

Subject: News and Specials from The International School of Hospitality!



October 2009

Dear Friends,

In this issue, we revisit a busy month of September at TISOH while highlighting exciting events for October!

TISOH Open House Social! To all TISOH alums and current students, mark your calendars for **October 29!** Sponsored and catered by **Sushi Roku**, this event will feature a "meet and greet" with HR representatives from major Las Vegas properties. Come see the new classroom annex and celebrate the induction of the 2010 Alumni Association Board. Network with alumni, current students, instructors, administrators and industry guests! Free admission. Click [here](#) to RSVP!

ISES Townhall Meeting! On September 29, your school was proud to host the International Special Events Society Las Vegas Chapter's townhall meeting at the school. Showcasing our new classroom annex, we warmly welcomed over 40 event professionals. Scroll down for a full recap.

Fall Alumni Mixer! On September 18, the TISOH Alumni Association hosted a wonderful well-attended gathering at Panevino. It was fun seeing faces old and new while enjoying good food and drink with live jazz music. Be sure to check out the pix from the event here. Scroll down for a full recap.

Alumni Spotlight Interview! This month's interview spotlight falls on Michelle Muke, who graduated from the summer 09 session of Art of Concierge. Michelle is now with Palazzo and is loving her new career!

Wishing you a brilliant Fall season ahead!

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy M. Lam".

Timothy M. Lam
Director

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Open House Social!

**TISOH Open House Social
October 29, 6-8pm at TISOH
Free admission**

Meet with representatives from HR Departments of major Las Vegas hotels and resorts!

Meet the new officers as they are inducted in the 2010 Alumni Association Board. Network and mingle with alumni, current students, industry friends, instructors and administrators. Come celebrate the opening of our new classroom annex!

*Sponsored and catered by **Sushi Roku**, admission is free!*

Click [here](#) to RSVP!

Referral Program

Receive a \$50 gift card with our thanks and help spread the word about TISOH!

Click [here](#) for more details.

TISOH Open House Social - October 29!



The **TISOH Alumni Association** is hosting its first **Open House Social!** The event will introduce the newest additions to TISOH, which include the **new classroom annex** and our **2010 Alumni Association Board!**

The program will begin with the installation of the Alumni Association Board for next year, followed by a "**meet and greet**" with **invited representatives from the human resource departments of major hotels.**

2010 TISOH Alumni Association Board

Brit Bertino - Chair

Tijuana Plant - Vice Chair

Cheri Slone - Scholarship Committee Chair

Destinee Walker - Community Relations Committee Chair

Doris Lofton - Hospitality Committee Chair

Lori Whitelaw - Communications Committee Chair

This event represents another wonderful opportunity to meet and network with industry guests, instructors, administrators, past alumni and current students! **Best of all, admission is free!**

A special thank you to **Sushi Roku** for sponsoring and catering this event. Featuring modern Asian cuisine with a zen-like atmosphere in the Forum Shoppes at Caesars, 3500 Las Vegas Blvd South, this wildly popular L.A. based company serves critically acclaimed traditional and modern Japanese fare. The menu includes traditional dishes like teriyaki and tempura, but the real draw is the sushi, made from fresh fish flown in daily. Specialties include seared yellowtail sashimi with ponzu and diced chilies, and baked lobster roll with creamy spicy sauce. **Sushi Roku was named Best Japanese restaurant in Las Vegas Life magazine's 2007 Epicurean Awards.**

EVENT DETAILS:

What: TISOH Open House Social

When: Thursday, October 29, 2009 from 6:00pm-8:00pm

Where: TISOH (3614 E.Sunset Rd, Suite 110 - between Sandhill and Pecos)

Cost: Free

Click [here](#) to RSVP!

SPONSORED & CATERED BY:



WWW.SUSHIROKU.COM

TISOH proudly hosts ISES Townhall Meeting



ISES The International Special Events Society (Las Vegas Chapter) held their annual townhall meeting at TISOH on September 29, 2009. The School opened its doors at 7:30 am to more than forty event professionals, which started with a catered breakfast, followed by informative breakout sessions and a panel meeting. TISOH was proud to showcase our new classroom annex, which can seat up to forty-two students. The attendees learned much about the ISES organization and the value of their membership. The ISES board members were on hand throughout the event to answer questions, led by **President Thom Pass of MGM Mirage** and **President Elect Angela Roberts CSEP, CMP, of Pacific Events**. ISES is a big supporter of TISOH and its members have graciously served as TISOH faculty and guest speakers through the years. TISOH would like to thank ISES for the opportunity to host their special event.

