

Business & Tourism Newsletter

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Happy New Year!

Last year the Dept. of Business and Tourism made a New Year's resolution of its own. That resolution: to touch base with its students and to engage them in innovative ways, including expert panels to help students with everything from making career decisions through to creating the best resume.

These initiatives, including unique learning opportunities like the Learning Passport, have grown considerably. They continue to successfully involve students, delivering experiences that enhance both classroom and hands-on learning.

While this has resulted in literally loads of "extra work" for Business and Tourism faculty and staff, most will admit they have never had more fun or had work that was more rewarding.



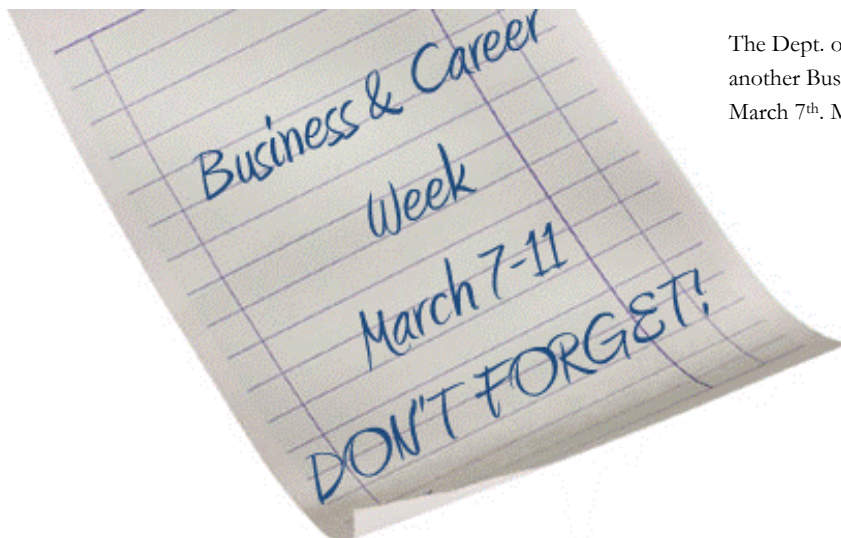
In the Mount, known for its personalized education, the Business and Tourism department has become a jewel, being recognized by even the Globe and Mail Canadian University Report as being a great place to learn for its career education and educational quality.

This is great news for students who should continue to be on the lookout for more activities in Winter 2011. Stay tuned!

A Focus on Tomorrow: First Career Week a Great Success!



Second Career Week in March – Plan to Attend



In November the Dept. of Business and Tourism hosted its first Business and Tourism Career Week. The goal of the event was to educate students about how to land a career position after graduation.

November 15th the department hosted its first Career Services panel: “Get Hired: How to Find a Career BEFORE you Graduate.” Thirty students took time out of their busy day at 2 PM to attend a lunch and learn seminar.

November 16th and 17th the department hosted three 75-minute panel discussions for careers in accounting and finance, marketing and management, and tourism and hospitality. Experts and HR managers in those sectors attended, accompanied by a radio executive, a consultant, entrepreneurs, and even a top-ranked chef.

45 to 60 students attended each of the panels, squeezing into crowded classrooms for an opportunity to take advantage of the events, all of which were Learning Passport eligible.

Panelists were pleased to be invited to campus to share their knowledge and experience with the students and they look forward to visiting campus again. That is a good thing because the Business and Tourism Career Week is bound to become a regular event!

The Dept. of Business and Tourism will hold another Business and Career Week the week of March 7th. Mark it on your calendars!

B & T Society's Caritas Day Event: An Opportunity to Give Back to the Community

What you do on Caritas Day?

- A. Snooze?
- B. Study?
- C. Work?
- D. Go skiing?
- E. Help others in the Mount community?

January 26 was a class holiday. Caritas Day. This Mount tradition, started by the university's founders, the Sisters of Charity, was created to allow students to do an act of caring and kindness. Or, in other words, it was founded to give students the chance to give something back to the community.

