



UNIVERSITY OF SOUTH ALABAMA
HOSPITALITY AND TOURISM
WORKFORCE INNOVATION ALLIANCE

4th ANNUAL REGIONAL HOSPITALITY & TOURISM WORKFORCE SUMMIT

Co-Host: Mississippi Gulf Coast Community College

Summit Location:

Hospitality & Resort Management Center (HRMC)
Mississippi Gulf Coast Community College, Jeff-Davis campus
2226 Switzer Rd., Gulfport MS 39507

Note: Enter 420 Debuys Rd in your GPS for direct access to HRMC

TUESDAY, MARCH 10, 2020

Location: Hospitality & Resort Management Center (HRMC), Rm 211

8:00 am – 12:00 pm **University of South Alabama Serving Southern Hospitality™
Certification: Customer Service Excellence**
*Certified Trainer sponsored by Scarlet Pearl Casino Resort:
Maria Salter, Training Manager, Scarlet Pearl Casino Resort*

SUMMIT PROGRAM AGENDA

Through the Looking Glass: A Futuristic Outlook on Hospitality & Tourism Workforce

TUESDAY, MARCH 10, 2020

2:00 pm – 3:00 pm **Summit Registration**
Location HRMC Lobby

Hospitality & Tourism Education and Careers Showcase Opens
Sponsored by Wind Creek Hospitality, Atmore, AL
Featuring:

- *Information on industry career paths, high school hospitality & culinary programs, and education opportunities in hospitality, gaming, culinary and tourism.*
- *YES to Hospitality Careers promotional video project
Gulfport High School, Gulfport, MS (3/10 & 3/11)
Television Production & Broadcast Journalism, CAB English
Communications, Arts, and Business Institute students, Cristina
Lee, Alex Raybourn, Madison Dailey Alex Ellis, Malik Hanmore,
and Zachary Ragan under the instruction of Mr. Wesley Rogers
(Share your testimonial - Videos will be used to promote viable
careers in H&T)*

- *YES to Hospitality Careers promotional video project
Baker High School, Mobile, AL (3/11/2020)
BH1 Production Crew, Bethany Kilgore and
Isabella Normand under the instruction of Mr. Justin Tolbert and
Mr. Andrew Lipske (Share your testimonial - Videos will be used
to promote viable careers in H&T)*
- *Reporting Live via Social Media! Memorable HTWS 2020
Moments
Long Beach High School, Long Beach, MS
Alaysha Allen, Editor-in-Chief, The Paw Printz and Intern, South
Mississippi Living magazine*

Location **Serving Southern Hospitality™ High Tea** (networking reception)
Hall A
*Sponsored by: Island View Casino Resort, Gulfport, Mississippi
Host: Mr. Rich Randall, Community Engagement Manager*

*Prepared and served by Gulfport High School under the instruction of
Chef Danielle (Danie) Rodriguez, and mentored by Island View
Casino Resort, Chef Jackie Seavey, Executive Sous Chef, and 1st. Place
Winner, World Food Championships*

Location **Hospitality & Tourism Workforce Summit 2020**
Hall B and C

3:00 pm – 3:30 pm **Master of Ceremonies**
*Mr. David Clark, President/CEO, Visit Mobile and President, USA HTM
Advisory Board*

Welcome to the Summit
*Dr. Evelyn K. Green, Director, Hospitality & Tourism Workforce
Innovation Alliance, University of South Alabama*

Presentation of Colors and Pledge of Alliance
*D'Iberville High School JROTC under the direction of Cadet Command
Sergeant Major Erin Hibbs*

Greetings from the University of South Alabama
Dr. Tony Waldrop, President

Welcome to Mississippi Gulf Coast Community College
Dr. Mary Graham, President

Welcome to Coastal Mississippi
Mr. Milton Segarra, CDME, CEO, Coastal Mississippi Tourism

3:30 pm – 4:15 pm **Opening General Session Keynote**
Sponsored by MGM Resorts International, Las Vegas, NV

