
Erin Kenyan, CHE
ekenyan@uh.edu

EDUCATION

University of Phoenix September 2004
Master of Business Administration (*concentration in Human Resources Management*)

University of Houston May 1998
Bachelor of Science, Conrad N. Hilton College of Global Hospitality Leadership
Minor in Psychology

ACADEMIC AND PROFESSIONAL EXPERIENCE:

University of Houston Houston, TX
Conrad N. Hilton College of Global Hospitality Leadership

<i>Instructional Assistant Professor</i>	November 2017 – Present
<i>Lecture</i>	January 2006 – September 2017
<i>Adjunct</i>	February 2005 – December 2005

Teaching Experience:

- Event Administration (*developed*)
- Convention and Meeting Management (*developed*)
- Catering Management – (revised)
- Hotel Sales – (revised)
- Introduction to Lodging Management (revised)
- Etiquette and Business Protocol (*developed*)
- Multicultural Etiquette in Hospitality Industry – (revised)
- Organizational Behavior (*developed*)
- Leadership in Hospitality – (*redeveloped*)
- Association Management – (*developed*)
- Event Implementation/GN Volunteer – (developed)
- Corks and Forks – *student led event* (developed)
- Executive in Residence Day - *student organized event* (*developed*)
- Hall of Honor – *student led event* – (*developed*)
- Gourmet Night – *student organized event* – (*redeveloped*)

The Art Institute of Houston
Culinary Instructor

Houston, TX
July 2004- June 2006

Teaching Experience:

- Introduction to the Hospitality Industry
- Event Management
- Safety and Sanitation
- Internship
- Career Development
- Management by Menu
- Food and Beverage Management

The Westin Galleria and Westin Oaks Hotel
Catering Sales Manager

Houston, TX
December 2001 – March 2005

Responsibilities:

- Responsible for soliciting new catering accounts, entertaining, and maintaining relationships with existing accounts to meet and/or exceed food and beverage revenue goals.
- Exceeded annual sales goals by over 120% each year.
- Effectively communicated to all hotel departments the information necessary to successfully execute the group's needs while maintaining a good client relationship.

Convention Services Manager

August 1999- December 2001

Responsibilities:

- Monitored all contractual agreements pertaining to guest room blocks, meeting space, and food and beverage.

Omni Hotels and Resorts
Business Travel Sales Manager

Chicago, IL
October 1998 – July 1999

Responsibilities:

- Responsible for soliciting new business transient accounts, entertaining and maintaining relationships with existing accounts to meet and/or exceed room revenue goals.

Sales Manager in Training

Corpus Christi, TX
June 1998- October 1998

Responsibilities:

- Management in Training Program for the Sales Department and spend time with each department in sales as well as rotated throughout the other departments of the hotel.

SERVICE

Faculty Advisor Roles:

National Association for Catering and Events (NACE)

Responsibilities

January 2007 - Present

- Ended 2022 year with 50 Houston student members!
- Assisted several students with securing full-time jobs after graduation, due to the newly formed partnerships in the Mentor program with NACE members.
- *Student planned Monthly Meeting* (Every Month of February starting in 2010-2016, Moved to November 2017 and 2018, and now will be in September starting in 2019 – currently) - students planned this event from start to finish and all the profits went to the student chapter to help send them to conference. The money raised for this event allowed us to send a total of eight students on scholarships (along with another fundraiser later that year).
- *Annual Student Installation Meeting (Held ever May since 2010- current)* - we held the student award and installation social for the NACE student chapter. With the help of the NACE professional board we installed new academic year officers and said goodbye to the past officers. The Houston Board attended and supported this event while networking with student members.
- NACE Experience! NACE Houston student members attended Conference each summer held in various locations around the USA. Each July starting in 2006 – Current. Here students have won Student Member of the Year as well as NACE foundation scholarships.
- Golden Noodle Competition (September 2012) – the student chapter competed in the Golden Noodle Competition under the navies category. *Student GN culinary team won 2nd place!*
- Chocolate Competition (September 2015) – the students competed in this competition and took *the people's choice award against professionals.*

Corks and Forks

Responsibilities

March 2022 – Present

- This is a community event that features meticulously selected wines according to the theme of that year. October of 2022 the theme was Around the World so wines were featured from 11 regions around the world.
- *This event is student lead under my advisement.*
- October of 2023 the theme for the 2nd annual C&F is The Big 12 to help celebrate the University going into The Big 12 this year. Six of the most common reds and six of the most common whites will be featured.