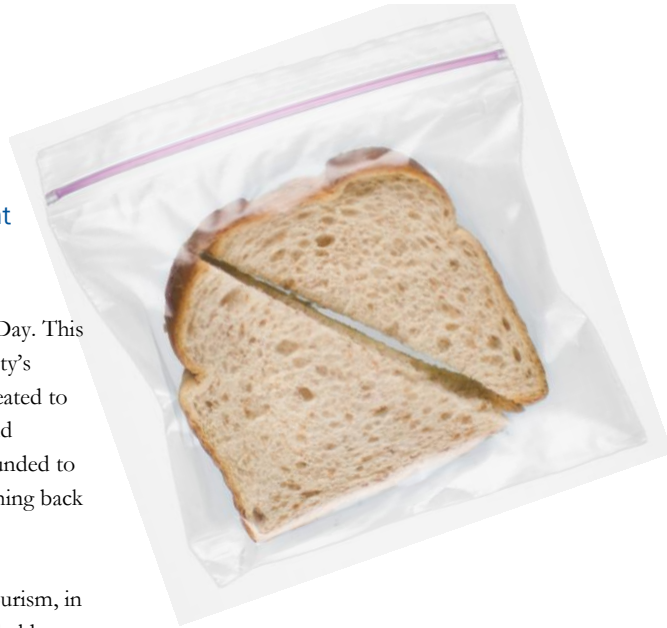
This year the Dept. of Business and Tourism, in association with the Sisters of Charity, held a special Caritas Day event to give something back to the Mount community.

Student and faculty volunteers collected food for the Mount's food bank from homes in the surrounding areas and worked with the Sisters of Charity to prepare meals for metro shelters.

The day began with a breakfast at Vincent's Restaurant in Rosaria. After breakfast, volunteer teams tackled their chosen task – food collection or food prep. After completing their tasks, volunteers returned to campus for a pizza lunch.

The event was a resounding success. More than 60 students showed up to collect or prepare food. The local shelters had sandwiches for some of Halifax's poorest people, a mountain of food donations filled the shelves in the Student Resource Centre, and a great time was had by all.

The Dept. of Business and Tourism wishes to thank all who worked to make this day such a success. Enjoy our Caritas Day Photo Album!







Vincent's Restaurant Experience Winter 2011 – Great Meals, Great Prices

Vincent's is a teaching kitchen that supports education for students enrolled in Tourism and Hospitality Management courses.

Students have an opportunity to engage in learning as they experience working in a commercial kitchen, operating a restaurant business, or planning and organizing a catering event.

Vincent's Restaurant will be opening soon, serving customers great meals at affordable prices. Vincent's Restaurant "nights" are opportunities for students to operate a full service restaurant for faculty, staff, students, and members of the Mount community.

Tentative lunch dates include:

- Friday, February 11
- Friday, March 4
- Friday, March 18

Lunch reservations are available from 11:30-2:00 PM.

Tentative dinner dates include:

- Wednesday, February 16
- Wednesday, March 9
- Wednesday, March 23

Dinner reservations are available from 4:30-7:00 PM.

For more details about menus or to reserve a table, leave a message at the reservation line at 457-6516. Please leave name, contact information, date and time, and the number of people for the reservation. A Vincent's Reservations Assistant will confirm reservations as soon as possible. Bon appétit!



Call Us
Email Us
Visit Us

Newsletter
Contributions
welcome!

Do you have information you would like to see printed in our newsletter? This edition contains two new columns. One column focuses on a graduate and the other focuses on a student. We plan to continue to include these columns in our future newsletters and we are looking for content. If you would like us to write a story about you – or a fellow student or grad – let us know. Simply email Dr. Karen Blotnicky at Karen.Blotnicky@msvu.ca. Be sure to include the word "Newsletter" in the subject line. Submissions must be related to the Mount, to the Business or Tourism degree programs, the Business and Tourism Society, or to the Dept. of Business and Tourism. Feel free to drop in to Seton Annex 5, or call us at (902) 457-6175. We look forward to hearing from you.

Learning Passport Winners

Fall 2010 was a great time for students participating in the Learning Passport. Great events were held on campus and the passport had record numbers of participants. The following passport participants were lucky winners of a gift certificate to the campus bookstore:

Rebecca Skinner – \$100 Grand Prize Winner

The following students won \$10 certificates:

Josh King
Minatulla Ataya
Kelsey Hake
Michelle Zwicker
Hennes Jakob
Josie Boutilier
Matthew O'Callaghan
Yaweri Zeng
Othman Jan
Shaub Burrell

Thanks for participating!