Introduction of Keynote Speaker
*Ms. Allison Smith Mitchell, PHR, SHRM-CP
Vice President of Human Resources, Beau Rivage Resort & Casino*

Opening Keynote

The Future of Hospitality Talent

Ms. Laura Lee, Senior Vice President Human Resources, MGM Resorts International, Las Vegas, NV

4:15 pm – 5:30 pm

Future Workforce Outlook: A Regional SWOT Analysis

Lead Facilitator: Mr. Ed Bushaw, VP of Workforce Development, Gateway Initiative, Foley, AL

Breakout Groups

1. Hotel, Condo/Vacation Rentals, Food & Beverage, and Restaurant Operations

Facilitators:

- *Ms. Kim Dunaway, Director of Hospitality Services, Treasure Bay Casino and Hotel, Biloxi, MS*
- *Mr. Ivo Arkulin, Director of F&B, Renaissance Mobile Riverview Plaza Hotel, Mobile, AL*
- *Mr. Gerald Tipton, President, LuLu's Landing, Inc., Gulf Shores, AL*
- *Ms. Jennifer (Jenn) Noori, Restaurant Operational and Financial Specialist, Panini Pete Hospitality Group, Mobile, AL*

2. Casino Operations

Facilitators from Hard Rock, Biloxi, Mississippi:

- *Mr. Tarzan Treadway, Director of Slot Operation*
- *Mr. Russell Schenck, Director of Table Games Operation*
- *Mr. James Larkin, Director of Player Development*

3. Housekeeping

Facilitators:

- *Ms. Peggy Wilson, Director of HR, and Ms. Tanya Nickerson, Director of Services, Spectrum Resorts, Gulf Shores, AL*
- *Mr. Roy Sous, VP of Hotel & F&B Operations, and Mr. Darvis Gill, Housekeeping Manager, Scarlet Pearl Casino Resort, D'Iberville, MS*

4. Surveillance, IT, Security and Compliance

Facilitators:

- *Mr. Wayne Matthews, VP of Surveillance, Scarlet Pearl Casino Resort, D'Iberville, Mississippi*
- *Mr. Brian Chennault, Director of IT, Golden Nugget Biloxi, Biloxi, Mississippi*
- *Mr. Chris Viverette, Director of Compliance- Legal Department, MGM Resorts International- Southern Operations*

5. Future Workforce Competencies

Facilitators:

- *Dr. Robert Thompson, Chair, Dept. of Hospitality & Tourism Management, University of South Alabama*
- *Dr. Bianca Denson, Revenue Manager, Pearl River Casino Resort, Pearl River, Mississippi*

- Ms. Ayanna Lipsey, Expansion Specialist, MS Apprenticeship Program, Mississippi Community College Board, Jackson, MS

6. Career Technical Education

Facilitators:

- Dr. Josh Duplantis, Dean, Workforce Development, Coastal Alabama Community College, Fairhope, AL

5:30 pm – 6:00 pm

Hospitality & Tourism Education and Careers Showcase

Sponsored by Wind Creek Hospitality, Atmore, AL

6:00 pm – 7:00 pm

Cruisin’ Coastal Mississippi

A bus tour of key attractions along Beach Boulevard

Sponsored by: Coastal Mississippi

7:00pm – 9:30pm

“Through the Looking Glass” Welcome Reception* and Live Jazz Entertainment by Jesse Hill

Location

The Strand Center, Scarlet Pearl Casino Resort

Scarlet Pearl Casino Resort

9380 Central Ave, D'Iberville, MS 39540

Sponsored by: Scarlet Pearl Casino Resort

Featuring heavy hor d’oeuvres by Scarlet Pearl’s Culinary Team led by Banquet Sous Chef, Chef Bryan Styron with the assistance of Chef Tournant, Chef Vu Nyugen

**Must be 21 years old to participate*

9:30pm - 9:50 pm

Bus returns to MGCCC Jeff Davis Campus

A special goodnight treat awaits you!

Prepared by Mississippi Gulf Coast Community College Baking and Pastry Arts Technology interns under the instruction of Chef Lori Pearce (C)

Rest well and good night!

