The Question of Ethics

An Inside Look at Newly Created Guidelines in Major U.S. Corporations

PLUS: Shining a Spotlight on Success • Returning to Lead the Team
Dear Alumni and Friends,

I don’t usually single out any one article, but if you have only five minutes to devote to J&W Magazine right now, I urge you to turn to page 24. There you will learn about consolidating your student loans, and how critical it is to keep your credit clean—not just for your financial future, but for your employment future as well.

With student debt rising yearly at all colleges and universities, there has never been a better time to lock into historically low interest rates. You will save considerable money over the life of the loan, and make your monthly payments easier to afford. So alumni (and that means YOU, 2004 gradz) read the article and then pick up the phone or connect to the Net. The time is now, and the payoff is enormous.

Once you have gotten your financial house in order, take a few more minutes to check out the rest of this issue of J&W Magazine. Want to renew ties with some fellow alumni? Read about past winners of the National High School Recipe Contest, or connect with three of J&W’s stellar athletic coaches.

Or take note of our cover story on ethics in the workplace. Learn about a few major industry examples, and how they are turning ethical behavior into a cultural imperative. Then take a moment to reflect on your own past and current employers. How might YOU make a difference in this critical and high-profile area?

As always, we invite your letters—whether they be in praise of the magazine, or constructively critical. The editorial board sees them all, and future issues of the magazine often reflect YOUR opinions.

Sincerely,

John A. Yena
University President
I want to first say that I want this to be positive and constructive. I am a proud, enthusiastic alum. I had to write in because the Winter 2004 issue of J&W Magazine was unreadable. There is a three-page article in this magazine about bread. I know we are a hospital, culinary school, but come on, bread!

I would love to know, having played baseball as a student at J&W, what the athletic teams are doing, what student life activities the fraternities, sororities and other groups have done on campus. I would be interested in more alumni profiles and news—anything different than the content in it now.

Peter Matte '94

I just received the Winter 2004 magazine and was very interested in the article on diners. While I was attending J&W, between 1974 thru 1978, I worked full-time with NABISCO on Whipple St., behind Union Paper. At the corner across from Union Paper was the Evenday Diner. Is this the same as was mentioned in the article?

Lloyd King, director of physical plant at J&W's Charleston Campus started surveying future career options, reading for the close of the year in 2006. Thinking court reporting might make an interesting profession, he bid on an old stenograph machine he spotted on eBay. When King finally got around to opening the box from the online auction company, he started to find his purchase bearing the Johnson & Wales insignia. He estimates the machine is from the 1920s or 30s. “I had no idea Johnson & Wales taught court reporting. It’s a small world.”

Mary many an early morning, I stopped at the Evenday for breakfast. This was an experience that after 30 years, I still remember. Did this article bring back memories.

Alberto W. Carreiro ’78
Editor’s Reply: This is the diner you remember, on display at the J&W Culinary Archive & Museum on the HarborSide Campus in Providence, R.I., now through June 2008.

I admire the quality of all the produce you look at in communications. Your winter issue of J&W Magazine had my friend and classmate Hazem Gamal on the cover. The story was well done and certainly encouraged me to look for more mentions of my class in future issues.

James Conroy ’88

I am writing after receiving the latest I am sorry to say anything from J&W, and I am so happy to have the contacts and read the stories. What an incredible article from the new marketing professor, Peter Borodoki. When I was in school, Professor Mark Necks was my mentor. Still to this day, he and I stay in close touch.

Rebecca (Smith) Rodaugh '98

Since the inception of J&W Magazine in 1999, I have enjoyed my satisfaction with this piece to the editors, and have voiced, with pride, its excellence to anyone else who would listen. I regularly receive alumni magazines from Harvard and the University of Pennsylvania and with the exception of mere size, J&W Magazine rivals others in its quality, layout and special interest stories.

More importantly, this publication has served me well as a promotional tool to high school counselors and teachers throughout eastern Massachusetts. In my current position, we mail out or bring it to overseas officials, international schools, agencies and embassies. Comments back are always complimentary and positive!

This publication is a sure step in bringing more attention to this rightly-deserving institution.

Manny A. Tavares
J&W Director of International Recruitment & Training

Correction
In the Winter 2004 issue of J&W Magazine, the names of Alphonso and Pope Farajali and Claudia Silvertri were misspelled in the piece on Casa de Campo. Also, it’s award-winning golf course is Teeth of the Dog, and close to 1,400 have studied at J&W Preparatory Institute.

J&W Magazine welcomes letters to the editor. Letters may be edited for length and clarity. Please send letters to the editor at J&W Magazine, Johnson & Wales University, 8 Arbor Park Place, Providence, Rhode Island 02903, or e-mail us at jsmagazine@jwu.edu.

Spring 2004

Around Campus

Women Honored For Contributions To Community

They spoke of those in their lives who have inspired them—mothers, grandmothers, fathers and sisters remarkable for having survived and thrived despite monumental barriers and obstacles. They praised those who have served as role models and mentors, offering insight, support and direction. But what united those at the Providence Campus celebrating Women’s History Month in March were their own self-efforts and hopes for the health of the planet.

With optimism, poetry and song, the group gathered at the Multicultural Center for an annual recognition of the role of women in filling the need for individuals of courage, vision and determination, celebrating the bonds of sisterhood.

Honored for their own efforts with Strength of a Woman Awards were Patricia Jackson ’93, 03 MBA, director of the Clubs and Organizations department for the Women’s Center of Rhode Island; Brenda Dunn-Messier ’00 Ed.D., president of Dorcas Place in Providence, R.I.; Prof. Gina Santoro, a member of the faculty for the John Hazen White School of Arts & Sciences since 1999; Michelle Saint, program director for Youth In Action Providence; Sarah Fierro, an assistant to the Clubs & Organizations department of J&W’s Office of Student Activities, and Shiri Frydich-Barnes ’93 MBA, administrative assistant to the Mixed Magic Theatre & Cultural Events of Providence, R.I. Certificates of appreciation were presented to Carrie Martin, director of Johnson & Wilde women’s center; Judith Wills, director of workforce development, training and employment placement services for the South Providence Development Corporation; J&W graduate student, Angela Aboumakhlous ‘04 MBA, and J&W student, Angela Zamora.

“The Strength of a Woman Award recognizes the rich diversity of women’s experiences in the world and celebrates women who strengthen our communities through their tireless contributions, dynamic leadership and exemplary courage to get it all done regardless.”

—Bernadette Pitts-Wiley

J&W Magazine
Norfolk Stages Successful Career Conference

Seminars on food trends, forums on the food service industry and an employer trade show highlighted Career Conference 2004 at Virginia Commonwealth University’s College of Business in February. Educational seminars began with Sysco of Hampton Roads. Matt Novickel, regional director of fur- niture; Chris Appell, center-of-the-plate specialist, and Josh Mann ‘97, executive chef, presented new food products and discussed the current low-carbohydrate trend.

After a well-received sampling of foods prepared by Sysco reps, Traci Dunn, director of diversity for Compass Group, offered a company view of diversity in the food service industry. Later, participants gathered at the President’s Reception for a toast of buffalo, sushi, dim sum, pasta, and a campus signature dessert buffet capped with bread pudding with bourbon sauce, prepared by Norfolk chef Karate Christe and Adrian Taylor and assistants.

Employers arrived early the following morning at the Career Development Center to set up for the first of three panels led by Paul Magnant and Tim Cameron of the hos- pitality department. A panel on “What’s In It For Me: Food Service Management?” was made up of recent grads—Cynthia Holmes ’03, of Olive Garden; Katie Mami ’03, of Rock-Ola Café; Michael Presley ’03, with Cowboy Syd’s, and Dan Lilly ‘03, with Watershed Produce—answering students’ questions and recall- ing experiences.

Frank Halase ‘82, of Levy Restaurants, told students to continue their educations.

“Don’t wait until later because you always have an excuse not to go back, and you should give yourself the opportunity to succeed.”

Paul Supplee ’87, of Ocean Pines Yacht Club, wanted budding culinarians “to understand that it will take a lot of effort to get to the management level. Continue to learn everyday.”

Candy Wallace, executive director of American Personal Chefs Association, wowed the room packed with 130 students, with her information on how to become a personal chef.

Food service management majors from a panel that included Jay Robinson of Ballantyne Restaurant Group, Edgar Vasconcelos of Olive Garden Restaurants and Dawn Arwood of Sodexo, on what they look for in a manager.

Brett Cregg ’91 told them, “Set goals, stay focused on what you are trying to achieve, be able to roll with the punches and to press on-ward-and-upward.” Cregg looks for “a good attitude and fun people,” when interviewing candidates.

“In an interview, I look for passion about the food service industry [evident] in the way they talk and the look in their eyes,” said Gilda Lloyd ’92 of Meriwether Godsey Inc. “Without passion about food, how will they succeed in the industry?”

When it came to tips for that all-important interview, Halase said, “Be yourself—passionate. Focus on your strong points and have an educational approach to your weak points. Someone has to have motivation, the drive to be successful. See yourself where you want to go and get your ass there.”

By the time the trade show doors opened, 46 employers were ready for the onslaught. More than 700 students and alumni sought information about companies and available positions. Many left with job offers or interview requests and networking opportunities.

Employers felt their time was well spent and found students well prepared. There are so many facets to food service and J&W’s program really takes you through it all,” said Lloyd. —Luke Marden

Leadership Changes at Denver Campus

C ertain personal and family reasons, Mark Burke ’97, president of the Denver Campus, announced his resignation from Johnson & Wales University on March 8 to letter to President John Yena, which he asked be shared with the University community, Burke referred to his satisfaction in “making the Denver Campus what it is today, and building the foundation for what it can be tomorrow.” However, he added, “Right now I need to attend to my own needs and the needs of the people closest to me; and ultimately, I will need to focus on my life.”

In a memo to the University community, Yena reflected upon Burke’s long career at Johnson & Wales, and the outstanding contributions he made over his 22-year tenure at J&W, in the areas of admissions, student affairs and most recently, the growth and development of the Denver Campus. Yena also announced that Burke will continue to focus his efforts on identifying a new president for that campus, “who will be able to carry on Mark’s vision for the University in Denver.”

In the interim, a transition team composed of the campus’ current leadership team, under the direction of James Griffin, PhD, Denver vice president and dean, along with University CFO Tom Dwyer, and Andrew Johnson, vice president of university relations, will be on campus, ensuring that day-to-day operations run smoothly and without interruption. It is anticipated that a new president will be selected, following an appropriate review and selection process, in time for the opening of school for the 2004-05 academic year.

From staff reports

Hip Hop Mogul Urges Students To Be Players

Phat Farm University. Def Jams Latiss. These were just a few of the ideas that Johnson & Wales students tried to sell hip-hop mogul Russell Simmons during his recent visit to the Providence Campus. But Simmons wasn’t buying. Not because they weren’t good ideas, but because there are no short- cuts. "I’ve got a lot on my plate. But if you want to do it, do it," he said.

Simmons started off the evening sponsored by the office of student activities, by telling his audience that he learned from them, then settled into a chair on stage and took questions for more than two hours. Conversation touched on hip-hop’s influence on entrepreneurship and social responsibility.

Simmons is the ultimate hip-hop entrepreneur, the founder of Def Jam Records. Phat Farm and Baby Phat clothing lines, Def Comedy Jam, Def Poetry Jam and other ventures. So it was only natural that students wanted to know how to get where he is. Simmons’ answer: "Put your head down and really be passionate.

"Start right now," he said. "If you want to be in the fashion industry, walk up and down 7th Avenue. Be knowl- edgeable. See yourself where you want to go and get your ass there." Simmons walked the talk. All the executives of his hip-hop ventures began as interns. Kevin Liles, president of Def Jam Records, started out as an unpaid intern doing all the work. Nobody else wanted the job. Simmons said. It was that qual- ity that earned him respect.