Tourism Faculty and Students attend TIANS Tourism Conference



The Mount's Business and Tourism Booth at the 2010 TIANS Conference: From left: Dr. Wanda George – Mount Tourism faculty member, Jill Cruikshank, Director – Region of Queens Municipality Economic Development & Tourism Department, and student Jessica Makmillen, cut the BTHM 20th anniversary cake.

Tourism faculty and students attended the 2010 Tourism Industry Association Conference in Halifax. Organized by the Tourism Industry Association of Nova Scotia, the conference is an annual event that celebrates the best and brightest in the tourism industry, while also providing informative sessions on a variety of topics relative to the sector.

The Department of Business and Tourism had a booth at the event. The booth offered potential students information about the Mount's tourism and hospitality programs, along with a slice of cake celebrating the 20th anniversary of the first BTHM graduating class.

Dr. Wanda George and Lab Instructor, Paulette Cormier-MacBurnie organized and staffed the booth, and attended event sessions. The office of the president, Dr. Ramona Lumpkin, provided tickets for two student scholarship winners Lauren Aucoin and Jessica Makmillen to attend the conference. Lauren and Jessica assisted in the booth, talked to potential students, attended conference sessions, and networked with industry professionals.



Aiham (centre), a proud new Canadian, at his Canadian citizenship ceremony.

Focus on Graduates

AIHAM ALKHATIB, BBA RECENT GRAD AND NEW CANADIAN

CONTRIBUTED BY AIHAM ALKHATIB

My name is Aiham Alkhatib. I graduated from Mount Saint Vincent University (The Mount) in the fall of 2009 with a BBA, Major in Marketing, Concentration in Management, and a minor in Finance. My educational journey began at another university in Halifax, NS in 2004.

After my first year as an international student, I transferred to the Mount upon realizing I could benefit from the personalized attention the university could offer me. The class sizes were significantly smaller accompanied with a vast range in course selection which would result in a better educational experience for me.

I believed this to be the best decision for me regarding my educational development and personal adjustment as an international student. The cohesive community atmosphere that the Mount offers resulted in me gaining many valuable educational and life experiences that have shaped the person I have become today.

During my time at the Mount, I participated in a lot of volunteer work either with, or directly through, the university. It allowed me to gain multiple life skills and provided me with the vast exposure I required for a successful future at the university level and within the community as a whole.

I checked my e-mail a month before my graduation only to find a message from The Mount that read: "...you have been internally recommended for a position with the admissions and recruitment office". Proudly, my first post graduation job opportunity was as a Recruitment Officer on a four month contract. I traveled all over Canada promoting the Mount as a university that I highly respected and recommended for high school students to consider when determining their education.

Thereafter, it was time to face what recent graduates called "the real world". Upon my return from a visit with my family, I began tirelessly looking for jobs in Halifax. I had six job interviews in four days, one of which was for my current position as a Cultural Liaison Officer for Provincial Aerospace Ltd (PAL).

PAL is a leader in international aerospace and defence design, development and operation of airborne surveillance aircraft, software and training. It has been operating and modifying Maritime Patrol Aircrafts for over 25 years. PAL has acquired a contract with the Government of United Arab Emirates (UAE) for approximately \$300 million to modify two Maritime Patrol Aircrafts (MPA) and provide training to the UAE's military personnel. After reading the job posting and researching the company's current operations, this opportunity appeared to be a custom made job for me! That's when I admitted: Yes! There is a job out there with your name on it; you just have to find it.

The following tasks are associated with my current position as a Cultural Liaison Officer:

- Provide assistance to staff and students as well as act as a liaison between students and the community.
- Enrich the cultural awareness of staff, partners/contractors and the trainees who will face a cultural shock upon their arrival to a western country.
- Facilitate logistics for 45+ trainees during their training in Halifax (housing, banking, health, etc.).
- Travel with groups of trainees to Germany, UK, Switzerland and France to assure the necessary logistics are arranged for training to commence as efficiently and effectively as possible with some of our partners/contractors.

Completion of my degree took a lot of hard work but with the support of faculty and classmates it was a much easier transition than I anticipated. The confidence I attained in myself and my educational background during my university years allowed me to effectively promote myself as an excellent choice for potential employers.