About ISES

ISES Las Vegas is a peer network of professionals from a variety of special events disciplines including caterers, meeting planners, decorators, event planners, audio-visual technicians, party and convention coordinators, educators, journalists, hotel sales managers and many more professional disciplines.



Our Mission . . .

The Mission of ISES Las Vegas is to educate, advance and promote the special events industry and its network of professionals.

To that end, we strive to:

- Uphold the integrity of the special events profession to the general public through our "Principles of Professional Conduct and Ethics"
- Acquire and disseminate useful business information
- Foster a spirit of cooperation among its members and other special events professionals, and...
- Cultivate high standards of business practices

To learn more about ISES and student membership, click [here](#).

Source: www.iseslv.com



TISOH Alumni Fall 09 Mixer Recap



Thanks for coming everyone!

On September 18, the TISOH Alumni Association hosted their Fall mixer at Panevino. It was wonderful seeing so many familiar faces, with approximately thirty in attendance comprising of alumni, current students, instructors, and administrators. Our featured guest, **Inshiya Vaughn of Wynn HR**, was on hand to meet and greet alums and answer their many job search related questions.

Thank you Inshiya for participating!

To those that were unable to attend, we hope you will make it to the next one, which will be the TISOH Open House Social on October TBD. Mixers and socials represent great opportunities to rekindle friendships, start new ones, and make industry connections to grow professionally!

Click [here](#) to view photos from the mixer and download them!



Alumni Spotlight - Interview with Michelle Muke



1, What attracted you to the Concierge profession?

Being a Concierge allows me the opportunity to meet many new people, enjoy new experiences and to share these experiences with my guests. I find this profession very exciting and rewarding. The best reward is when a guest returns and says, "Thanks we had a wonderful time your suggestions were great"

2, As a Concierge, what is the best part of your job?

Assisting a guest who has never been to Las Vegas or to my hotel to have the best experience possible. Seeing their smiles and excitement makes my day. Another wonderful part of my job is the opportunities we are given to experience new shows, attractions and restaurants first hand. Meeting with other Concierges and sharing our experiences.

3, If you were to give advice to someone looking to become a Concierge, what would it be?

Learn all you can about this wonderful profession. Read "The Art of Concierge" Talk to others in the profession and most important enroll in a certificate program to obtain the knowledge and training you will need to succeed as a Concierge.

4, Tell us about your TISOH experience. What aspect of the course was the most rewarding? What aspect was the most fun?

I was a bit hesitant at first about enrolling at TISOH. I thought with all my years of experience in customer service what can they teach me that I don't already know. I quickly found out that there was a lot that I didn't know. This was such an informative and fun class. My classmates were great and were all supportive of each another. Our final project and presentation was challenging but a wonderful learning experience. Our guest speakers were wonderful. They all shared their experiences which I found to be very informative, helpful and fun.

5, Tell us about your internship experience.

Interning at four different hotels was a learning experience. Each hotel was different. The people that I shadowed were all very gracious and helpful. This gave me the opportunity to observe an actual day in the life of a Concierge, to ask questions and to make new friends and contacts. Also, this answered my question, "Is this what I really want to do and is this the profession for me." The answer was a definitive YES.

6, What was your job interview like? Any tough questions asked?

A segment of our class was dedicated to helping us to prepare our resume, cover letters and to prepare for the job interview. This enabled me to have an interview which I was prepared for and not stressed. Since I had this preparation I didn't find any of the questions tough. I felt very confident.

7, Tell us three fun facts about Michelle. What makes you tick?

My favorite things to do are dinner and a movie with Charlie and early morning walks. I believe exercise and diet are very important so I try to eat sensibly and exercise regularly. I attend church regularly. I

feel I have been very blessed and am very thankful. I have 2 beautiful dogs. A Golden doodle (7months old) and a Standard Poodle (2 years old). My Standard Poodle is a registered therapy dog. We are members of Therapy Dogs Inc. and K-9 therapists of Las Vegas and participate as volunteers at Health South and are participants in the Reading with Rover program at the Henderson Library. My biggest satisfaction in life is helping others. I guess that's another reason why I chose the Concierge profession.

Michelle Muke completed the Art of Concierge certificate program in summer of 2009. She is now working as a hotel Concierge at Palazzo and loving her new career!

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