WEDNESDAY, MARCH 11, 2020

7:30 am

Summit Registration

Location

HRMC Lobby

Location

Harty Marty Buffet Breakfast is served

Hall A / Hall B and C - Seating

Sponsored by: IP Casino, Resort and Spa, Biloxi, MS

Prepared and served by Mississippi Gulf Coast Community College Culinary students under the instruction of Chef Todd Reilly and Chef Lori Pearce

8:00 am – 9:30 am

Location

Panel Session#1: Hospitality & Tourism Trends, Future Outlook, and Workforce Needs for the Gulf Coast region

Hall B and C

Moderator: Mr. Anthony Del Vescovo, VP & General Counsel, Beau Rivage Resort & Casino, Biloxi, Mississippi

Panelists:

- Alabama
 - *The Honorable Fitzgerald Washington, Secretary, Alabama Dept. of Labor, Montgomery, Alabama*
 - *Ms. JoJo Terry, Digital Marketing Strategist/Gulf Coast Regional Director, Alabama Tourism Department, Montgomery, Alabama*
 - *Ms. Mindy Hanan, Executive Director, Alabama Restaurant & Hospitality Association, Montgomery, Alabama*
 - *Ms. Suntrease Williams-Maynard, Trial Attorney, U.S. Equal Employment Opportunity Commission (AL/MS/Panhandle), Mobile, Alabama*
- Mississippi
 - *Mr. Allen Godfrey, Executive Director, Mississippi Gaming Commission*
 - *Mr. Craig Ray, Director of Visit Mississippi*
 - *Mr. Larry Gregory, Executive Director, Mississippi Gaming & Hospitality Association*
 - *Mr. Milton Segarra, CDME, CEO, Coastal Mississippi Tourism*

9:30 am – 9:45am

Location

Networking Break

Hall A and HRMC Lobby

Hospitality & Tourism Education and Careers Showcase

Sponsored by Wind Creek Hospitality, Atmore, AL

9:45 am – 10:30 am

Location:

Panel Session #2: Artificial Intelligence and its Impact on Hospitality's 3S: Service, Security and Surveillance

Hall B and C

Moderator: Dr. Robert Thompson, Chair, Dept. of Hospitality & Tourism Management, University of South Alabama

Panelists:

- *Mr. Dave Akridge, President, Great American Hotel Group, Dover, New Hampshire*
- *Mr. Brent Hutfless, IT Security Director, Wind Creek Hospitality, Atmore, Alabama*
- *Ms. Anne Mockler, Director of Surveillance, Beau Rivage Resort & Casino, Biloxi, Mississippi*

10:30 am – 10:45 am

Location

Creole Snack Attack Networking Break

HRM Lobby

*Sponsored by Harrah's Gulf Coast, Biloxi, MS
Prepared and served by Ocean Springs High School under the instruction of Chef Michael Lacoste, and mentored by Harrah's Gulf Coast, Biloxi, Mississippi, Executive Chef Jeff Jenkins and Chef Josh Mitchell.*

Hospitality & Tourism Education and Careers Showcase

Sponsored by Wind Creek Hospitality, Atmore, AL

10:45 am – 11:30 am
Location

Future Workforce Outlook: A Regional SWOT Report

Hall B and C

Lead Facilitator: Mr. Ed Bushaw, VP of Workforce Development, Gateway Initiative, Foley, AL

11:30 am – 12:15 pm

Award and Recognition

Pedro Mandoki Industry Mentor of the Year Award 2019-2020

Pedro Mandoki Remembered by Mr. Herb Malone, President & CEO, Gulf Shores & Orange Beach Tourism

Award recognition by Dr. Robert Thompson, Chair, Dept. of Hospitality & Tourism Management, University of South Alabama

Award presented by 2018-2019 recipient, Rebecca Smith, Director of Talent Management, Mirage, Las Vegas, NV

Hospitality & Tourism Industry Workforce Champion of the Year Award 2019-2020

Award recipient recognition by Dr. Evelyn K. Green, Director, Hospitality & Tourism Workforce Innovation Alliance, University of South Alabama