Executive in Residence Day

Responsibilities

January 2019 – December 2019

- Executives lectured on current issues, providing unique insights to students from a real business perspective. There were two keynote speakers as well as career development workshops and one on one mock interviews and resume reviews. We also invited a professional photographer to take professional headshots.
- This newly formatted event was student organized and the student team planned all the details of this one-day event including organizing volunteers and VIP travel arrangements.

Gourmet Night

Responsibilities

January 2005 – May 2017

- Gourmet Night is an incredible, student-run event, one in which the students shine. Since 1974, Gourmet Night has offered an unforgettable evening of exquisite dining, music and dancing—all student-planned and executed under the supervision of faculty advisors. It has become Hilton College's most treasured tradition, and the "stage" on which student talents are showcased. Gourmet Night is truly an unforgettable night.
- ***Completed 13th year as faculty advisor and 2017 was her final one!***
- Over a one-year period, student leaders plan every detail of a gourmet dinner for 370, and lead a service team of 300 student volunteers, wowing guests with their skills in culinary arts, event planning, beverage management and service direction.
- From theme to budget, to menu and night-of logistics, a student serves as General Manager, and directs the entire production, which includes a cocktail reception, silent auction, multi-course gourmet dinner with wine pairings, and live entertainment.

Boards and Committees:

Current:

Board Member, National Association for Catering and Events (NACE) Houston Chapter Advisor

Responsibilities:

January 2022 – present

- Mentor Current Houston Professional Board Members
- Succession Planning for executive directors and directors
- Run/Conduct Board Elections in October 2022
 - Call for nominations
 - Vet each applicant
 - Call for voting from members
 - Acquire judges and tellers
 - Run the elections and assist in voting process day of
- Run and Coordinate Houston Chapter Awards – December 2022
 - Call for Award Submissions
 - Send submissions out for judging
 - Tally votes and submit for printing of awards
 - Assist with Awards program the night of the event

CLC Mentor, National Association for Catering and Events (NACE) **National** Committee

Responsibilities: January 2021 – present

- Mentor five student chapters and three professional chapters
 - Ensure the chapters are meeting NACE standards and in compliance according to the bylaws and assist in trouble spots.
 - Assist with struggling and low membership issues.
 - Monthly CLC Zoom calls to discuss NACE chapters
 - Advise these chapters on the following: (monthly calls)
 - Bylaw Compliance
 - Succession Plan
 - Record keeping

Member, University of Houston Food Service Advisor Committee – September 2021 – Present

Member, Hilton College Gourmet Night Faculty Advisory Committee September 2017 - Present

Past:

Chair, CN Hilton College Scholarship Committee Spring 2017 – Spring 2019

Member, University of Houston, Admissions Appeal Review committee May - September 2020

Member, Hotel Sales Course Development Committee – Spring 2018

Member, Lodging Management Course Development Committee – Spring 2018

Member, Food and Beverage Course Development Committee – Spring 2018

Member, CN Hilton College Teaching Evaluation Committee – Fall 2018

Member, CN Hilton College Service Evaluation Committee – Fall 2018

Member, CN Hilton College Online Evaluation Committee – Fall 2018

Hilton College Dean's Search Committee – Fall 2015

Board Member, National Association for Catering and Events (NACE) Houston Chapter Secretary

Responsibilities: September 2018 – December 2021

- Responsible for all recordings of Chapter business and ensures all records and minutes are maintained in accordance with the Chapter Bylaws.
- Serves as the Board's policy & procedure resource and acts as a liaison between the Board of Directors and his/her committees
- Gives notice of the annual membership meetings and keep a record of all business there transacted, to conduct all correspondence and execute all orders, votes and resolutions not otherwise committed.
- Report at each meeting of the Board of Directors Meeting.

Board Member, National Association for Catering and Events Houston VP of Membership

Responsibilities: November 2011 – December 2013

- Awarded Chapter of the Year in July 2013 at Experience in Chicago ☺
- Responsible for maintain the current roster and updating the membership section of the NACE Houston website
- Increased membership to OVER 300 members (professionals, young professionals, and student members combine) by mid-year in 2013
- Started the "NACE pins" recognition intuitive and all current members received a NACE pin to wear proudly!
- Developed the Mentor/Mentee program and assisted in matching professionals with student members.
- Served as a member of the Student Relations Committee

Board Member, National Association for Catering & Events Houston Community Service Director

Responsibilities: November 2010 – November 2011

- Started a relationship with Ronald McDonald House - feed the families that are staying there, play games, and entertain the kids.