"He went to work in a way that when the internship was over, we couldn’t survive without him. We were like, "What do you mean he’s not coming to work?"

As one of the most respect- ed faces in the hip-hop indus- try, Simmons is using his power as chairman of the Hip Hop Summit Action Network (HSAN) to unite young people for social action, joining stellar performers like Run-DMC, Sean "P. Diddy" Combs, Beyoncé and Ice Cube on HSAN tours to register young voters. He estimates that nearly 100,000 young people regis- tered at Hip Hop Summit events in Houston, Atlanta and Philadelphia, and believes that hip-hop can bring people who have the same agenda together to vote together.

["Hip-hop is doing more for race relations than anything else in this country," he said adding, "Voting is your job as part of a team...No matter who’s in office, they’ll respect you if you have a voice."]

—Stacie Demerais

California Vintners Toast Denver Event Center

It was Suddenly Sonoma, Definitely Denver as J&W’s Denver Campus christened its new events center in January. With food, flare and winniness ready to pour, the wine-tasting and silent auction raised $10,000 for the sponsoring Colorado Restaurant Association’s ProStart program, and provided a festive showcase for the campus center.

A silent auction held at Suddenly Sonoma, Definitely Denver, a celebration to chris- ten the new events center at the Denver Campus, raised $10,000 for the Colorado Restaurant Association’s ProStart program thanks to participating wineries.

Housed in the College of Business, the events center includes a full-service hot kitchen, ample storage, elevator access for load-in, bus transport for 500 guests and 14 large square feet of upscale function space for the campus.

Soft music and pleasant con- versation highlighted the feast served by Johnson & Wales University students. Salads, meats and cheeses, pastries, and a chocolate fountain accentuated the feasted wines. Students also manned a carving station and a sauté station where guests had the chance to design their own plates. Not only did guests get to taste wines from a variety of Sonoma County vineyards, but servers were thrilled to share their knowledge. Participating wineries included Alexander Valley, Chalk Hill Estate Vineyards & Winery, Charles Creek Vineyard, De Loach Vineyards, Domaine St. George, Dry Creek Vineyards, Forchini Vineyards & Winery, Huntington Wine Cellars, and Lambert Bridge Winery, among others. Those bitten by the bid-
Charleston Cooks up Recipes for Writing

The Lowcountry Writing Project is a Charleston, S.C. site for the National Writing Project. The project, a professional development program for teachers in all disciplines, its goal is to further students’ learning by improving the ways teachers teach and use writing as an educational tool.

So when Joan Solomon, an associate professor in the arts and science department at the Charleston Campus, decided she wanted to focus her enthusiasm for the project, Cooking Up Good Writing was the result. Fifteen educators representing kindergartners through college took the six-hour class. With help from Catherine Hug, coordinator of special events who runs Chef’s Choice, teaching fellow Laura Price as head chef, and teaching assistant Tim Brochin and Brian Hudson for backing, teachers were coached in the kitchen to create a sumptuous Italian feast. Master baker, Chef Frances Brunet, with the assistance of student Adam Kelly, helped teachers make their own chocolate boxes as well. While they dined, the educators exchanged ideas about how to use themes from the morning in their classrooms. A lively discussion ensued about ideas for biology, math, and English. Teachers completed exercises in writing using the four senses, favorite foods, and food and memory.

It was Solomon’s intention for the educators to see, not just what a fine-dining culinary school J&W is, but how well-rounded our students are. “Each of the four J&W assistant professors and the cooperating restaurant’s chefs, many with degrees in culinary arts and hospitality, offer an opportunity for the students to understand the profession. Each is dedicated to the education of our students, which is the reason for our continued success.”

Morse, who was honored as a Distinguished Visitor Professor, said knowing the hospitality industry alone will not prepare you for the real business. "Students who want to be successful chefs will need to have a growth plan. If they don’t have a growth plan, they don’t have a plan for you." —S.D.

Culinary Luminaries Honored at Campuses

Johnson & Wales has an international reputation for filling the world with innovative new chefs. Their development is due in part to exposure to national and international talent in the profession. Since 1979 the Distinguished Visiting Chef (DVC) program has honored outstanding culinarians and chefs at the university, expanded learning experiences for culinary students. DVC Hall of Famers include experts and luminaries like Paul Bocuse, Jacques Pepin, Madeleine Kamman, ‘91 HDR and Emeril Lagasse, ‘78, ‘90 HDR.

Among the distinguished chefs who recently offered insight and training at the Denver, Florida and Providence campuses are Thomas Vuccaro, executive pastry chef at Trump Plaza Hotel and Casino in Atlantic City, N.J.; Anil Rohita, executive pastry chef, Albert Uster Imports and Marcus Samuelson, chef and co-owner, Aquavit in New York, along with Distinguished Visiting Sommelier Michael Honig, winemaker and vinter for Honig Wines. "Vaccaro told aspiring chefs in Providence, "At some point you are going to find your niche and that niche is going to be what you want to do." Vuccaro told aspiring chefs in Providence, "At some point you are going to find your niche and that niche is going to be what you want to do." Vuccaro told aspiring chefs in Providence, "At some point you are going to find your niche and that niche is going to be what you want to do."

"All I can do is help you make sure you get your first jobs," Morse said.

Just as Morse was offering insight and training at the university, he offered commentary on the current state of the culinary profession.

"The important thing is that 220 of you are going to go out and do something new," Morse said. Vaccaro is responsible for grooming and training numerous young culinarians who have gone on to become executive pastry chefs and Olympic pastry chefs. He currently serves as pastry coach for the United States National Culinary Olympic Team. He advised Providence students to work as a line cook at some point in their careers, for another perspective on their own industry. "They will be able to see what it is like to work in a different career and learn new things in different ways of working with chocolate and sugar. During his demonstration, where he produced two blow-sugar pieces, he encouraged students to take an active role in their education both inside and outside the classroom by observing people like himself as great chefs, volunteering to work with their instructors, and competing and attending professional conferences such as the World Food Fair.

—Meridith Moore

Students Provide Help with Taxes

For a partnership that works to everyone’s advantage. Accounting students from J&W’s College of Business are schooled by representatives from the Internal Revenue Service in Volunteer Income Tax Assistance (VITA). In exchange, students offer tax services available only to someone seeking help. Students majoring in accounting take part in a comprehensive training program to gain certification at tax preparation which allows them to provide technical assistance. The program requires 40 hours of tax preparation training and computer training. Taxed by professional IRS agents, it’s a great opportunity for Johnson & Wales accounting students to get IRS training and certification as well as real work experience.

Last year, under the supervision of Professor Sergio Vara, Florida Campus students prepared nearly 250 tax returns for the South Florida community free of charge. Students at the Providence Campus have been participating in the program for more than 15 consecutive years.

Says Marie Higgins, assistant professor in the department of accounting, “For every federal tax return that we prepare we usually prepare two or three state returns. We service a population that generally cannot afford to go to a paid preparer and have their federal and state returns completed. The clients that we serve are low to moderate income. They need their refund.” Federal returns are edited, speeded up the refund process. "Some of our clients can complete their federal form because they have filing status," said Marie. "It’s an easy tax form to file, she adds, “They run into problems when they have to complete their state returns. Every state is different. Clients really appreciate the help that we give them with their returns.”
With Chan You Get Eggroll And Jazz

When it comes to running a night club, business is always a roll of the dice—a gamble, according to John Chan, owner of Chan’s Fine Oriental Dining in Woonsocket, R.I. Celebrating the 26th anniversary of eggs roll and jazz, a famously successful New England venue for artists like Dizzy Gillespie, Leon Redbone, The James Montgomery Blues Band, Mose Allison, John Hammond, and Stacy Brown, Chan offered entrepreneurial tips to students at the Providence Campus as a Distinguished Visiting Professor for entrepreneurship students in the College of Business.

Considering that most restaurants don’t make it to a 10th year, just the fact that the site has served for 99 years, making it the oldest Chinese restaurant in Rhode Island, speaks to the durability of Chan’s formula. A member of the family that took over the restaurant in 1965, he began working in the back of the house, washing dishes, prepping and later tending bar. In 1977 he steered the business toward bringing in arts from across the region and nation, by providing a supper club atmosphere and catering to a clientele of music lovers in a room designed for famous. Chan overcome the “biggest obstacle” of being based in Woonsocket, and drive from a geographic triangle bounded by Boston, Worcester, Mass., and Providence. Ninety percent of his customers travel from an hour away for performances.

Norfolk Takes Home the Trophy

It was the galantine of chicken with ham and truffles and the filet of tlefish with a lobster mousse that put students from the Norfolk Campus on the award stand ahead of schools from four other campuses in head-to-head competition at the Charleston Campus in February.

According to the American Culinary Federation, the 3rd Annual Johnson & Wales University Intracollege Student Culinary Competition brought together dozens of students to demonstrate culinary expertise in a 90-minute race to create an original four-course meal for four, including dessert. Teams were judged on the taste, appearance, nutritional balance, practicality and creativity of their entries as well as the team members’ organization, sanitation, knife skills, cooking techniques and teamwork. Coached by instructor Brian Campbell and Paul Bolinger, the Norfolk team that took home the gold included Jason Jensen, Joshua Murray, Kelly Turner, Joshua Murray, Scott Hamilton, Donna Byrne and Dave McKenna. Over time, folk and blues have gained more stage time to пути blue-collar tastes. Still, the excitement of meeting great musicians, listening to their stories and being stage-side for the “positively electrifying” performances are priceless perks. At least half a dozen albums have been recorded at Chan’s. A group of the expense of bringing in live bands, the cost of hotel, food, travel and staffing with sound engineers and technical support, the completion of contacting, paperwork, insurance and riders, dealing with agents and the head-aches of last minute cancellations as wild cards in the game. Cover charges for two shows a night pay for entertainment while food service accounts for the bulk of profits. Adding to his weekly 60-hour week, Chan told the group that packed University Hall, “You can hire good people to manage, but they don’t see the things that you see. The personal care is there. You have to watch the details all the time.”

A “serial entrepreneur” skilled in the mediums of photography and watercolor, John Woodcock is a Former Business Administration Entrepreneur of the Year, Chan’s sage advice spoke to success in any endeavors. “Nothing comes easy in life. You have to work hard at it,” he concluded. “Focus on what you’re doing and try to do the best that you can.”

“The Intracollegiate Student Culinary Competition was one of the most exciting and rewarding events we have hosted this year,” said Charleston director of culinary education, Wanda Cooper. “Students who compete not only learn skills to help perfect the art of cooking, but also learn the critical values of teamwork, discipline and professionalism. This event brings together students and faculty members from all of our campuses to share knowledge and learn from the best judges in the food service industry.”

Judges, all members of the ACF, included Derek Spendlove, CEPC, CCE, David Mengits, CMG, CCE of Compass Group and a former Distinguished Visiting Chef at the Providence Campus; Wolfgang Bierer, CEC; CEPC, CCE, ACG; Judy Flynn, CEC; CCE, and Travis Smith, CEC.—P.C.

TALK OF THE CARBS, LOW CARB AND NO-CARB DOMINATES CHARLESTON MENUS CONFERENCE 2002

The public demands, the restaurant industry responds—and the low-carbohydrate craze is no exception. Response to restrictive diets was the topic du jour when hundreds of menu planners descended on Charleston, S.C., for the annual Menus Conference sponsored by Restaurant Business and aimed at understanding tomorrow’s consumer.

In workshop held in cooking labs at J&W’s Charleston Campus, talk focused on the way operations, large and small, chain and independent, quick-service and upscale, are all feeding the call for menu items with reduced carbohydrates. Many expressed current consumer tastes.


Kelly Wilson ’02, a major in baking and pastry arts and currently the pastry chef at Cypress Restaurant, was among the presenters. Teaching assistants who coordinated details and kept everything going smoothly were Laura Price, Ashley Rolls, Matthew Vasquez, Amy Tormey, Ashley Finch, R ichard Kochte, Colin Flanagan, Joniah Beckler, Andy Melhaff and Bryan Hudson. They kept up with the event’s corporate chefs, anticipating every need, and received rave reviews for their efforts.