Award presented by VP Lynne Chronister, Research and Economic Development, USA, Mobile, AL

Summit Culinary Showcase Recognition

Presented by Dr. Andrea Kent, Dean, College of Education & Professional Studies, USA(C)

- *Alabama & Mississippi High Schools*
- *Alabama & Mississippi Community Colleges*

12:15 pm
Location

Summit Culinary Showcase Back-to-the-Future Luncheon

Hall A, B and C

Featuring Sponsors, Chef Mentors and Culinary Programs from:

Alabama

Squid Ink, Mobile, AL (Panini Pete Hospitality Group), Chef Nick DiMario

Baker High School, Mobile County Public School Systems, Mobile, AL under the instruction of Mrs. Peggy McGallagher and Mrs. Tiffany Morgan

Sunset Pointe, Fairhope, AL (Panini Pete Hospitality Group), Chef Nick DiMario

Coastal Alabama Community College, Gulf Shores, AL under the instruction of Chef Matthew Palamara

*Ed's Seafood Shed, Spanish Fort, AL (Panini Pete Hospitality Group),
Chef Nick DiMario
Daphne High School, Baldwin County School System, Daphne, AL
under the instruction of Chef Leslie Thorpe and Mrs. Kala McCollum*

*Bishop State Community College, Mobile, AL under the instruction of
Chef Gabi Wilson, Chef Henry Douglas., and Chef Walter Lockwood*

Mississippi

*Beau Rivage Resort & Casino, Executive Chef Kristian Wade and Asst.
Executive Chef Kenneth Taylor
College & Career Technical Institute, Pascagoula-Gautier School
District, Pascagoula, MS, under the instruction of Ms. D-Juana
(DJ)Garrison*

*Golden Nugget Biloxi), Executive Pastry Chef Sandra Jones
Stone High School, Wiggins, MS, under the instruction of
Jaclyn Parker*

*Hard Rock Hotel & Casino Biloxi, Executive Chef Kevin Truong
St. Martin High School, St. Martin, MS under the instruction of Ms.
Robin Pate*

*Hard Rock Hotel & Casino Biloxi, Executive Chef Kevin Truong
Long Beach High School, Long Beach, MS under the instruction of
Ms. Demetria Brown*

*Harras's Gulf Coast Casino, Biloxi, Executive Chef Jeffery Jenkins and
Chef Josh Mitchell
Ocean Springs High School, Ocean Springs, MS, under the instruction
of Chef Michael Lacoste*

*Island View Casino Resort, Executive Sous Chef Jackie Seavey
Gulfport High School, Gulfport, MS, under the instruction of Chef
Danielle (Danie) Rodriguez.*

*Scarlet Pearl Casino Resort, Chef Wendy Bosarge
Biloxi High School, Biloxi, MS, under instruction of Mrs. Jessica
Moss*

*Treasure Bay Casino, Chef Matt Stuart
George County High School, Lucedale, MS, under the instruction of
Mrs. Danielle Frey*

1:15 pm – 2:00 pm

Closing Session Keynote

Sponsored by Scarlet Pearl Casino Resort, D'Iberville, MS

Introduction of Keynote Speaker

Ms. LuAnn Pappas, CEO, Scarlet Pearl Casino Resort, D'Iberville, MS

Closing Keynote:

***Eating the Elephant: A Bite-by-Bite Approach to Successful
Change Project Implementation***

*Mr. Benjamin (Ben) Koff, President/Owner, Hidden Upside, LLC., Las
Vegas, Nevada*

2:00 pm – 2:10 pm

So, What's Next?

Save-the-Date: HTWS 2021, Mobile, Alabama

Co-Host: Coastal Alabama Community College

Dr. Josh Duplantis, Dean, Workforce Development

Event Sponsor: Wind Creek Hospitality, Atmore, AL

Magi Thomley Williams, Public Relations Director, Wind Creek Hospitality, Atmore, AL

2:10 pm – 2:15 pm

Closing Remarks

VP Lynne Chronister, Research & Economic Development, USA