Anything is possible with dedication and ambition. Always portray yourself with professionalism, reflect on what you've learned and who you have become. Never be ashamed of any job you have/had as each opportunity is a personal building block. With each experience you will gain new knowledge, meet valuable contacts and sharpen your personal abilities. The prospect to do better has always been the ideology I embraced. During my search for job opportunities I heard of graduates struggling to find jobs during economic lows, etc., however, I never let this obstacle deter me from pursuing my goals.

I am a proud recent Canadian citizen and a successful employee with potential opportunities for advancement. Thank you Mount Saint Vincent University for assisting me get where I want to be at this stage of my life. Thank you, Mount Saint Vincent University, for giving me a strong foundation to build on as I strive to achieve my goals. Next milestone: MPR/MBA?!

Interested in touching base with Aihab? You can find him on Facebook.

Co-op Gives Mount Grads Workplace Advantage

A survey completed in Winter 2010 revealed some exciting news about Mount co-op grads. The survey resulted in responses from BAA(IT), BBA, BTHM and BPR students. Sixty-six out of 186 students responded. The results showed that the majority were employed in their field of study with careers in accounting, communications, branding, project management, marketing, operations, consulting, administration, housekeeping management, front desk, IT, public relations, and recruiting.

Over half were employed in their field within less than one month of graduating. Sixty-nine percent were employed in their field within the first three months. Graduates were employed in private, public and non-profit sectors. About half had starting salaries in excess of \$40,000, and one-third had starting salaries over \$45,000.

Ninety percent of co-op grads felt that co-op was effective in helping them find full-time employment after graduating and 91% believed that they were prepared for the workforce after graduating.

Clearly, a co-op degree provides an advantage when competing in for a career position. In addition to delivering a full year of relevant work experience, it also bumps up starting salaries which is something that will stay with grads throughout their workforce and positively impact their pensions in the long-term.

In their own words:

I wouldn't be able to find the job that I have right now without going through the co-op program. My co-op experience was really practical and beneficial for me.

Tingting Han, BAA (IT)

Was an excellent way to gain the skills and confidence I need for the workforce. Co-op gave me the opportunity to complete various projects that allowed me to gain the skills and confidence I need for the workforce and to do my job very well today.

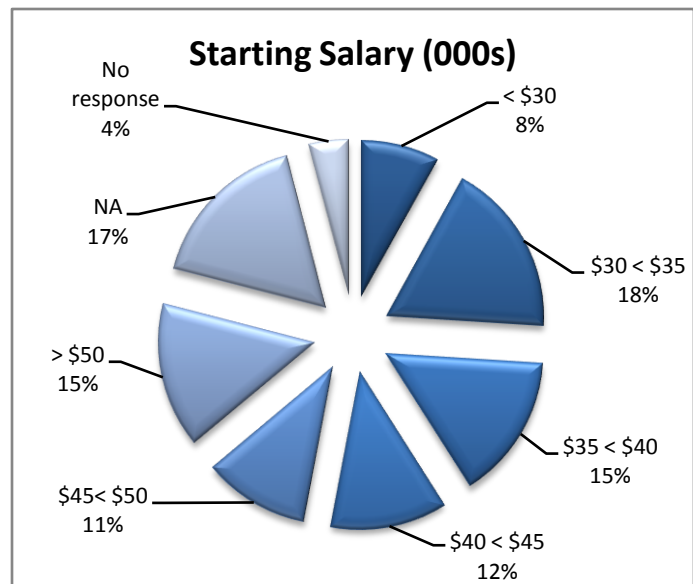
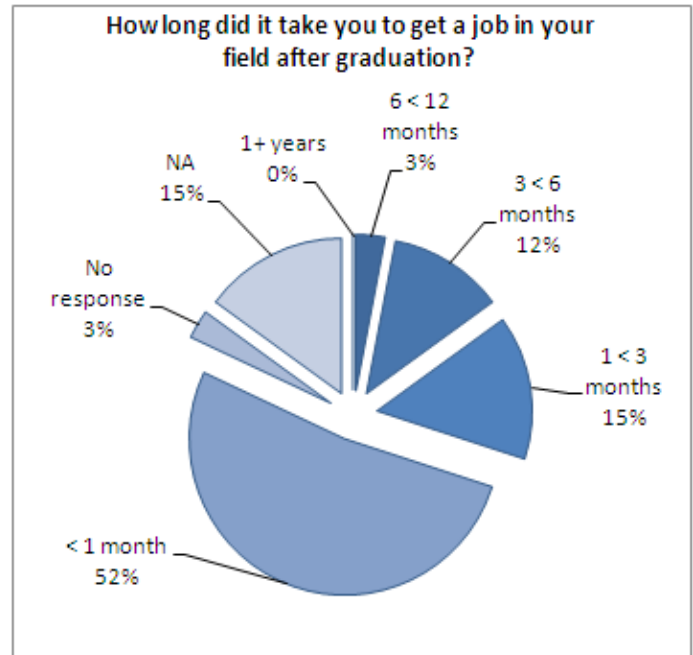
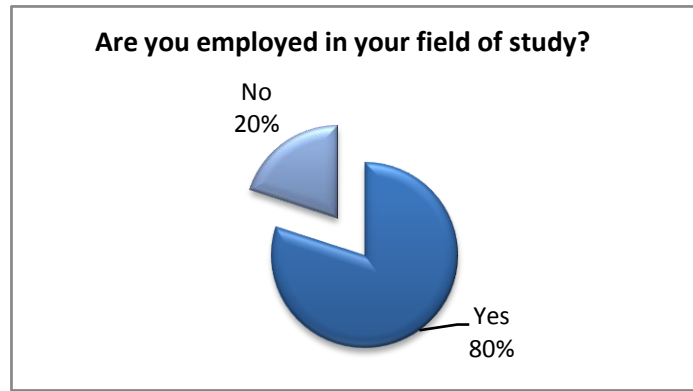
Kyle Ferguson, BBA