—Joanna Garnett and P.C.

Above, Bar Q & A set up and below, right, veggie wraps, were among the featured recipes in the high protein, low carbohydrate category.

That hardly means, however, that chefs aren’t working over-time from square one to produce signature, low-carbohydrate creations.

Yet behind all of these efforts lurks a fair amount of uneasiness, judging from the questions that were asked at the conference and, perhaps more importantly, the chattering between sessions. In short, while operators seem to be in accord about the importance of satisfying the low-carb demand, many are simultaneously wondering how long the craze can last. After all, they said, diet fads have come and gone many times before—not always justifying operators’ efforts to cater to them.

The deeper anxiety expressed, however, is in how low-carb mania is leaving some operators in a Catch-22 situation. Many feel that if they don’t jump on the bandwagon by generating a front of new offerings, they stand to lose market share to competitors who are. But on the other hand, they said, offering low-carb items could tinker with the cherished value perceptions operators have worked so hard to establish, often based on sating their guests’ values and expectations with mountains of fries and bapac-sized plates of pasta. With those traditionally crowd-pleasing items now on the taboo list, many operators at Menus expressed the concern that low-carb items might leave their guests somehow giddy.

What became clear at the conference is that low-carb is a trend that’s probably not going away anytime soon, yet one that bears careful monitoring as it relates to adjusting a menu. Operators want to satisfy demand without compromising the standard recipes to make changes radical to accommodate the belief that the response to the demand needs to be rapid, and as a result, a number of operations are making on-the-spot modifications to their existing offerings (for example, serving a burger wrapped in a lettuce leaf instead of in between two buns) in order to get new choices out into the marketplace with all due speed.

From left, Prof. Larry Bennett, John Chan, owner of Chan’s Fine Oriental Dining and Carlton White, PhD, J&W vice president of academic affairs.

Spring 2004

J&W Magazine
Florida 'Cats Top National Collegiate Golf Ranks

J&W's Florida Campus' Wildcats reached the pinnacle of college golf when the nationally recognized Golfstat rankings were released in March. In only their fourth season of intercollegiate competition the 'Cats have an incredible record of 20 team championships in fewer than four years. That record is surpassed only by the 21 individual first-place finishes of the team's top scramblers.

Michael Welch has been outstanding this season in capturing three individual championships while leading J&W to four team titles. Welch, ranked college golf, winning the NCAA Division I Treasure Coast Classic at PGA Country Club in Port St. Lucie, Fla., and, within the following four days, capturing the Cal State Monterey Bay's Otter National Invitational record-setting two-under-par-214 performance on the Black Horse Golf Club, reputed as the PGA Tour's most difficult Q-School stop. His East Coast West back-to-back win are sure to impress the college record books. He and his teammates also cracked the tournament record of the famed Pebble Beach Links knocking off the current number one NCAA Division I defending champions and 2004-runners-up, Chico State.

While Welch has been spectacular, he isn't alone in driving the Wildcats toward their goal of winning the national title. Adam Scrimsher has led the title in scoring average for the better part of the season, carding 22 rounds under par to take off a tremendous one-two punch for J&W. Scrimsher's season has been highlighted by a superb five-under-par-211 performance at another NCAA Division I tournament.

Johnson & Wales and Sweden opened the Göteborg Campus in 1993 in a push toward globalization, and marked its 10th anniversary in 2003. In addition to offering a transitional educational experience for J&W's Swedish students, the campus offered American students an international term abroad.

"Like most of those involved with the Swedish program, I am sad that it is closing," says Richard Koski Ph.D., university provost. "The good part is that we have established ties with many Swedish alumni and friends. We know that these relationships will endure through our alumni initiatives, possible international co-ops and externships, and through our Swedish students who choose to enroll at our campuses in the future."

Over the years, the strength of the University's relationship with both Swedish students and the Göteborg community have been evidenced by organizations like University Associates, members of the local business, banking, hotel and social sectors who worked with the campus as consultants. "I was always impressed with the warm hospitality of the Swedish people, their professionalism and their willingness to work with us," adds Koski. "The students were equally impressive, especially for the seriousness of purpose and overall commitment to academics."

"Our 11-year experience in Sweden has been very rewarding for our students, staff, faculty and the entire J&W community," said Yena in his memo to the University community. "The University is committed to maintaining an ongoing relationship with those alumni by supporting the Swedish alumni chapter. Our goal is to maintain a presence in Sweden, as well as to continue offering a unique learning experience to our domestic students."—C.S.

Deelected number one in the nation by Golfstat ranking service, J&W Florida Campus golf men included, from left, Luigi Cerquei, Diego Bicigga, Mike Welch, Adam Scrimsher, Rob Lenkey, Jim Revere and Andrew Clark.

Division I event, the BCC Coca Cola Classic at Indigo Lakes Country Club in Daytona Beach late in February. Senior, Rob Lenkey, has finally fulfilled his star-studded press clippings placing first at the Start 2 Sports Invitational in settling this spring and consistently guiding out performances to anchor the Cats' rotation. Former British Boys Junior Champion, freshman Luigi Cerquei of Parma, is a seasoned veteran in his first year. Cechiga's solid play has him hitched in at the team's number four man and a player destined for All-American honors. Veteran Diego Bassa of Buenos Aires, Argentina, has been an extremely steady player who has finished in one of J&W's wins during the last three seasons. He rounds out of college golf's most potent lines and explains why Johnson & Wales has earned a place at the top of college golf's elite teams. —Bill Mathews

Florida Club Inspects the Queen

Members of the Cruise Club at the Florida Campus skipped the irritating alarm clock, fanatical rush to class and traffic madness for ocean breezes and a tour of the world's grandest and newest luxury liners—Queen Mary 2. Exorted Robertha Schwartz, faculty advisor, nine members took part in the inaugural ship inspection that was held in January.

While touring the ship, they surveyed passengers' state rooms, ranging from the standard to grand duplex apartments, and were overwhelmed by the sight of modern art blending in harmony with fine antiques. Luxurious accommodations were combined with extravagant amenities—Yeau's Clicquot champagne bar, Canyon Ranch SpaClub, and Dunhill boutique.

With all that walking and sightseeing, of course, a luncheon was in order. Once everyone was seated in the Britannia Restaurant, gourmet options were presented to the guests: herb and citrus crusted halibut, roasted lamb loin, and even a symphony of chocolate for dessert.

Docked at Port Everglades, her U.S. winter home and the last stop on her maiden voyage from Southampton, England, the flagship of the Cunard Line and the British merchant fleet was welcomed to the U.S. in grand fashion. The procession included an orchestra and water salute by fireboats, followed by the U.S. Coast Guard cutter Gannet, Queen Mary 2 and the impressive USS Carney, a Navy guided-missile destroy-er. The QM 2 is the largest (1,400,000 tons), longest (1,132 feet), tallest (236 feet), widest (135 feet) and most expensive ($800 million) liner ever built.

It is also the first true transatlantic liner built since Cunard’s famous Queen Elizabeth 2 entered service in May 1969.

Going through embarkation was the easy part. Seeing all of the ship within a matter of five hours was another.” As the members gathered their belongings at the end of the day, they saw the potential relaxation the ship would offer passengers, and longed to be among them. They returned with inside knowledge to offer the public.

For the second consecutive year, students in the cruise line management concentration participated in training for International Cruise Lines, the Cunard Line’s Accredited Cruise Deck (ACD) designation. In January, 20 students were taken through a master class over a three-day period in five courses presented by Bernie Blomquist, CLIA’s manager of training and development, and Tom Cogan, director of training. In 2003, Johnson & Wales University became the first school to provide the CLIA program to its students. Upon successful completion of the program, the ACD contributes credits toward gaining CLIA’s next higher certification, the Accredited Cruise Counsellor (ACC).”

"Johnson & Wales University was the only student group invited to the QM 2 premiere,” said faculty advisor and CLIA regional professor Andrew Stennett. “It gave our students an opportunity to be the first on the block to experience the elegance and vast size of this magnificent ship,” says Schwartz. “The Cruise Club and the cruise concentration classes get to experience many ships in the South Florida area, and this was by far the most exciting.”


**Executive Suite Lands at Radisson Airport Hotel**

The College of Business celebrated its 120th Annual Executive Suite in February with a diverse array of seminars and panel discussions indicative of the programs that Johnson & Wales offers its students. Faculty and industry professionals spoke on topics ranging from "Fraud in the Workplace" and "Navigating the Brand Gap" to "Traveling Through Managementland" and "Terrorism and the Private Sector."

Bridget Lavery '94, buyer of intimate apparel, for Bloomingdale's, N. Natasha Redding '01, a case manager for American Arbitration Association and Eric Weiner '93, director of All-Occasion Transportation.

The evening culminated with keynote speaker, Chris Ashcroft, executive vice president of Human Resources for Compass Group, North American Division, sharing the story of the company's inception and growth into new markets and industry segments. Ashcroft told the crowd of 200 he has been impressed with his experience with Johnson & Wales and its graduates. "In any industry, the critical factor in success or failure is providing great customer service each and every day," said Ashcroft. "We've put together the world's largest food service organization, and our partnership with America's Career University will allow us to do wonderful things together."

Headquartered in Charlotte, N.C., Compass Group, North American Division serves clients like Microsoft, Caterpillar, IBM, SAP, University of Arkansas, Louisiana State University, and the University of Houston. In addition, the group provides catering to special events like the U.S. Open, Ryder Cup and the Academy Awards. Compass Group started its official career for both the 2002 Olympic and Paralympic Winter Games in Salt Lake City.

Six Rhode Island businesses earn honors as Executive Suite. Partners in Education awards, presented to companies that have maintained a high profile within the College of Business, went to Citizens Bank, Koll's, Wedding Style Magazine, Enterprise Rent-A-Car, Defense Contractors Association and E*Trade Financial Corporation. The recipients were singled out for their partnerships with University programs in marketing, accounting, management and entrepreneurship. Companies and individuals contribute time and effort to educate students by offering plant tours, job Shadow and internships. -Lori Zablocka '95

**Taking The Message to Congress**

They were in Washington to attend a January conference hosted by the National Education Council. They were: Chris Ashcroft, executive vice president of Human Resources for Compass Group, North American Division, sharing the story of the company's inception and growth into new markets and industry segments. Ashcroft told the crowd of 200 he has been impressed with his experience with Johnson & Wales and its graduates. "In any industry, the critical factor in success or failure is providing great customer service each and every day," said Ashcroft. "We've put together the world's largest food service organization, and our partnership with America's Career University will allow us to do wonderful things together."
**Career Guide Chosen by Wall Street and Beijing**

The Wall Street Journal picked it as an Editor’s Choice. The National Career Development Association calls it a “must have” resource. It’s selling big in places like Singapore and Sydney, Australia. And now “The Career Portfolio Workbook: Using the Newest Tool in Your Job Hunting Arsenal To Impress Employers and Land A Great Job,” by Frank Satterthewaite Ph.D., an associate professor for the organizational leadership concentration at J&K’s Alan Shaw Feinstein Graduate School, and Gary D’Onori ’99 MBA, ’02 Ed.D., corpse-D, trainer and career coach, is being translated into Chinese.

The guide to building an adaptable collection of employment documents, credentials and artifacts ready to wow employers and land a high-paying job, takes a step by step approach to showcasing talents at any stage of a career. The publication grew out of a course in career self-management Satterthewaite teaches and the questions posed by his students. D’Onori among them. “In grad school, you have a group of people who typically have careers and are dreaming about how to work and what won’t work for them,”

Satterthewaite says, “It’s a great place for a writer to test ideas.” Tested ideas turned into sections on building, using and maintaining a career portfolio—even on very short notice—creating resumes that work with portfolios, and their digital equivalents, targeted worksheets, and examples of portfolios of five individuals. Readers learn how to evaluate and present Personal Characteristics That Add Value, Experience, Accomplishments, Knowledge and Skills (P.E.A.K.S.™) to make tangible the traits that align skills to employer needs.