Chair, Student Chapter Relations Committee for NACE Houston Chapter

Responsibilities August 2007 – November 2010

- Assisted in growing the student chapter membership
- Developed a strong relationship between the college and the professionals

Committee Member, NACE National Governance Committee

Responsibilities January 2020 – December 2020

- Upheld the standards of integrity of NACE's National Election Process
- Coordinated election efforts, reviews all potential candidates for election to ensure they meet the minimum criteria required for each position and conducts the election process at Experience Conference, where elections take place every year. For 2020 we had to hold the elections via proxy as we did not meet in person. This led to different challenges and new processes to be put in place.
- Met once per year in person in July and other 11 months meets on a conference call for one hour.

Chair, NACE National Membership Committee

Responsibilities November 2017 – December 2019

- Created and implemented a recognition program and member to member resources.
- Suggested Virtual handouts and facilitators and was accepted by the national board and then implemented.
- Created bi-annual membership campaign promotions. Fall was "Fall in Love with NACE" and \$100 off membership and Spring was "Spring into NACE" and was by 12 months and get 15 months of membership.
- Conducted focus groups on membership wants and needs

Chair, NACE National Student Membership Committee

Responsibilities July 2010 – December 2016

- Assisted with the startup of seven additional NACE student chapters.
- Created Student Membership By-laws to mirror national bylaws.

Member, NACE National Education and Certification Committee

Responsibilities January 2011 – December 2012

- Assisted in the development of monthly webinar topics
- Provided material for the NACE courses that are being developed as well as ideas on topics and objectives.

Chair, Education Trustee, Foundation of NACE

Responsibilities July 2013 – July 2015

- Developed the faculty advisor scholarship to Experience Conference. Awarded first winner for July 2014 conference.
- Reallocated money from the Vince DeFinis Scholarship to allow more students to be awarded scholarships. Went from one winner to Top winner receives the Vince DeFinis scholarship and then three additional foundation scholarship.
- Coordinated the scholarship process and then sent each applicant off to be evaluated by a committee.

Presentations:

Industry & Academic Invited Lectures, Webinars, and Presentations

1. January 2023. Texas Lodging Association Advance Short Course break out session on the topic of Managing the Different Generations.
2. January 2020. Texas Lodging Association Advance Short Course break out session on the topic of Managing the Different Generations.
3. December 2019. Working with Different Generations in the Work Force. National Association of Catering and Events. Webinar.
4. October 2019. Baines Middle School – Coordinated a tour for 7th and 8th graders for the AVID class and presented on the hospitality industry as a career. *This class explores different colleges in Texas and exposes middle school students to options.*
5. January 2019. Texas Lodging Association Advance Short Course break out session on the topic of Managing the Different Generations.
6. June 2018. College of Education. Invited to present for their Education Leadership & Policy Studies Saturday Seminar on the topic of “Professionalism and Customer Service for Education Administrators.
7. July 2014. How to get the career you want in events and catering. NACE Experience Conference. Baltimore, MD
8. January 2014. How to increase your student and young professional membership. NACE Leadership Conference. Nashville, TN.
9. January 2009. Special Events at Disney and Swan and Dolphin Tour. Orlando, FL
10. July 2009, 10, 11, 12, 13. Student Union Presentations. Mock Interviews and Resume Critiques. Various Locations
11. July 2007. Indian and Jewish Weddings. NACE National Conference. Houston, TX
12. July 2006. NACE CPCE Study Course. Phoenix, AZ.

Honors and Awards:

- NACE National Award – Member of the Year for 2018 (awarded in July 2019)
- Hilton College Alumni Distinguished Faculty Award (2017)
- Crystal ICON Award – Best Themed Event for Gourmet Night 2016
- Hilton College Service Excellence Award (2014)
- NACE National Award – George Zell Spirit of NACE (awarded in July 2014)
- NACE National Award – Best Corporate Event production of the Year for Gourmet Night 2013 – *awarded in 2014*
- Crystal ICON Award – Best Themed Event for Gourmet Night 2013
- NACE Houston Synergy Award for Gourmet Night 2012
- President's List, NACE National - 2009
- Baumann/Reinhardt Chapter Member of the Year Award -2009
- University of Houston Teaching Excellence Award- 2009
- Certified Hospitality Educator (CHE) designation – November 2008
- Distinguished Young Alumni Award – 2006
- Starwood Hotels and Resorts, North American Gold Sales Award 2003
- Starwood Hotels and Resorts, North American Gold Sales Award 2002
- Starwood Hotels and Resorts, North American Hot Shot Award 1999

Professional Affiliations and Certifications

Life Member, University of Houston Alumni Association

Certified Hospitality Educator

Member, National Association of Catering and Events

Member, International Live Events Association (ILEA)

Executive Officer, Hilton College Alumni Association, Secretary

November 2018 – Present

January 2006 – Present

September 2006 – June 2012

January 2003 – August 2006