Co-op should be made compulsory in the business program. Without work experience, it is difficult to compete with others – especially in Halifax with many rival university students.

Jay Vyas, BBA

Co-op provides you with the opportunity to try positions you may not ordinarily take. No matter what skill level you are you can find an appropriate challenge. If it were not for my co-op experiences I would not be working for the largest consulting company in the world.

Dustin Covey (BBA, 2008)





Focus on Students

KAT MOAVEN* **BTHM Student**

Recent guests to special Mount dinners – including the 36th annual Business and Tourism Conference, the Scholars Luncheon, and the Black Tie Dinner and Bingo – were amazed to hear a special blessing for the meal in not one, but five, languages. With excellent diction, our own Kat Moaven, BTHM student, was the one delivering the blessing.

Kat (short for Katayoun) hails from Iran. However, that is only part of her story. Kat moved to Kuala Lumpur when she was ten where she was immersed in a truly diverse culture. At the age of 18 she went to the UK to attend the University of Surrey in England. Based on the advice of her teachers, and a belief that she really needed to know what she wanted to do for the rest of her life, she decided to study French Law and Law. While completing her certificate in those subjects Kat took a job in a hotel. From that point on she knew that what she really wanted to do in life was work in the tourism and hospitality field. And in particular: have her own hotel chain someday!

She is truly a citizen of the world which shows in her ability to communicate seamlessly in five languages, her ability to integrate herself into the social fabric, and her quiet sophistication: something usually present in someone many times her age. These qualities will bode well for her as she pursues a career in hospitality.

Kat's next step was to find a way to study tourism and hospitality: a decision that took her on the road again, landing this time at the Mount to pursue a Bachelor of Tourism and Hospitality Management. Kat is in her final term at the Mount and is excited about launching her career.

Kat was attracted to the Mount because it is a small school. She also appreciates the one-on-one communication she has with her professors and the personalized education she is receiving. In her own words: "It's amazing. The professors are so nice to me, I'm not a number. I've spent hours just talking to a professor about Persian food; they feel much more like my friends."

As Kat gets set to graduate she notes that "the world is one to me. I'm not crossing a border; I'm a part of it." But she also feels that she is done with globe hopping – at least for now. She likes the culture of Quebec and she may spend some time in Montreal, a truly cosmopolitan city. But she admits she is ready to put down roots. "I don't want to move a lot anymore. Travelling is fine, but moving gets harder the older you get. You get attached to the places and people."