Beyond the job search focus, the publication offers practical tips for navigating a successful performance review, landing araise, promotion, consulting assignment or slot in a college or grad school, or making a radical change in career. Satterthewaite says the book is finding global appeal, and he’s newly working on a book on leadership for publisher McGraw Hill.

Satterthewaite is not new to the literary world. As a freelance writer, he’s had articles in a range of major national magazines including Family Weekly and Esquire. His autobiographical account of life as a ranking professional squash player “The Three-Wall Nick and Other Angles (A Squash Autobiography)” won praise in a review in The New Yorker magazine.

D’Onori was a student in his classes at grad school who went on to earn a doctorate in education. The two now partner in Career P.E.A.K.S. LLC, a career coaching and executive development firm. Their purpose in collaborating on “The Career Portfolio Workbook” is to impart techniques to build career security as opposed to job security—whether in Rhode Island or Beijing.——C.S.

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**Educators Extend Hospitality to High Schools**

In January 2003, money was made available to Rhode Island high schools, through the Perkins Grant, to make curriculums more career-focused.

When hospitality education was identified as one of the targeted areas, the Rhode Island Department of Education (RIDE) turned to Johnson & Wales University as the expert in the field.

Faculty members at The Hospitality College pulled together a proposal for RIDGE, which was quickly put into action. Its two main objectives were to improve hospitality education teaching in high schools, and to promote hospitality curriculum and careers.

Beyond the professional and personal networking opportunities for the high school teachers and the J&K profs, says Patricia Serpa, lead on the project from the university side, “The teachers have benefited from the lessons, classroom strategies and teaching techniques that were so generously offered by the professors.”

J&K faculty members from the college serving as resources include Katie Davin and Ann Marie Weldon ’92, ’94 MS in lodging and hospitality; Patricia Bowman ’92 MS and Fred Faria ’89 MS for food and beverage management; Michael Sabatini ’89, ’92 MS and Roberta Sebo for travel and tourism, and Steve Carlomusto ’92 and Paul Van Ladingham for culinary arts.

J&K faculty members worked with the high school teachers and counselors in a variety of ways to develop their program. More than 100 teachers and counselors from all over the state attended a one-day workshop on career portfolios hosted by the career development office, at the Radisson Airport Hotel. Five schools, seven students and 10 teachers participated in a career day specifically surrounding lodging. In addition, 21 scholarships to attend a one-week hospitality educators professional development conference run by faculty from The Hospitality College were provided to Rhode Island high school teachers considering entering the hospitality professions.

“The high school teachers were feeling very isolated in their new programs and curriculums,” said Robert Fink Ph.D., assistant dean at The Hospitality College. “The link established with J&K, and the collaboration that has ensued with our faculty visiting individual schools and hosting workshops on campus allows the high school teachers to adapt and manage their programs with added confidence and resources knowing that they are able to turn to the experts at J&K for guidance.”

The involvement of J&K faculty in the program is infectious. Prof. Stephen Andrade in the School of Technology is developing a Web site as a resource on hospitality materials for high school faculty.

According to Fink, rewards are clear. “All these steps help to bridge the disconnect between high school and college for students. Involvement at this level lends credibility and a sense of purpose to hospitality as a career.”

—Pipi Saravagi

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**Careers Get Web Launch**

When they came to Johnson & Wales in the late 1990s, Fiona Wong ’01, ’03 MBA, from Singapore and Daeyeol Jeon ’01, ’03 MBA from South Korea, were both hospitality majors with a working knowledge of English. Now the duo have teamed up in Fiji Concepts designing Web sites for others, Rhode Island’s number one radio talk show host, Arlene Violet. While working on a community service consulting project for their professional communications class at the Alan Shaw Feinstein Graduate School, Wong and Jeon created a site for the Women’s Project of Rhode Island. “After we did that project, the organization was happy about the results and we thought it would be happy,” says Wong. Thoughts of careers in hospitality management went out the window. “They’d found something they enjoyed doing, and were good at it. Professors encouraged them to pursue their enterprise and offered assistance. Now the duo is designing full-time for businesses throughout the area. Violet is thrilled with her connection to the Internet. And as an added bonus, her site has an alias to J&K admissions.—C.S.
San Diego Networking Reception

More than 45 alumni from southern California gathered in January at the U.S. Grant Hotel. With the help of Celia Nisenbaum '84, director of catering and meeting services at the hotel, the event was a great success. Next up? A San Diego and L.A. alumni chapter. Stay tuned.

Florida Homecoming 2004

Homecoming 2004 at the Florida Campus included a pageant, a comedy night, a visit from Loon, well known for his collaborations with recording artist Puff Daddy, a pep rally and a step team performance by J&W's own Capital Punishment Dance Theatre. More than 50 alumni attended the masquerade ball at the Miami Shores Country Club.

Boston Alumni Reception

The annual Boston Alumni Reception was held in March in the atrium of the famous Marriott Copley Place in conjunction with the New England Foodservice and Lodging Exposition. With more than 100 attending, alumni and industry friends enjoyed an evening of networking, reminiscing and learning about the alumni council and the newly established Rhode Island and Massachusetts alumni chapter.

New York Chapter Reception

The Metro N.Y.C. Alumni Chapter came together in March 2004 in midtown Manhattan. The Metro Left. More than 20 alumni attended and made many new connections. The evening culminated with a raffle for Mets baseball tickets that were donated by Susan Orci '81, Long Island representative for the chapter.

Spring 2004
Math Professor Has A Natural Talent for Healing

Homeopath and reflexologist, Premjit Singh Ph.D. has cure at hand
By Cathy Sengel

Order shapes the passion that drives Premjit Singh’s sense of purpose. Mind trained in mathematics, she has taught the subject at Johnson & Wales Providence Campus for 13 years. Spirit attuned to the energies that flow through the body, she has been a trained homeopath since 1979. A practitioner as well of reflexology, the science of manipulating the nerve endings that channel into the base of the foot, Singh helps others to heal themselves. "Mathematics is my first love because my first love is order. This is like a hobby," says Singh. "I'm not depending on it for financial survival. Right now I'm treating this as community service." Singh holds a Ph.D. in mathematics from the University of Rajasthan in Jaipur, India; her master’s from New York University and a master’s in computer science from Queens College. She’s taught for more than 25 years at private and state colleges that include Manhattan College in the Bronx and Middlebury College in Vermont. When she returned from her studies to her native India in 1974, she trained in homeopathy at the University of Rajasthan in Jaipur. Word spread about her talents and she was asked to practice at the University Medical Center. "The main theory behind homeopathy is that we have been blessed with a body that can heal itself," she explains. "You have a healing force. And if you have not abused your body, then it is strong enough to heal yourself." Singh first came to the study the science, developed in Germany in the early 19th century, after having health problems. Suffering an allergic reaction to cucumbers, spinach, mushrooms, eggs, and salt, conventional treatment failed and a homeopath was recommended. "He would ask me questions that seemed at first strange, but I realized if I answered those questions maybe I could treat myself also. The patient has to be very observant. I found the examination process very interesting," says Singh.

Unlike modern medicine that treats symptoms, homeopathy addresses the problem. "When you have pain in your body, you need to relax or do something to help your healing force. But what happens these days is that most of us treat symptoms as something which we shouldn't have," she notes. Responding with commercial synthetic medicines that suppress symptoms, but ignore their source, weakens the healing force. Homeopathic remedies are made from plants and minerals prescribed to balance body chemistry and boost the immune system. "And they do it without side effects," Singh emphasizes.

Her methods of healing became more focused three years ago when she came across a book on reflexology at a garage sale. "I was impressed because it really meshed with what I am doing. Reflexology doesn't involve any drugs either. You use your own hands and fingers to stimulate reflexes in your feet."

With origins in India and the Far East back 5,000 years, popular for centuries in Egypt, reflexology maintains that energy flows freely from head to toe through 10 zones to 7,000 nerve endings. By massaging specific reflex points on the feet, energy can be freed, and flow aligned, loosening toxins in the body, building stamina and aiding relaxation.

Last year Singh, a mother of two grown children, opened Reflexology and Math, seeing one or two patients a week in addition to hour-long sessions in her time away from the university. In a soothing and tranquil environment, wrapped in concentration, she works areas of the feet, using hands, fingers and knuckles. "When we see there's a problem and in which part of the feet, then we emphasize the system more. The way a face betrays emotions, the feet can tell what's going on with the body," she says.

Singh treats many of her patients free of charge. Some come from as far away as Vermont, often referred by physicians who have exhausted traditional Western medical resources. Though she doesn't diagnose, she focuses on areas where she senses weakness. "It's really very satisfying," Singh says. "It looks like I've become a kind of breathing specialist."

She takes strength from being part of a process that she views as mutually beneficial. "When I'm doing it, I also get the meditative impact, so it's giving, I'm also receiving something."

The desire to serve community is as ingrained in her character as her talents for healing. Growing up in a small town in the state of Punjab in northeast India she saw her parents very involved in helping others. Her mother, a champion of women's rights and the value of education, guided Singh's choice of study.

"I'm passionate about my teaching of mathematics because I know our students need that help. Unless you feel passionate about doing what you are doing, you are not going to enjoy your life," she says, advising that passion comes through practice and hard work. "You cannot be a professional athlete without working hard, I tell them. If you have things that come to you easily they are going to go easily too."

At least once a term, usually in response to someone's complaint of a headache or other physical ailment, Singh tells her classes about the natural processes and substances that have led to her own good health, and her work as a homeopath and reflexologist. "Anyone can treat themselves," she says. "The difference between me and the person who has just read a lot, is that I've been practicing for many years."

A former student recently returned to say he's gone on to focus his studies at Georgetown University on homeopathic alternative care, a science gaining more acceptance by Western doctors. Singh is thrilled and encouraged to see more holistic and Eastern approaches to medicine integrated by physicians in the U.S. She notes with optimism that the blend is flourishing in Australia.

A member of the board of trustees of the India Association of Rhode Island who helped raise money for the Gujarat Earthquake (2000) and victims of the World Trade Center attacks, Singh introduces her students, as well, to the South Asian community of new Americans from India, Pakistan, Bangladesh, Sri Lanka and Nepal in and around Providence. "I believe that all of us—regardless of our ethnic backgrounds—should 'give back' to help the integration and improvement of our minority neighborhoods."

Integrating holistic medicine into daily life is a guiding mission outside her classroom. Now a certified holistic health consultant, she lectures at women's centers and public libraries throughout the region. "I'm really interested in spreading the message to people: we have other choices," Singh says. "We have a health care crisis. People are drugging themselves with so many medicines. More than a million people a year are dying because of drug reactions, even in hospitals and nursing homes," she says and the passion flares in her otherwise calm and engaging demeanor. "Word has to be spread that you can be anywhere in the world and help yourself."

She is committed to a long range goal of opening a center where people can be schooled in paths to good health. Singh is sure about the path she has chosen for herself. "My philosophy of life is simple living, high thinking."
Hardly a day passes when a headline doesn’t call attention to a business scandal or misdeed: a government employee using taxpayers’ money to build an addition to his home; a domestic diva dumping sinking stocks on the way to an exotic vacation; a journalist for a respected publication fabricating stories and sources. Enron, Tyco, Martha Stewart: names turned buzzwords for unethical behavior. But what constitutes a violation of ethics for the average employee? Calling in sick because it’s a great day to take the boat out? Sabotaging a colleague’s credibility when he’s not around? Accepting tickets to a game from a favorite vendor? Taking office supplies from your department’s closet? And who’s watching? Who’s accountable? Where are the lines drawn and how is the message communicated?

