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December 2010

Dear Friends,

I am pleased to report that your school is stronger than ever before!

This past year, we added new programs, additional distinguished faculty members, new staff and an infrastructure designed for future growth. TISOH is recognized for its mission of helping individuals enter and grow in the hospitality industry. We look forward to continue delivering on our mission in 2011.

To our alums and industry colleagues, thank you for being a part of the school. We take this time to express our grateful appreciation to you.

To our prospective students, we hope to have the privilege of welcoming you to the school and helping you reach your career goals.

Wishing you and yours a joyous Holiday and wonderful kickoff to a New Year!

Sincerely,



Timothy M. Lam
Executive Director

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Fall 2010 Graduation!

TISOH FALL 2010 GRADUATION

On Friday, December 10, we welcomed our newest alums to our TISOH family at the J.W. Marriott. Friends and families were in attendance to congratulate all of the students in all of our Fall classes.

Our guest speaker for the evening was **Jason Baker**, President of the National Concierge Association, Las Vegas Chapter. Jason is a Concierge and Retail Operations Division Manager at Vegas.com. TISOH would like to thank Jason for delivering an inspirational speech to our new industry professionals.

Among the many graduates, TISOH is pleased to specially recognize **Lauren Mellon, Jeremy Morse, Destinee Walker** and **Elisa Wu** for completing their **Executive Diplomas in Hospitality Operations!** By earning the School's highest achievement, these students demonstrated advanced competency in their areas of study.

Congratulations to all our graduates and newest alums!

To view the graduation event photos as previewed below, [please click here](#).



Alumni Spotlight - Interview with Cecilia Darr



TISOH is proud to highlight **Cecilia Darr**, alumnus of the Art of Concierge Certificate Program. Cecilia is a Concierge at Mandalay Bay Resort. Cecilia attended The International School of Hospitality in the spring of 2010 and received a Certificate in The Art of Concierge. Prior to her position with Mandalay Bay she worked at The Venetian/Palazzo Resort as the Golf Concierge where she received her introduction to the wonderful world of Concierge. Recently Cecilia was honored to receive an internal hotel "Reasons" award. She was the first Concierge to receive this special award which was recommended by her management team and positive guest feedback. Cecilia is proud to be an

Applicant into the prestigious Southern Nevada Hotel Concierge Association.

Prior to her career as a Concierge, Cecilia practiced as a Respiratory Care Practitioner. Cecilia has resided in Las Vegas full-time for the past four years, having gone to high school here and visiting her family that reside in Las Vegas since 1973. She is a California native and has also lived in

Utah and North Carolina. Cecilia is a proud mother to two daughters and has one grandson. You can reach Cecilia at Mandalay Bay Resort, 3950 Las Vegas Blvd South, Las Vegas, NV 89119. Cecilia may also be reached via email at cdarr01@mandalaybay.com

1. What attracted you to the concierge profession?

I was working at the Golf Desk at the Venetian/Palazzo Hotel as a Golf Concierge and got a taste of what being a Concierge meant. I fell in love with the professionalism and positive outlook of the entire Concierge community.

2. Tell us about your TISOH experience. What course(s) did you take? What aspect was the most rewarding?

I took the Art of Concierge class in the Spring of 2010. I worked with Debbie Brumfield, CHE and she had an "epiphany" one day and told me about the AOC class. It was to start 4 days later! So I enrolled and began my new career.

The most rewarding and reassuring part of the class was the willingness of the ENTIRE TISOH staff to help me along the way. Everyone was approachable and went out of their way to assist me with everything from questions about my project to my career counseling.

3. As a Concierge, what do your responsibilities entail? What is the best part of your career?

I assist guests with their requests for dining, shows, tours, transportation and details in planning their stay. Basically ANYTHING the guest needs I assist them in arranging it or getting the information for the guest.

I love the element of surprise this job entails. Every new call or every new guest has a different request. It keeps you on your toes and always makes you think. Where else could I get paid to tell people what to do! Being able to be positive and enthusiastic every day is so uplifting.

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

DO IT! Make sure you love customer service and you must be a patient person.

5. What lessons did you learn from TISOH that you will always keep with you?

When I first was given my final project information I thought "This isn't enough information for me to develop an itinerary!" Little did I know, that is what it is like most of the time. You have to ask a lot of questions to determine what the guest wants. Sometimes they don't know where to start because they do not know what is available to do! This was an "AHH HA" moment!

6. What do you find most challenging about working as a Concierge? Most rewarding?

Keeping 'up to the minute' on all of the venues in town is a challenge. You want to be able to make the correct suggestions to your guest. I will always be learning.

The most rewarding aspect is the smiles and gratitude you get from a guest when you have assisted them in planning a special memory. This is good for your soul.

7. The Holidays are coming up. Do you have a Holiday tradition you would like to share with us?

My youngest daughter was born on Christmas day, so to say the least, my fondest traditions involve birthday celebrations too!

Every Christmas Day at 3:03 pm we change to birthday balloons and hats to celebrate her!

8. In one word, how would you describe your experience with TISOH?

Destiny.

We want to hear from YOU!



Keeping in touch...

Got a new job? Trying to contact classmates? Getting married? Would you like to post an announcement in the next issue of **The Pineapple**? If so, please fill out the form by clicking [here](#)! We are always interested in informing our alumni and friends of significant situations that occur throughout your lives. Our stories are submitted by faculty, alumni and staff. We aim to provide a diverse selection to you! This is your newsletter, if there is something you want to see or that you

want to help make happen, please let us know! We are always open to suggestions. Your feedback and ideas are vital in our planning of alumni events and services.

Here is what our Alums have been up to:

Kimberly Welch, WCD Summer 2008, is at the newly opened The Cosmopolitan of Las Vegas, Nevada and is in the process of starting her own event planning company, Opulent Events. Kimberly has entered the Special Events Magazine Table Top Contest and has been chosen to showcase her design at the Special Events Magazine Conference in Phoenix, Arizona in January!
Congratulations Kimberly!!!

Julie Marshall, Diploma in Hotel Operations, Fall, 2009, has accepted a position with AAA in North Carolina. *Great job Julie!!!*

Alexandra Winkler, Diploma in Hotel Operations, Spring, 2010, will intern for a hotel in Galway, Ireland. *Best of Luck Alexandra!!!*

Liz Danley, CMEP FASTtrack Spring, 2010, is planning employee events working for the Human Resources Department of Wynn, Las Vegas, Nevada. *Well Done Liz!!!*

Linda Barney, CMEP FASTtrack Fall, 2009, accepted a position as an Activities Coordinator for an Active Adult Senior Retirement Community in Spokane, Washington. *Good for you Linda!!!*

Become an Active Member!

Interested in joining the TISOH Alumni Association?

**BECOME
AN ACTIVE
MEMBER**

The purpose of the TISOH Alumni Association is to provide alumni with a network that strengthens connections with friends, classmates, current students, faculty and staff to support the social, academic and professional needs of The International School of Hospitality and its' current and future alumni.

The TISOH Alumni Association holds meetings at different venues to discuss community, academic, social and fundraising events for its' members and current students. Becoming a member is a wonderful way to stay in touch with the school, meet new friends, network and experience the city of Las Vegas if you live locally.

For more information about the TISOH Alumni Association or to learn how you can become involved please email alum@tiso.com or call **(702) 947-7200 Ext. 206**.



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