Here's hoping that after Kat completes her journey at the Mount, she won't become a stranger. And as Public Affairs recently noted in their interview with Kat, she will go "forward with a new culture to call her own, as a member of the Mount's globe-spanning community."*

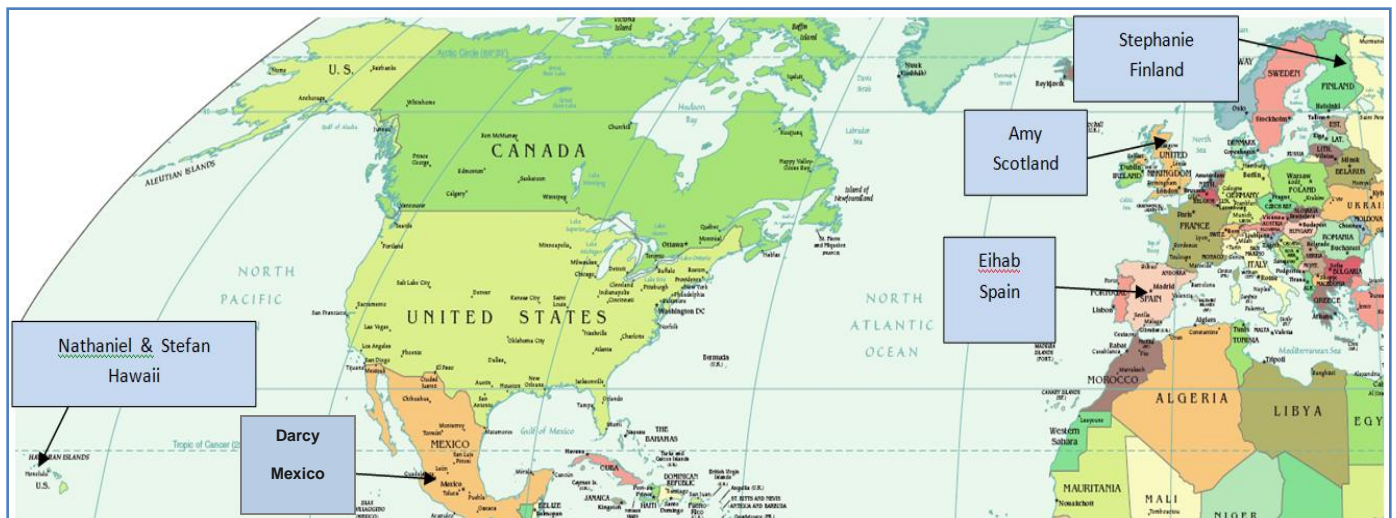
*This article was adapted from a student profile prepared for the Mount homepage by Public Affairs (December, 2010).

Lucky Mount Students Take Advantage of Mobility Programs to Study Away

Mount students are continuing to take advantage of the tourism mobility exchange program to spend a university term away, studying at a partner university located in a different country. The Mount is a partner in two mobility programs: one for North America and one for Europe. This term, students Stefan Andrews, Nathaniel Dunn, Stephanie Levy, Amy Mackintosh, Eihab Alkhatib, and Darcy Boucher, are studying in five different countries.

Unfortunately, the mobility programs, which are government funded, are coming to the end of their mandates, but the Mount is busy searching for other opportunities to facilitate student adventures. The mobility projects provide transportation and living stipends to students who simply register for courses in the foreign institution while paying their regular tuition to the Mount.

Here's wishing each of our students a very Happy New Year and all of the best for an exciting and memorable learning experience. To learn more about the mobility programs and possible future opportunities, contact the Dept. of Business and Tourism.



Map credit: www.mapcruzin.com

Pacrim Travel Bursaries Awarded to BTHM Co-op Students

The Dept. of Business and Tourism would like to congratulate Eihab Alkhatib and Haley Strong, Tourism & Hospitality Management co-op students, on receiving the Pacrim Travel Bursary Award.

This bursary award is awarded annually by Pacrim Hospitality to two tourism co-op students who relocate outside Nova Scotia for their summer co-op work terms. The recipients are asked to share the benefits of going away for their co-op work term and what they learned from the co-op experience.

Eihab completed his co-op work term with Habtoor Grand Resort and Spa in Dubai and Haley worked with the City of Port Colborne Economic Development and Tourism Department in Port Colborne, Ontario. In Haley's nomination essay she states that "I've always had the passion to travel and explore the tourism industry in different places and the Tourism & Hospitality program along with co-op at the Mount has given me that chance". Congratulations Eihab and Haley!