Those are questions being asked at all levels of corporate governance. In a 2003 forum on ethics sponsored by J&W’s John Hazen White School of Arts and Sciences, and a panel discussion among alumni at the 12th Annual Executive Suite sponsored by the College of Business in January on the Providence Campus, panelists considered the importance of setting standards. When personal behavior in the workplace is under a microscope, business leaders recognize that they can benefit from aligning their employees and management under an umbrella of ethics. Many are devising and enforcing ethics policies, not only as a way to define a culture of ethical behavior, but also as a tool to guide all members toward a shared system of values. For those at the forefront of the movement, need dictated action.

“I have always believed that everyone in the company is honest,” says Roger Berkowitz, president and chief executive officer of Legal Sea Foods. “As we got bigger, I saw that it wasn’t being communicated.” Berkowitz noticed inconsistency in decision making within the company; a business began by his grandfather in 1904. Whether it was through a chef cutting corners on recipes to balance food costs, a buyer accepting inappropriate gifts, or a server not ringing up coffee, he recognized the need to create an environment in which everyone understands what’s right.

Berkowitz met with key associates including David Ticchi, special assistant to the president, who has been with the company for 30 years, to consider an approach to the challenge. “I was honored when he included me in this project,” Ticchi recalls. “Legal Sea Foods is a family company with family values. With our sustained growth, this is our way to memorialize these family values.”
"The ENRONs and TYCOs have forced BUSINESSES in GENERAL TO CREATE SUCH ETHICS POLICIES. PEOPLE in THE BUSINESS WORLD NEED TO BE REMINDED OF A COMPANY'S CORE VALUES."

Phil Wells, Vice President, Compass Group

"We tried to make the policy something we could live with," says Toni Spigelmyer, director of investor relations for SYSCO Corp. The company's board approves the code and reports quarterly to an audit committee on any violations involving senior executives. If there is any wrongdoing, it is treated like any other discipline under the current human resources policies. SYSCO's code of business conduct covers everything from ethics compliance, conflicts of interest, competition and fair dealing and anti-trust, to overall standards, gratuities, Securities and Exchange Commission filings and political contributions. Live Web links connect employees to policies. Employees are individually introduced to standards when hired and receive annual training both at the office and the corporate levels. Forums allow workers to discuss hypothetical situations and talk about best outcomes, as a way of building perspective. Any reports of wrongdoing are made anonymously. Each is guaranteed consideration. "They [employees] know that the Ethics Compliance Board includes all varieties of people and is confidential," she says.

"SYSCO has a policy that speaks to no retaliation, even if the information is incorrect," said Julia Gannon, vice president of human resources, Hallsmith-Sysco Food Services, at the forum on ethics held in Providence. Providing a safe environment for an employee to report possible errors, even involving company executives, underscores the corporation's commitment throughout the Legal Sea Foods ranks as well. We'd applaud the person who came forward." Against a backdrop of companies that have made life miserable for the so-called "whistleblowers," Berkowitz explains that an ethics policy doesn't allow for gray areas. "If part of your culture is that it's not just whistleblowing, but a matter of everyone being accountable to everyone else, you create a no-pressure bureaucracy and if you get rid of the pressure, you can get a heck of a lot of information," says Berkowitz.

J&W Covenant partner Compass Group North America is currently in the process of establishing a defining ethics policy. Though the firm has substantial policies and procedures for its 375,000 international employees in place now, it is in the process of developing a company-wide business ethics policy that can be adopted worldwide, and communicated effectively to all employees. An ethics policy is a "value statement," says Phil Wells, vice president and ombudsman for Compass Group. "It's employment law 101 to an extent. It means equal treatment for all employees. A company needs to explain here's what we mean, here's how we live it, and here are the policies and procedures in place to support it." Says Wells, "The ENRONs and TYCOs have forced businesses in general to create such policies. People in the business world need to be reminded of a company's core values. Tyco had policies and procedures, but its corporate culture bent those." For Compass, the goal is to create a policy with which it can give its employees and associates a set of values, while creating a culture in which people can do their jobs and live their lives. "We need to help our folks with core values. Help them know what's right or wrong."

Wells' role is an example of the groups' forward-thinking culture. With a degree in law and stints in media and politics before joining the law department of Compass nine years ago, much of his work combined law and human resource issues. When the role of ombudsman was created a little more than a year ago, he became the official watchdog and sounding board for issues raised by employees. Wells describes the evolving ethics policy as a "code of business ethics." "It's a recitation of values—what does your company hold as values? What are the values to live by?"

With offices and operations in 90 countries, Compass Group faces a daunting task conveying the information and establishing a policy that incorporates the cultural differences that transcend international borders. "We need to communicate it and explain it, people will be less likely to violate it," Wells says.

Forks Berkowitz and Legal Sea Foods, that communication of values is in place and self-perpetuating. As it continues to develop, it is "peer pressure" that enforces it, he believes, getting people to make holistic decisions. "Everyone is on the same playing field," he says.

And a level playing field with clear boundaries, fair policies and individual accountability not only promotes ethical behavior, but high employee satisfaction as well. "A lot of people work for us because of our standards," Tichy says, explaining that an ethics policy in general, and Legal Sea Food's in particular, can and should become a framework for employees to consider throughout their day—a reminder to ask themselves, "If no one is watching, if no one would ever know, and if there is no legal obligation, is it the right thing to do?"

"You have to walk the talk," said Berkowitz at J&W's ethics forum. "Over and over, you have to make ethical decisions and in that way you become a role model," he concluded. "A company willing to make the investment to do things right is not going to have problems."
Restack the Pie

Rates have never been lower or the time better to refinance those college loans.

By Joelle Perrone

According to Robert Manning, author of "Credit Card Nation," students borrowed more than $140 billion during the 1990s, a sum that exceeds the cumulative total of student loans for the preceding three decades. The median student debt jumped from $2,000 in 1977 to about $7,000 in 1990, and more than doubled to $15,000 in 1996. More recent statistics show students are now incurring more than $17,000 in federal student loan debt alone in the shape of Federal Stafford Loans, Federal Unsubsidized Stafford Loans and Federal Perkins Loans. Add to that Sallie Mae Signature Loans, College Bond Loans, private loans borrowed to cover educational expenses and runaway credit card use, and facts underscore reality: the average college student incurs a lot of debt.

There is no overstating the importance that all of that debt be repaid on time: it’s important for college graduates’ credit ratings as consumers; it’s important to their colleges or universities so future students will be allowed to borrow, and perhaps most vitally, it’s important for graduates’ careers. In a tight job market with magnified background checks on candidates, credit history can become a critical part of the evaluation for employment. Poor credit can impact one’s future.

Now, with the drastic drop in interest rates to levels as low as 2.875 percent, former students can consolidate all of their federal loans into one payment. Before the rate decline, consolidation was used mainly as a prime tool for student debt management. It extended repayment from the standard 10-year period up to 15 through 30 years, depending on the size of the debt. Normally, an extended repayment period means more interest paid over the life of a loan. A consolidation loan lowers debt-to-income ratio and monthly payments, and may improve a borrower’s ability to finance a new car or home.

"Student borrowers should look at refinancing their student loans now through the Federal Consolidation Program and fix [payments] at today’s historically low [interest] rates," says Chad Pastorius, a Rhode Island Student Loan Authority (RISLA) analyst.

"There is no guarantee that interest rates for students will stay this low, so borrowers should consider refinancing their college debt now to secure these low rates," seconds Charlie Kelley, executive director of RISLA.

By lowering monthly payments by as much as 53 percent, thousands of dollars can be saved. Most federal loans have variable interest rates that are adjusted each year on July 1. The Federal Consolidation interest rate is both low and fixed. To be eligible for the Federal Consolidation programs, an individual a) must have left school or be a part-time student; b) cannot be in default (though consolidation may be possible with the U.S. Department of Education [DOE] even in default); c) cannot have already consolidated federal loans; d) must have at least $7,500 in eligible student loans, and e) must have at least one eligible student loan with the consolidating lender. Recent graduates—and just about anyone who is no longer in college—can take advantage of the opportunity.

It’s a lot easier than one might think.

The first thing borrowers should do is contact their federal loan lenders. Many students do not know from whom they borrowed while they were in school, and should contact the financial aid office at their school for assistance, or visit www.risla.com to access the National Student Loan Data System. (Most Johnson & Wales borrowers borrowed from RISLA.)

Once consolidation is in the works, the entire application process takes two to eight weeks. A rate is locked in on the date the application is received. There are no fees, credit checks or prepayment penalties. Some lenders will offer additional incentives for making automatic debit payments right from checking accounts, or for making a rearranged number of consecutive payments on time.

Consolidation is advised even during a grace period, according to the DOE. Any borrower with a Federal Family Education Loan (FFEL), should consolidate approximately two months before the end of its grace period. This will allow enough time to have the consolidation loans processed before the grace period expires, and still not rob the borrower of grace time. "You can lock in an interest rate at least a half percent lower than the current repayment rate," according to the DOE’s Student Aid page on its Web site.

Monthy Payment Consolidation

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There are estimates. Your actual payment amounts may differ. *Payment amounts based on interest rate of 4.34%. **Payment amount based on a consolidated grace period interest rate of 2.875%. Chart from RISLA consolidation brochure.

Since interest rates change every July, borrowers should act quickly. There is no over-stressing the importance of repaying student loans in a timely fashion. When students fail to make loan payments after leaving school, they become part of the federal default rate. High default rates jeopardize their own college’s ability to receive any financial aid from the federal government. Once the school’s cumulative default rate reaches the maximum over a given period of time, all of its federal aid is revoked.

Beyond refinancing school loan debt, graduates and current students are well advised to give all debt accumulation serious long-term consideration. The cost of an education is rising at a faster rate than the amount of financial aid available. In the current economic climate, parents are less financially prepared to help with their offspring’s educational expenses. Many students take out private loans to cover costs. Add to that credit card debt—and according to an article by Marie O’Malley, vice president of marketing for Nellie Mae, the average undergraduate in 2001 owed more than $2,300 of that—and it’s clear, greater debt is accumulating earlier in life.

Failure to repay those debts on time has the potential to jeopardize a future career. "Companies perform background checks as part of the hiring process to confirm the candidate’s qualifications, personality and attitude," according to a presentation by Akanoha Age ‘92 MBA, in career development at J&W. "In addition, there is definitely an upcoming trend that more and more companies are performing credit checks on job candidates as part of the hiring process." At some levels of government employment, a poor credit rating can even equal a poor security risk.

"The best thing a student can do is keep on top of his or her bills right at graduation, while still keeping in mind that student loan payments are due soon," says Michael Donnelly, collections supervisor from RISLA.

Most important is preserving good credit. "From the moment you first apply for a loan or a credit card, you have a credit history. Your current debts, paid debts, and how you’ve paid your debts are all recorded in your credit report," says Deborah Cummings, account executive with Experian credit reporting company. "Credit mistakes are costly. A person with an impaired credit history may pay higher interest rates, be approved to borrow less money, or be denied credit. Think about your future. Good credit can help you get what you want out of life. If you have a poor credit history, the opponent is true."
Looking Backward, Looking Forward

When Carl Fortin ’93 heard about Johnson & Wales’ 1st Annual National High School Recipe Contest in 1990, he was already considering attending the University. "I had been working for Craig Laskey ’83, an alumnus, for several years and planned to attend culinary school," he said. "When I found out about the recipe contest, I thought, 'why not give it a try and see what happens?" It turned into a family affair—Fortin’s brother, a photographer, shot the pictures for the application; his sister-in-law typed up his handwritten recipe; and off they raced to the FedEx office to beat the next-day deadline.

The effort paid off. Fortin was not only declared the big winner for his healthful entree of grilled Norwegian salmon with tomato and bell pepper relish, but, while studying at the university, he met his future wife. Now food and beverage manager at the Fiddler’s Elbow Country Club in Bedminster, N.J., Fortin laughs, "Sending your recipe in at the last minute is good practice for working well under pressure.”

