Alternative Solutions

Workforce Technology

Teamlio's Work on your Schedule – An On-Demand Staffing App

Mr. Sam Makaryan, Chief TEAM Officer & Ms. Susie Blackinton, Creator of Opportunities, Regal Hospitality Solutions, New Orleans, LA

Workforce Recruitment

Veteran Population

Mr. Donal Cieutat, Employment Service Senior Manager/Alabama State Jobs for Veteran State Coordinator, Alabama Dept. of Labor

Mr. Joshua Missouri, USA Coordinator of Veteran Affairs, Office of Veterans Affairs

Ms. Rebecca Smith, Director, Human Resources, Beau Rivage Resort & Casino, MGM International

Intellectually Disabled Population (Passage USA)

Mr. Brian Davis, Jr. YES to Hospitality participant

Ms. Peggy Wilson, Director of HR, and Ms. Tanya Nickerson, Director of Services, Spectrum Resorts

Workforce Retention

Workforce Retention through Financial Education

*Ms. Kariene Fortner, VP Financial Wellness Relationship Management
South AL/FL Panhandle Market, Regions Bank*

12:00 p.m. - 1:15pm

LUNCHEON & KEYNOTE PRESENTATION

Lunch prepared & served by South Baldwin Center for Technology, Loxley, AL, Daphne High School, Foley High School and Gulf Shores High School under the instruction of Chef Dan Navarro, Chef Leslie Thorpe, Ms. Michelle Leverett, & Kristen Madsen

College of Education & Professional Studies Welcome & Acknowledgement of Culinary Teams

Dr. Andi Kent, Dean, College of Education and Professional Studies

Introduction of Keynote Speaker

Ms. Sheila Hodges, Chair, S.H. Enterprises, LLC

KEYNOTE PRESENTATION

Reshaping the Landscape of the Alabama Economy

The Honorable Greg Canfield, Alabama Secretary of Commerce

1:15 p.m. - 1:30 p.m.

NETWORKING BREAK

1:30 p.m. - 2:30 p.m.

HOW DO WE GET THERE?

Alternative Solutions (contd.)

Workforce Development

USA HTM 2 + 2 Institutional Partners Update

*Ms. Patty Hughston, Interim President, Coastal Alabama Community College
Ms. Gayle C. Brown, Workforce Development/Special Projects, Mississippi Gulf Coast Community College*

South Baldwin Gateway Initiative Apprenticeship Program

*Ms. Donna Watts, President & CEO, South Baldwin Chamber of Commerce
Mr. Ed Bushaw, Director, Talent Development & Recruitment, South Baldwin Chamber of Commerce*

Workforce Infrastructure

SAWDC Workforce Development Infrastructure

Dr. Josh Duplantis, Executive Director, Southwest Alabama Workforce Development Council

Workforce Housing

USA Gulf Coast Campus Internship Academy Housing

Dr. Jenny Manders, Gulf Coast Campus Coordinator, USA

2:30 p.m. - 3:15 p.m.

Sustaining the Hospitality Talent and Education Pipeline

The panel will discuss the dwindling of essential skills in the current workforce and strategies to offset this negative phenomenon for the betterment of our future workforce. A key strategy discussed will focus on how industry professionals can help sustain the industry workforce pipeline through their own engagement, education and professional growth. The discussion will explore the consequences of a hospitality education workforce lacking industry experience and its impact on the quality of future hospitality leaders.

Facilitator:

Dr. Robert Thompson, Chair, Hospitality and Tourism Management, USA

Panelists:

Ms. Krista Reiss, Corporate VP of HR, PCH Resorts, Mobile, AL

Dr. Gary Burrus, Jr., Corporate Director of HR, Majestic Star Casinos, Chicago, IL

Ms. Christene Morath, Talent Acquisition Manager, Darden Restaurants, Inc., based in Dallas, TX

Mr. Lou Sposato, Sr. Director, Human Resources, First Watch Restaurants, Sarasota, FL

3:15 p.m. – 3:55 p.m.

SO, WHAT'S NEXT?

USA-Indonesia Exchange

*The Honorable Dr. Nana Yuliana, Consul General, Republic of Indonesia
Mr. David Rodgers, VP, Economic Development, Mobile Chamber of Commerce
Mr. David Clark, President & CEO, Visit Mobile*

Save the Date – Wednesday, March 11, 2019

HTWS 2020, Biloxi, Mississippi: A Futuristic Outlook on Hospitality & Tourism Workforce

Co-Host: Mississippi Gulf Coast Community College

Ms. Christen Duhé, Associate VP for Institutional Relations, MGCCC

A special treat by Mississippi Gulf Coast Community College students under the instruction of Chef Lori Pearce.

3:55 p.m. – 4:00 p.m.

Closing Remarks

VP Lynne Chronister, Research & Economic Development, USA