Pacrim Hospitality is a major funder of the Mount's tourism and hospitality management program. For more information about the Pacrim Travel Bursary Award contact the Co-op office.



Focus on Faculty

DR. SCOTT MACMILLAN
Cert.A.E., B.P.E., M.B.A., Ph.D.

The Dept. of Business and Tourism is pleased to welcome Dr. Scott MacMillan to our management faculty team. He brings a varied life experience to the Mount, having previously worked for the YMCA in Canada and the Middle East, as well as having worked in management, research and consulting.

A life and career strategist, Dr. MacMillan has applied his professional knowledge to his own life planning. In addition to his full-time faculty duties at the Mount, he is a sought after coach and motivational speaker. He has also written a book about how to make your life everything you want it to be. His book, “The Big Game: 10 Strategies for Winning at Life,” has been published in English, Spanish, French, Portuguese and Indonesian. He is also a martial arts instructor, holding black belts in judo, karate, and aikido.

With his diverse experience, Dr. MacMillan brings a unique perspective to the study and teaching of management. His teaching dossier includes courses in introduction to business management, leadership, organizational behaviour, developing management skills, human resource management, strategic management, business research methods, and marketing management.

Dr. MacMillan believes passionately that we need to find a balance between our work and our personal lives, and that we need to strive to find meaning in our work. Work should not be a drudge, but a calling. Much of his research and writing revolves around helping others find what is missing in their lives so that they can fill the gaps and enhance their existence.

Dr. MacMillan’s research focuses on the meaning of work from the perspectives of existential philosophy and spirituality. His blog (<http://scottmacmillan-scott.blogspot.com/>) expresses his unique perspective into the study of work and the meaning of life.

Dr. MacMillan’s distinctive approach to the understanding of work and how it impacts the lives of workers informs his research and his teaching, resulting in a blend of application and theory that is both challenging and inspiring to his students.

To learn more about Dr. MacMillan’s unique take on the world of work and its role in your life, or just to make his acquaintance, visit him in Seton Annex #22, call him at (902) 457-5991, or send him an email at Scott.Macmillan@msvu.ca. Visit his website: www.scottmacmillan.com.



Mount Tourism Professor Emeritus Receives Industry Honour



Dr. Margaret Bateman-Ellison, Professor Emeritus, receiving her Crystal Award for Human Resource Management Leadership. (Photo credit: www.tians.org/awards/)

Dr. Margaret Bateman-Ellison, Professor Emeritus, was thrilled to receive the Human Resource Management Leadership Award from the Tourism Industry Association of Nova Scotia at their sparkling 2010 Crystal Tourism Awards of Excellence Gala Dinner. This award is presented by the Nova Scotia Tourism Human Resource Council to an individual or organization who has demonstrated exemplary leadership in the development of future professionals for the tourism industry through education and training. The Crystal awards are an annual event hosted by TIANS. The awards give recognition to individuals and organizations that bring their best to tourism in Nova Scotia.

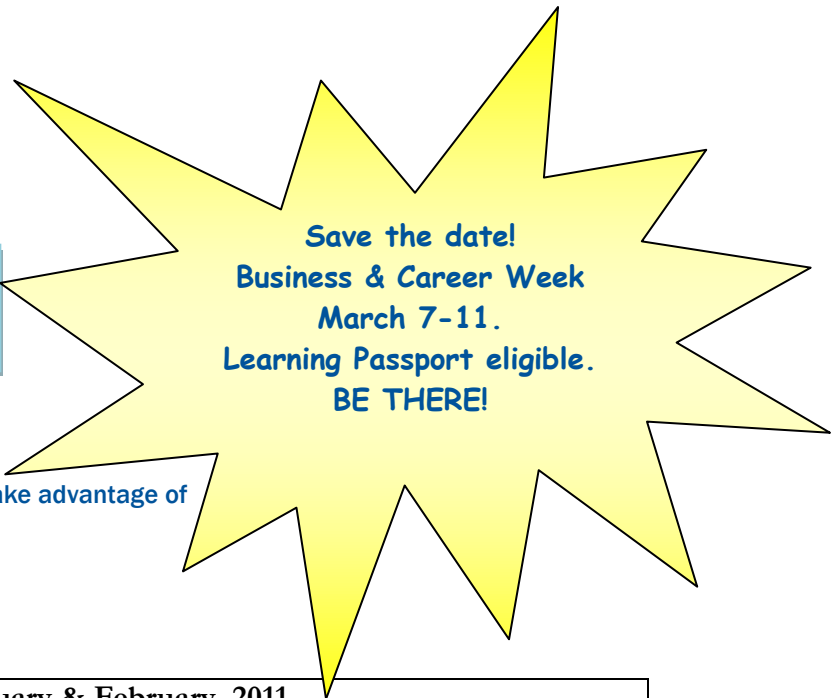
Dr. Bateman-Ellison's award was in recognition for her long service developing the human resource sector in the province. Over a career spanning more than 30 years, Dr. Bateman-Ellison was influential in human resource development across the tourism and hospitality sector through creating educational programs and providing leadership. For example, she was on the ground floor in the creation of the Mount's Bachelor of Tourism and Hospitality Management degree program, which celebrated the 20th anniversary of its first graduating class in 2010.