Pressure only begins to describe Matthew Megonnell’s recollection of his experiences with the J&W recipe contest. Life-changing seems closer to the point. Megonnell ’98, a finalist in 1994, learned about J&W entirely by accident. "I was looking for art schools at a college fair, and J&W was lumped in with them," says Megonnell. "I was blown away to find out that there was a school that offered culinary arts as a degree. I ended up talking to the person in charge for well over two hours.

"Growing up, my mom always chased me out of the kitchen unless I wanted to do dishes, so I had to prove to my parents that I wanted to do something as drastic as go to J&W for culinary arts. So I entered the recipe contest as proof.

"Truth be told, I was so sick and worried about how I would do, I threw up twice before we competed," he recalled at this year's competition in Denver. "I'm much better with that now," he reassured competitors.

Today, Megonnell is executive chef for Emeril Dining Services, a division of Compass Group, at H.B. Reese Candy Company in Hershey, Pa. "J&W can easily be credited as turning me in the right direction both in career and in life," he says.

Such was the impetus behind the idea for a recipe contest. Since its inception in 1990, when Johnson & Wales had the only degree program of its kind in culinary arts, J&W's National High School Recipe Contest has not only given high school students an opportunity to explore their interests in the culinary arts, but has distributed more than $4.1 million in scholarships at the state and national levels toward developing their talents and careers. Since the beginning, emphasis has always been on healthful menus—a concept ahead of its time 15 years ago—awarding prizes in Healthful Entrée and Healthful Dessert categories. Entries have nearly tripled since Fortin first raced to make his deadline. Beyond a few small ads in key publications like Gourmet, Food & Wine and Bon Appetit, marketing is mostly through high school representatives. The 15th annual contest, held this year at the Denver Campus, attracted more than 700 recipes from students around the nation.

"It's not unusual for contest winners to build important relationships that continue well beyond graduation. In 1992, Gregg Hamm ’94 was first runner-up in the contest with his bran cobread and honey-poached pears. Today he teaches culinary arts at Lee County Senior High in Sanford, N.C. and is looking forward to exposing his own students to the Johnson & Wales experience. "I work closely with Brian Stanley, an admissions rep with the Charlotte Campus," says Hamm, in his fourth year of teaching. He encourages his students to enter the recipe contest. "No winner yet," he says, "but with luck in the future, we'll have one.”

In addition to working at Lee County Senior High, Hamm teaches at the local community college and caters some on the side. "I love to keep in contact with J&W," he says. "Maybe one day I will return as a professor there.

In front of the classroom

Samantha Jones ’94, second runner-up in 1992, followed her interests into the classroom as well. She is a culinary arts instructor at Clearview Regional High School in Mullica Hill, N.J. "After graduating with my bachelor's in food service management, I went to work for Ruby Tuesday's in management," she says. "I worked with them for three years and moved into airline catering with LSG Sky Chefs at Newark Airport. I worked there for a year, and came to the realization that teaching school was what I really wanted to do.”

Jones credits the HSRC with giving her confidence, and Johnson & Wales for preparing her "for anything. Teaching kids how I was taught has helped me," she said. "My students see the passion I have for food and what my training did for me.”

Passion brought 1999 finalist Ira Hill ’93 to teaching as well. Hill used his scholarship winnings toward a bachelor's degree in food service management, and is now tracking his master's in culinary education with plans to eventually teach in a high-school setting. "As I went through the curriculum arts program, I realized the value of not only learning well, but being able to teach well," he says. "As a culinary instructor, it will be my goal to involve the students I teach in the contest.”

In back of the house

Apart from those who have gone on to teach, other successful contestants now work in kitchens, in everything from corporate cafeterias and chain restaurants to four-star hotels. Brandi Labrie '99, 1997 first runner-up, is a line cook at...
Applebee's Restaurant in Waterville, Maine, working towards a position in management. "To me, the HSRC was an opportunity to see if a cooking career was suited for me," she says. "Today, I'm not only using the cooking techniques and recipes that I learned at J&W, but also lessons we took away from our academic courses ...from better rotation of food product to proper sanitation procedures."

Susan DaForno '91, a 1997 finalist, echoes Labrie's appreciation of skills learned beyond how to handle food and create delicious meals. "Every day, I use the skills and techniques I learned to finish my work as a pastry cook at the ritzy Carlson Boston," she says. "For example, I make many wedding cakes and use those skills constantly. But I also feel that by going to J&W and learning philosophies—not just technical skills—I have an edge over many of my coworkers."

In another field entirely

Not every contestant ended up following the chef track. Troy Hicks, '99, a 1995 finalist, went on to earn his M.B.A. at Hawaii Pacific University while working as a procurement manager for a gourmet seafood distribution company. After completing his degree, he took a job in Charleston, S.C. with MRT Souffle.

March 15. The Culinary Arts building at the Denver Campus rang with the clang of pots on stoves and the steady chop-chopping of knives. Cabernet bubbled to a reduction sauce for sautéed octopus, and dark confitions coated the aroma of chocolate. The 20 finalists in the 15th Annual National High School Recipe Contest (HSRC)—chosen from a record 724 entries—bested jet lag and the change in altitude as they recreated their original recipes for a panel of judges, including Carl Form '93, who won the first HSRC back in 1990.

"It was a special pleasure for me to see former winners of the contest enjoying successful careers and coming back to judge the contest," said Manuel Pimentel, senior vice president of university relations, who created the contest when he was director of admissions, as a way to introduce high school students to J&W and the idea of a career in the culinary arts. "That coming full circle from contestant to graduate and coming back as a professional judge is most rewarding to us as educators."

The 2004 contestants entering the university in the fall include Joe West of Kansas winner in the dinner category with "Pan Roasted Halibut and Lobster-Tossed Greens with Watercress Sun-Dried Tomato Coulis with Sauce and Leeks." He enjoys the competitiveness of the restaurant business and aims to "be the first American to win the Boise OTO."

And the winners are...

Amanda Suchet of Wyoming, winner in the dessert category blended orange and cardamom flavors in her "Oaty Peels with Almond Delight a

Souffle." Kuck graduated early from high school in order to take care of the house and 33-are ranch after her parents both fell ill. Ever an optimist, she says that being home gave her more time in the kitchen, doing what she loves.

Another extraordinary student, Redmond Cole from California and equally blind, placed second in the dessert category with his "Chocolate Raspberry Torte with Amaretto Custard." Cole so impressed contest judge Kiegan Gerhard, named one of the top 10 pastry chefs in America by Pasty & Art Design magazine he invited Cole to work in his kitchen at the Windsor Court Hotel in New Orleans this summer.

"I last experienced the contest in Providence in 1994," recalled Jim Griffin Ph.D., vice president and academic dean of the Denver Campus. After 10 years, this competition is still the premier secondary level competition in the United States in terms of the awards given and the quality of the competition. "It was an honor to host the competition in Denver."

In class right now

In addition to Hill, nearly 50 past participants in the contest are currently attending J&W Nicholas Halley, 2000 winner, is finishing studies in food service management at the Denver Campus, the embodiment of a recipe for success. Back when he was in high school, and wondering how he'd be able to finance a college education on his own, "I heard that you could get money just for entering the recipe contest," he says. With no background in cooking, Halley got a job at a local restaurant just to learn the basics and invent a recipe. "The chef made me do everything on my own," Halley recalls. "He worked me pretty hard."

"It was worth it. Halley won the grand prize—although from 1997 to 2000, it amounted to $5,000 a year, rather than full tuition. Still it made a difference in his life. "I'm paying for school myself, so winning the contest made four years of college possible," he says.

Shaemus O'Brien '93
Culinary Grand Prize Winner, 1991

Red Snapper Mazatlan

2 red onions, cut julienne
2 green peppers, cut julienne
2 tomatoes, diced
1 1/2 pounds red snapper
olive oil
2 teaspoons black pepper
4 teaspoons sweet basil
4 teaspoons oregano
2 teaspoons rosemary
1 1/2 cups white wine
8 mussels
3 tablespoons cilantro
white rice
Prepare all vegetables as directed. Lightly flour snapper.
Saute vegetables in olive oil with black pepper, basil, oregano and rosemary. When vegetables are tender, add wine and mussels; cover to steam until the mussels open. Let wine reduce by removing lid and clipper. Remove from heat. Serve, puffed on plate and place vegetables over fish. Place mussels on side and serve with white rice.

Susan DaForno '01
Finalist, 1997

Orange Banana Pie

1 large banana, mashed
10 low-fat graham crackers (crushed to 1/2 cups)
1/2 cup orange juice
1/2 teaspoons unflavored gelatin
1 can (15 ounces) fat-free sweetened condensed milk
2 teaspoons grated orange rind
1/4 teaspoon salt
1 medium banana, sliced
decorative orange peel
Blend mashed banana and the cracker crumbs together until combined. Press the mixture into a 9-inch pie plate.

Bake the crust for 8 minutes in a 350-degree oven. Let cool.

Put orange juice and gelatin in a pan and heat the pan on low heat until the gelatin is dissolved.

Mix the orange juice mixture with the condensed milk, orange rind, and salt, and whisk together.

Pour the filling into the cooled pie crust and chill for three hours.

Garnish with banana slices and orange peel.

8 servings

J&W Magazine
Bringing It All Back Home

J&W trio of champions return to show the way

By John Parente

I was originally going to become an assistant at Bridgewater (Mass) State College after I graduated from J&W," recounts Gilbert, "but something just didn’t feel right. It was a sense of loyalty. If I had left and had to coach against Johnson & Wales, I would feel like I was stabbing someone in the back. Now, I don’t regret that decision one bit."

Hutchinson, meanwhile, was a two-sport star. The best pitcher that the Wildcats have had since the inception of softball at the Providence Campus, she was a Great Northeast Athletic Conference standout on some of the early Johnson & Wales teams that eventually evolved into a formidable foe. She holds nearly a dozen softball records, and is also among the top 10 in several basketball categories as well.

But despite her athletic prowess in her first season, no one was quieter than Hutchinson, who left her family’s farm in Pennsylvania to pursue degrees in baking and pastry arts, which eventually led to a bachelor’s degree in food marketing.

"I was quiet back then, I guess," Hutchinson says. "But eventually, I was working hard, and it was becoming easier to compete with the upperclassmen. Once that happened, I had the confidence I needed to push them, too, and with that, I got less quiet."

Gilbert says even as a player he was feeding off the success of fellow athletes like Hutchinson. "She was the man back then. He was an All-American. We never had one of those in any sport. You see someone make history like that and you don’t want to stop."

For Gilbert, there was more, though. The 5-foot-10-inch shooting guard played for Wildcat teams that, in the early days of the program, starred for wins. He played for three different head coaches in his four years, but that, says Gilbert, makes the coaching experience, and this past winter’s conference championship, even sweeter. "Winning as a coach or a player can’t be replaced," he said, "and I’m so thankful that I’m part of it, especially here. If a school had a 100-year tradition, it wouldn’t be like ‘so what.’ But last month when we won our first conference championship, and the first NCAA bid that came with it, it was huge. And I got a chance to see things right from the beginning. It’s very, very rewarding."

Perhaps the biggest challenge for all three young assistants was separation anxiety. Here they were, just a year or two out of school, coaching their former teammates. "That’s tough to get through," says Gilbert, "but we’re growing out of that difficult phase. The freshmen who come in now think I’m better than I really was," he laughed, "but I had to grow into a new role—a coach—and I had to sell that to them."

For Gilbert, and for the others, the past couple of years have also carried with them new responsibilities as teaching professionals. "I didn’t realize that for awhile," Gilbert admits, "but when it hits you, you realize how awesome that duty is. You’re a teacher, a leader, a role model. There’s a philosophy that you have to buy into in Division III in order to be successful, and it’s my job to help teach it."

"It feels good," says Gilbert, "and you hope that they listen, because I was in their shoes only a couple of years ago, really. But you feel that, no matter how much older you are, that you need to tell them about your experiences, and you want them to understand. Some work harder than others, and you need to tell them. That’s not only on the mat, but academically, too." Gilbert knows a little about that aspect as well. He’s a three-time National Wrestling Coaches’ Association Academic All-American.

"I try to push them as hard as I pushed myself when I was a player," says Hutchinson, "and some of the girls don’t like it, but that’s how I became more successful."

All three will eventually see their faces etched in bronze in the Johnson & Wales Athletic Hall of Fame. All three become eligible for that honor next year, and are very shoo-ins for the award based on their excellence in a Wildcat uniform. But for all three, the calling is higher.

"I really get a chance to make an impact on them, and there’s no better feeling," says Gilbert, who, when not coaching, is taking what he learned on his way to a degree in entrepreneurship to help some of his friends launch their own business careers.

"I see kids go through things I went through, and I can use things I learned at Johnson & Wales—about diversity, leadership, teamwork—to point them in the right direction," says Gilbert, who majored in accounting. "It’s pretty awesome."

"I love it," Hutchinson says of coaching. "I’m still around the game I love, at a place I love. I’m getting an opportunity to learn a lot more, about skills, about teaching techniques, and with our younger players, we have a great bunch of girls. It’s a lot of fun. I guess I’m pretty lucky."

So is Johnson & Wales, times three.

A

I three arrived on the Providence Campus to begin their collegiate careers on the very same day in September of 1998. One was home-grown, a basketball player from neighboring North Providence. One was a wrestler from Bristol, N.H. The third played softball and basketball in her hometown of Jamestown, Pa.

They certainly didn’t know it then, but their athletic and academic careers would become so intertwined that they now share a common and rather rare thread. More than six years after that first day of class in ’98, they haven’t left the Providence Campus yet. Instead, they’ve become an integral part of the athletic department. Meet Wildcat assistant coaches T.J. Cioffi ’02, James Gilbert ’02, and Laura Hutchinson ’02.

Only three years removed from the successful completion of splendid J&W athletic careers, Cioffi, Gilbert, and Hutchinson remain staples of the University’s nine-year-old intercollegiate sports program. Though their academic careers in Providence may have drawn to a successful close, their part-time careers as coaches are just beginning. And all three couldn’t be happier that they’re working at their alma mater.

"How great is this?" says Cioffi, one of only four Wildcats to score more than 1,000 points in an NCAA career at Johnson & Wales. "It means so much more to be coaching here. I was one of the early athletes, and we all tried to build a tradition. Now, we all want to make it great."

Gilbert, the first Johnson & Wales student to ever become an All-American in an NCAA sport, became the Wildcats’ assistant wrestling coach immediately after his graduation. He completes a three-man All-American staff that also includes Head Coach Lonnie Morris and Assistant Coach Brian Allen, who received the coveted national honor while at Rhode Island College in the 1980s.

Spring 2004

J&W Magazine
Putting Faces on Stories of Success

Alumni stand-outs are honored for their careers and accomplishments

By Sheri Ispiri '93, '94 MS

You may have already "met" some of them. You may recognize their work when you dine out, make a long distance call, visit a specialty boutique, or enjoy a night on the town. They are business leaders, acclaimed culinarians, entrepreneurs and trend-setters who all have one thing in common—they are graduates of Johnson & Wales University.

As a result of their accomplishments, these high achievers have been recognized as Alumni Success Stories. A university-wide initiative that spotlights alumni and their career paths to inspire current students and other alumni and attract prospective students, the program was first launched at the Providence Campus in 2001.

Through a biography and a collection of images from the graduate's professional and personal life, including company and community service logs, photographs, industry awards, and media coverage, a "success board"—a poster-size version of each success story—is designed in the recipient's honor. The posters can be found hanging in the alumni's college, and are used at special alumni events. Each recipient is also presented with a framed copy of his own success story, but their accomplishments speak for themselves, as it is obvious by this sampling of past and present honorees:

Tracey Nguyen '98, an advertising communications major, began climbing the ladder to success with the start of her college career at Johnson & Wales. As the Class of 1998 commencement speaker, Nguyen was recognized first by Glamour magazine among great commencement speeches by women graduates. Today, he company, Ti-Arth shoes and accessories, has been featured in fashion magazines that include In Style, Glamour, and Lucky, as well as on NBC's "Today" show. Her products are sold online and in specialty boutiques across the U.S.

Bennett Singer '98 MBA began his graduate studies at Johnson & Wales, he had already launched a successful career at Citizens Bank. Singer is now vice president and portfolio manager for Citizens, spearheading a number of major investment management projects. Singer also serves his country as a lieutenant colonel and senior army aviator in the U.S. Army National Guard. Currently he is stationed in Afghanistan overseeing several mobile training teams.

It's only been three short years since graduation, but today, Gregory Roberts '00, a food service and culinary major, manages the largest corporate housing company in New York City, and presides over a growing enterprise handling vacation homes for executives. Two of Roberts' other ventures include the recently-opened Metro 53, a nightclub in mid-town Manhattan and The Bernadette Collection, an online gift basket business.

As vice president of culinary operations for Chili's Grill & Bar, culinary major Brian Kolodziej '82 is responsible for menu innovation and development, product management and assessment, and culinary training. As a member of the ChiliHead Leadership Team, he is involved in overall concept strategy and planning. Nation's Restaurant News (NRN) recognized Brian in 2003 as one of its top 50 culinarians in research and development. In previous years, NRN has honored him as one of the Top 50 Tastemakers influencing American dining.

Heather Singleton '97, '99 MBA is a successful businesswoman with the Rhode Island Hospitality & Tourism Association. Before becoming vice president of operations, Singleton started as a program director and was promoted to director of special events. In 1999, she was named Employee of the Year. Singleton recently formed a successful women's networking group titled Women in Hospitality that has more than 150 active members.

Walter Leffler '84, a culinary arts major, is executive chef at The Oakroom, a AAA five-diamond restaurant in the historic Seelbach Hilton in Louisville, Ky. He has prepared cuisine for every president since Nixon, as well as members of the British royal family and often returns to J&W as a guest speaker and mentor for students.

Matt Kenney '91 '02 MBA has been busy carving his own career niche and indulging his entrepreneurial spirit. Kenney has owned two successful small businesses, and served as vice president of operations for a venture capital-financed start-up. Kenney frequently conducts business seminars and serves as a management consultant to aspiring and early-stage entrepreneurs. He also maintains an active teaching schedule, serving as an adjunct professor for J&W, Regis College, and Franklin University.

A small group of close to two dozen alumni recognized for making their mark on the world of business, Success Stories only hint at the accomplishments of J&W graduates.
Newly Elected Members to Join Alumni Council

The names are in and the newest members of the Johnson & Wales University Alumni Council will begin their roles on July 1. With a 60 percent increase in voter response, this year’s election was a big success, joining the alumni council team are: Vice President, Michael Grossi ’95, ’99 MBA, ’01 Seminary, N. H. Bates ’01 Annette, Director of Events, Lee Lewis ’99, ’04 MBA Director of Programs, Lucia (Lucian) Edwards ’02 Graduate School Representative, Sarah Fern ’99 MBA International Representative, Xiu (Lianmei) Mao ’98 MBA Charleston Campus Representative, Jaylenick Pentecost ’92, ’96 MBA Florida Campus Representative, Cassandra Gorden ’92 Charlotte Campus Representative, Diamondly Cameron ’96 Undergraduate Representative, Amy O’Brien ’95 Undergraduate Representative, Juan Soto ’02

Through its strategic plan, the alumni council has played an invaluable role in the last year in improving the connection between and among alumni and the University. Two major accomplishments were the establishment of the all-class reunion at the Providence Convention Center and the reinvention of the alumni chapter program nationwide. Topics for focus next year will include expanding the all-class reunion concept beyond the Providence Convention Center, creating a student-alumni mentoring program, and building a strong global career network of alumni worldwide.

Tracy Kroick and Paul Miltich were married on May 15, 2003, in Agueda, West Indies. They reside in Virginia Beach, Va.

Frank Rassanoz is the chef-owner with his wife, Andrea, of Tabua do South Beach Brazilian Grill in New York. The couple has worked in high-end restaurants in New York and Florida.

Gregory Rekas, the Dobroist Guitarist, is a personal chef in Virginia Beach, Va.

Mark West is business manager for the food service division of J&L Leeso Sales & Marketing, Windham, N.H. He has held a number of management positions with Nabisco and Campbell Soup Co. and, most recently, with Campbell Soup Co. in America and Menlo Park, Calif., and his work is with Campbell Soup Co. There he was in Menlo Park, Calif., and his work is with Campbell Soup Co.


1993

Michael Roland is a chef at Tupelo Country Club in Mississippi, specializing in Southern cuisine.

Jeffery Pitt is now general manager of the Courtyard Marriott Boston Cape Cod. He previously held positions as general manager of the Courtyard by Marriott in Warwick, R.I. and Manchester, N.H.

Judith Williams owns Cater Creations in North Miami, Fla. She cooked for a number of Williams Sonoma in Coral Gables showcasing island specialties, she gave up in her mother’s restaurant in Kingston, Jamaica.

1994

Peter Atkinson is facilities project administrator at Harvard University’s Kennedy School of Government, in Cambridge, Mass.

Linda Castile is corporate sales manager for the Millennium Broadway Hotel in New York. She lives in Teaneck, N.J.

Christopher Casner is a dining services director for Kosovo Senior Living in Raleigh, N.C. He lives in Apex, N.C.

Heather (Michips) Elzio is a Bun consultant for President Clinton in Hollywood. She lives in Pembroke Pines, Fla.

Margaret (Rose) Flores is teaching Spanish and sign language to preschoolers after receiving her master’s degree in education at the College of Rhode Island in Newport. She has also launched BrightBYTES, interactive, educational, and entertaining software for children on food nutrition. Her wife, Lisa, ’97 MBA, is a training specialist at the Office of Athletes, Mass. The couple and their two sons live in North Attleboro.

Amy Voltz and Jason Centrella were married on June 21, 2003, in Montpelier, Vt., where they also reside.

1995

Thomas Androvich is a lead training engineer for Microsoft in Charlotte, N.C.

Lea (Cafiero) Rearden is a senior sourcing purchasing analyst for L3/BAE, Inc., in Brimstone, Mass. She lives in Sunnyvale.

Jennifer (Perri) Benito is a tax manager for Liberty Mutual, New York. She lives in Somersworth, N.H.

Russell Cossman is an internet advertising manager for Aerocomponent in Providence, R.I. He also resides in Providence.

Franklin Farmer is the executive chef at Delamar Cambridge at Purcellville in Md. He is a partner in two Chefs Catering.

Steven Hermann is a sales representative for Reconsoft Associates, a professional food service sales and marketing business in Greenfield, Mass. He lives in Woodside.

Charles Getlin is a yacht broker and owner of Baltic Yachts, USA in Newport, R.I.

Ellen Lomato owns Coby Abdomen Catering in Providence. She and her husband, Jeff, live in Cranston.

Billitten Martino runs the Rib Room, a restaurant in Cranston, N.Y.

Christoper Mydson is sous chef for Sonoma Restaurant in Charlotte, N.C., where he also lives.

Anthony Pino is chef-owner of The Dining Room at Anthony David’s in Hoboken, N.J.

Francisco Morales is the front office management for the Hesley, Parklane Hotel in New York. He lives in Hackensack, N.J.

Paul Reese is executive chef for The Governor in Miami Beach in Coral Gables, Fla.

Sam Spadolovich ’97 MBA is the senior operations manager for the Conference & Meetings Corporation in Providence, R.I. He lives in N. Providence.