In addition to her direct involvement in program development for the tourism and hospitality industry, Margaret Bateman-Ellison has written textbooks that have become the educational standard in Canadian high school, university, and community college tourism programs.

The success of the tourism and hospitality sector today, as it has grown in stature and professionalism, is due in no small way to the hard work and dedication of people like Dr. Bateman-Ellison who had the vision to develop the industry.

In her acceptance speech, Dr. Bateman-Ellison noted that there is an old saying: "Those who can, do, and those who can't, teach," to which she added: "those who teach, inspire." The industry needs more inspirational teachers like those at the Mount who inspire their students to go forward with the confidence and skills that they need, and who contribute to the growth of the tourism and hospitality sector, providing the talent needed to help the industry meet the challenges of today and the promise of tomorrow.

Upcoming EVENTS



BE SURE TO CHECK OUT THESE EVENTS

Take the time to fill up your Learning Passport, or to take advantage of some unique and enterprising opportunities.

| January & February, 2011 | |
|--------------------------|---|
| January | |
| 24- | Last day to sign up for Speed Mentoring |
| 25- | Winning Resumes Workshop EVAR 130 @ 3 PM |
| 26- | Business & Tourism Caritas Day Event @ 9:30 AM-1:30 PM(Sign up at Seton Annex #30) |
| 27- | Speed Mentoring (Chat via Skype with Mount grads about their careers) Full biographies are available at www.msvu.ca/careerplanning . Call 457-6567 to book or visit EVAR 218. |
| February | |
| 2- | CPS Road Show – Learn why the Summer Job Fair is a not-to-be-missed event and enjoy a hot treat on Career Planning Services RBC Seton Link – 11:00-1:00 |
| 4- | Winning Resumes Workshop EVAR 130 @ Noon |
| 8- | MSVU/SMU Summer Job Fair 2011 @ Saint Mary’s Campus @ 12:00-6:00 PM www.smu.ca/sjf FREE BUS! |
| 10- | Professionalism on the job Workshop @ 3 PM @ EVAR 130. Attending this workshop is required in order to receive a certificate of Career Advancement for the CCRP |
| 21-25 | STUDY BREAK ☺ |
| 28- | CPS Road Show – On-the-spot resume critiques @ Rosaria Terrace – 12:00-2:00 |

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This issue marks the first anniversary of our Business and Tourism Newsletter. We are thrilled to have more contributors than we have had for previous issues and we encourage your continued feedback.

We have received your feedback and we are listening. Future newsletters will be expanded to provide more of the following:

- Student news – including a Focus on Student piece and student prizes
- Alumni news – including a Focus on Alum that will celebrate success of BBA and BTHM grads
- History bits – some nostalgia and a walk down memory lane for students, faculty and staff
- More about upcoming events

Let us know more about what you want to see in the newsletter and send us story ideas via email, Karen.Blotnicky@msvu.ca.

Publication Information

The Business and Tourism Newsletter is published by the Department of Business and Tourism at Mount Saint Vincent University. The primary purpose of the newsletter is to communicate items of interest and event information to students, faculty, and staff. The newsletter is provided both online and in hard copy, bimonthly from September through April. Information in the newsletter is created by faculty editors and contributors. Images are obtained from contributors and Microsoft Office. Inquiries about the newsletter's form, or its content, should be addressed to Dr. Peter Mombourquette, Chair, Dept. of Business and Tourism, MSVU.

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