Michael Tanturco MS is president of Feed Their Dreams, Children’s Foundation in Providence, R.I. He is a nonprofit organization educating young children on food nutrition. His wife, Lisa, ’97 MS, is a training specialist at the Office of Athletes, Mass. The couple and their two sons live in North Attleboro.

2001

Elizabeth (Choquette) Letemoune ’96 MBA is the account manager for Nippon Avion Lines in East Greenwich, R.I. She lives in Coventry.

Dennis Medica is a sales manager for Dale Doris Eaglewood Conference Resort & Spa, Sioux Falls, S.D. He lives in Carol Stream.

Shana Murmel ’96 MBA is the assistant director for Rhode Island College in Providence, R.I. She lives in North Providence.

Chad Pawlak is president of Wisconson Organization for Hope in Thorp, Wis. He lives in New Berlin.

Daniel Richmond is an options trader for SUNY Optometry in New York. He lives in the Bronx.

Paul Riggs is the chef-owner of the Blue Water Grill in High Point, N.C.

Melanie Saunders is director of annual fund operations for the Rhode Island College in Providence, R.I.

Janus Beck opened The Ranch Law Firm in Las Vegas after earning his law degree from the Boyd School of Law at the University of Nevada, Las Vegas. After law school he worked as an assistant to Potter Steve’s Legal Office in Las Vegas. He is president of the NAB-JEP Law Firm for the American Multicultural Bar Association and was on the Board of Directors of the NAB. He was also the University’s Senior Service Award.

1996

Karen Byrd is the district chef for Monitor Senior Dining in Boston. She lives in Pembroke.

Scott Deigett is general manager of the Bay Voyage in Jamestown, R.I. and was awarded the School to Career Partnership by the Rhode Island College and for several years he was the director of the Rhode Island College and for several years he was the director of the Rhode Island College.

James Fisher is business finance analyst at Wellington Management LP in Boston. He resides in Brookline, Mass.

Glenn Beck is an editor for Cooks Illustrated in Brookline, Mass. She lives in Framingham.

Tommaso Gadda and Jason Christl ’85, chefs for Food Oracle Dining Services in Altenkirchen, Pa., presented a demonstration at the 2003 Pennsylvania State Conference of Family and Consumer Science teachers.

Stacey (Capgilli) Guerri ’98 MS is a sales manager for The Grand Plan on Staten Island, N.Y. She lives in Brooklyn.

Michael Kelly, MBA, is a senior credit officer for First National Bank in Detroit. He lives in Canton, Mich.
2002

Alhya Acalloquz is event coordinator for the Florida East and Executive Conference Center in Boston.

Nedka Boge is an independent sales associate for AVAC in Charleston, S.C. She lives in Mount Pleasant.

Molly Bradlee is a partner and manager at Roan, soon to be renamed Faison, a reopened pub and café in Bloomington, Ind. Molly worked at Houston’s restaurant in Austin, Texas, and helped open the downtown 450-seat Aquarium restaurant there.

Glenda Caball is a baking and pastry instructor at Bristol Community College in Fall River, Mass. She lives in Westport with her partner.

Ashleigh (Tausi) Carthier and her husband have opened Carthier Meats & Seafood Market, an upscale market specializing in meats and seafood.

Louis Ferretti is a baker at Harsh’s Las Vegas, where he also lives.

Marla Foulom and Rodney Citer announce their marriage on Feb. 23, in Kiliman, Texas. They currently live in Cooper City, Fla.

Cassandra Gordon is a management trainer for Enterprise Rent-A-Car in Austin, Texas. She lives in South Austin.

Karin Austin and Laura Laffitte were married on June 21, 2005, in Providence, R.I. The couple lives in North Providence.

George Babineau works in the entertainment operations management department for The Walt Disney World Company in Anaheim, Calif. He lives in Laguna Niguel.

Matthew Couplin is a general manager for the Market District Group’s (MDG) New England division in Nahant, Mass.

Karan Patel and Stephanie Galli were married on Oct. 12, 2003, in Las Vegas. The couple lives in Johnstown, Pa.

Mark Macomber is a corporate relationship manager for Citizens Bank in Lowell, Mass. He lives in Mansfield.

McCarthy is director of international recruitment at JWU’s Providence Campus.

Chau Nguyen is pursuing a master's degree in taxation at American University in Washington.

Nydia Ortiz is a medical assistant at Roger Williams Medical Center in Providence, R.I.

Dinyong Patel is the medical office manager for the Sherman San Francisco International Airport Hotel. He lives in Fremont, Calif.

Richard Raphael is a principal in Leonard & Lach Properties, a real estate firm in Waterbury, Conn.

Rachel Reese is the restaurant manager and culinary arts instructor at Bred & Butler, a popular teaching restaurant for homeless and low-income people, opened by Union Mission Inc. and Seaview Technical College in Saginaw, Ga. Cotton says that Reese is the 100th volunteer to help on a position in the family's command center. They are Tracey Nigro's 10-year-old daughter, John. C. Kuhlman '94, treasurer; Megan Schaefer '01, secretary; Mark Moeller '88, NJ representative; Susan Lurie '01, Long Island representative; and Gwendolyn C. Capers-Wilson '00, borough representative.

With more than 65 supportive members, the Rhode Island/Massachusetts chapter has held well-attended networking gatherings for local alumni establishments. And in March, the Baltimore/Washington D.C. chapter hosted its first alumni gathering at the trendy Poole's restaurant in Georgetown. More than 30 alumni attended and enjoyed the event. Under the leadership of R. Blaine Dorsey '01 and his team, more exciting events are being planned and membership numbers continue to climb.

With the growth of chapters over the next year, the University hopes to see more online chapter events initiated by our international alumni. Currently, alumni from Sweden, Israel and Cyprus are working to get their chapters up on the alumni Web site and create an online hub for graduates of their countries to connect with each other no matter where in the world they are living. If you are an international alumni interested in starting an online chapter for your country, please contact Mary Camody, alumni project manager, at 401-598-2978 or e-mail mcamody@jwu.edu.

Making It All Up

In February, Sherry Brice '74, right, extended an open door invitation to all JWU alumni and students to join her at her Newport, R.I., salon for the fall Cosmopolitan Cosmopolitan experience. JWU students Ashley Baxter, left and Cassandra Marks, second from left, paid her a visit for some personal attention.

Chapters Building Globally

A Alumni around the world are banding together to form Johnson & Wales alumni chapters in areas as close to home as New England or the West Coast, and as far flung as Turkey and Malaysia. Their efforts are creating linked communities that allow alumni to network, trade information and contacts and build a base for continued involvement with the University.

The recently formed Metro New York City chapter started off with its first two meetings at Midtown hotspots belonging to Greg Roberts '00, Metro 53 in January and The Metro Loft in March. Robin Bass '97, chapter president, shared her vision for the chapter’s development drawing excitement and support among the attendees.

A number of alumni have volunteered to hold a position on the chapter’s formation committee. They are Tracey Nigro’s 10-year-old daughter, John. C. Kuhlman ‘94, treasurer; Megan Schaefer ‘01, secretary; Mark Moeller ‘88, NJ representative; Susan Lurie ‘01, Long Island representative; and Gwendolyn C. Capers-Wilson ‘00, borough representative.

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Stay in Touch

To learn more about alumni programs, services and events in your area, please contact the representative at the campus nearest you.

Providence

Lori (Vuolo) Zacka ‘95
Manager of Alumni Relations
401-588-4757
lori.zacka@jwu.edu

Charleston & Charlotte

Deborah Langenhan ‘88, ‘90 MS
Director, Career Development & Alumni Relations
843-727-3014
deborah.langenhan@jwu.edu

Randall Dubois
Director, Career Development & Alumni Relations
800-277-2433 ext. 225
randall.dubois@jwu.edu

Florida

Brady Tillman Jr. ‘00
Manager of Alumni Relations
800-232-4333 ext. 7060
brady.tillman@jwu.edu

Denver

Greg Lorenz
Director of Career Development & Alumni Relations
303-256-9322
greg.lorenz@jwu.edu

For further information call 1-888-JWU-ALUM or e-mail alumni@jwu.edu.

Contact A Chapter Near You

Interested in getting involved with an alumni chapter? Check out our list below. For more information on these groups, call a representative or visit the online directory of the alumni Web site and select the chapter of your choice in the Miscellaneous section. Don’t see a chapter in your area? Contact the manager of alumni relations at the campus nearest you to get one started.

Baltimore/Washington D.C.
Contact: R. Blaine Dorsey ‘01
Phone: 202-469-5290
DCChapter@alumni.jwu.edu

Bohlinors (Turkey)
Contact: Hanha Kuckman ‘92 MBA
Phone: +90-532-768-7294
TurkishChapter@alumni.jwu.edu

Charlotte
Contact: Joe Chiviera ‘96
Phone: 704-957-9055
CharlotteChapter@alumni.jwu.edu

Los Angeles
Contact: Scott Baslin ‘01
Phone: 213-747-8572
LAChapters@alumni.jwu.edu

Malaysia
Contact: Zaman Mr. Abd Wahab ‘97
Phone: 57-779-918-4058
MalaysianChapter@alumni.jwu.edu

Metro New York City
Contact: Robin Bass ‘97
Phone: 917-721-2727
NYCityChapter@alumni.jwu.edu

Metro Philadelphia
Contact: Michael Chowsky ‘99
Phone: 215-289-2010
PhillyChapter@alumni.jwu.edu

Rhode Island/Massachusetts
Contact: Karen Fronha ‘99
Phone: 508-957-7120
RIFromha@alumni.jwu.edu

Rocky Mountain
Contact: Kim Adams ‘90
Phone: 303-559-9121
RockyMountainChapter@alumni.jwu.edu
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>June 28</td>
<td>14th Annual Golf Classic, Providence Campus</td>
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<tr>
<td>July 18</td>
<td>Orlando Alumni &amp; Industry Reception (in conjunction with American Culinary</td>
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<td></td>
<td>Federation Show)</td>
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<tr>
<td>July 18</td>
<td>Taste of the Nation, Denver Campus</td>
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<tr>
<td>July 30</td>
<td>8th Annual Summer Pops in the City, Providence Campus</td>
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<tr>
<td>Sept. 7</td>
<td>Senior &amp; Alumni Networking Day, Denver Campus</td>
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<tr>
<td>Sept. 23–25</td>
<td>Charlotte Shout, Charlotte Campus</td>
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<tr>
<td>Sept. 24–26</td>
<td>Family Weekend, Charlotte Campus</td>
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<tr>
<td>Oct. 6–7</td>
<td>Alumni &amp; Industry Reception and Career Conference, Providence Campus</td>
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<td>Oct. 8</td>
<td>Alumni Council Meeting, Providence Campus</td>
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<tr>
<td>Oct. 8–10</td>
<td>Homecoming/Family Weekend, Denver Campus</td>
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<tr>
<td>Oct. 9</td>
<td>All-Class Reunion, Providence Campus, Westin Hotel</td>
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<tr>
<td>Oct. 9–10</td>
<td>Homecoming/Family Weekend, Providence Campus</td>
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<tr>
<td>Oct. 17–18</td>
<td>Alumni &amp; Industry Reception and Career Seminars, Charlotte Campus</td>
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<tr>
<td>Oct. 19–20</td>
<td>Alumni &amp; Industry Reception and Career Conference, Charleston Campus</td>
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<tr>
<td>Oct. 25–26</td>
<td>Alumni &amp; Industry Reception and Career Conference, Denver Campus</td>
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<tr>
<td>Oct. 27–28</td>
<td>Alumni &amp; Industry Reception and Career Conference, Florida Campus</td>
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<tr>
<td>Nov. 15</td>
<td>New York City Alumni &amp; Industry Reception, Waldorf-Astoria</td>
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For information on the above events contact the manager of alumni relations at the campus nearest you. You can also find these and other alumni-related events on the alumni Web site: http://alumni.jwu.edu