# Mandy Ulicney

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**EDUCATION**

**Master of Science, Hospitality and Tourism Management,** Kent State University, Kent, OH, August 2011

**Bachelor of Science, Hotel, Restaurant and Event Management,** Youngstown State University, Youngstown, OH, May 2001

**PROFESSIONAL EXPERIENCE**

**Associate Lecturer**,Hospitality Management, Kent State University Ashtabula

August 2012-Present

* Teach courses in the undergraduate Hospitality Management catalog according to University guidelines
  + *Hospitality Purchasing, Professional Practices in Hospitality Management, Service Quality and Food Production, Sanitation and Safety, Meetings Management, Meetings Management Lab, Club Management, Hotel Operations, Casino Management, Layout and Design, Hospitality Human Resource Management, Intro to Hospitality Management, HM Practicum, Hospitality Service Quality Management*
* Developed a Hospitality Advisory Board of successful hospitality operators
* Coordinate meetings for the Hospitality Management Advisory Board
* Developed the Hospitality Management Society (HMS) to strengthen student relationships and to provide internship, scholarship, and job opportunities
* Serve as faculty advisor for Hospitality Management Society (HMS)
* Served as faculty advisor for KSU Chapter of Professional Convention Management Association (PCMA) while the advisor was on sabbatical
* Recruit students for the Hospitality Management program
* Provide service to university, community, industry and supported on-going program growth and development
* Developed and maintain the Dress to Impress program, which provides complimentary professional attire to students in need
* Assist students in development of fundraisers for scholarships and student travel
  + Served as the faculty advisor for the Kent State Ashtabula Hospitality Management golf outings from 2013-2016, resulting in over $12,000 raised for students
  + Served as the faculty advisor for the combined campus Hospitality Management golf outings in 2017 and 2018, resulting in over $12,000 raised for students
* Act as the liaison between Kent and Ashtabula campuses Hospitality departments

**Adjunct Faculty**, *Hospitality Management,* Kent State University, January 2010-May 2012

* Taught courses in the undergraduate Hospitality Management catalog
* Prepared lectures, assignments, and exams according to University guidelines
* Accessed technological venues and course websites to post lecture materials and grades, and to communicate with students

**Graduate Assistant**, *Hospitality Management,* Kent State University, August 2009 – May 2011

* Served as a lab assistant for *Techniques of Food Production and Food Production/Service Management*
  + Demonstrated knowledge to order food for production labs based on weekly menus
  + Accurately maintained food inventory and acceptable food costs
  + Maintained kitchen according to safety and sanitation guidelines
* Assisted faculty advisors with two student organizations, CMAA and PCMA
* Advised student managers in planning of fundraising dinners, golf outings, and bake sales
* Assisted professors in preparing lectures and grading exams and reports
* Demonstrated ability to perform a variety of clerical work for professors

**Event Planner**, Bliss Special Events, Youngstown, OH, June 2009-August 2012

* Consulted clients planning a variety of special events
* Negotiated and facilitated contracts with vendors to maintain budget requirements
* Prepared event plans and execute them according to specific client instructions
* Filed sales tax forms according to Ohio state law

**Assistant Manager** February 2001-January 2002**/**

**General Manager**, Avalon Golf and Country Club, Vienna, OH, January 2002-June 2009

* Supervised recruitment, hiring, training, and evaluation of over 100 employees seasonally
* Conducted weekly staff meetings with management team
* Prepared and followed a yearly budget and projected income statement
* Demonstrated ability to effectively communicate with owners
* Established and maintained exemplary standards for service staff
* Cooperatively worked with Executive Chef to develop menus
* Assisted owners in opening of two new facilities
* Recruited new club members
* Decreased loss by $190,000 in first year as General Manager

**Manager**,Open Hearth Bar and Grill**,** Youngstown, OH, February 1997-February 2001

* Developed a new menu and booked parties for 150 seat banquet hall
* Provided training to new servers, bartenders, and cooks
* Ordered wine, liquor, and beer according to forecasted business and in accordance with Ohio state law
* Decreased beverage costs by six percent

**Management Intern**, The Greenbrier Resort, White Sulphur Springs, WV, October 2002

* Rotated among the departmental managers of the resort
* Learned and maintained the resort’s practices involving menu planning, guest accommodations, special event preparation, purchasing, inventory control, training and execution of all daily and event business

**PUBLICATIONS**

**Ulicney, M.,** Ravichandran, S.,& Karpinski, A. (2013). Utilization of database marketing in the private club industry. *International Journal of Hospitality and Tourism Administration*

**PRESENTATION**

**Ulicney, M.,** & Ravichandran, S. (2010, July). *Implementation of Database Marketing in the Private Club Industry*. Poster presentation at the 64th Annual I-CHRIE Conference, San Juan, Puerto Rico.

PROFESSIONAL DEVELOPMENT

2012-Present Member, Ohio Hotel and Lodging Association

2001-Present Member, Club Managers Association of America

1997-Present Member, National Restaurant Association

2009-2011 Member, Professional Convention Management Association

CERTIFICATIONS

2011-Present ServSafe® Instructor and Proctor

2005-Present American Red Cross 1st Aid/CPR

2001-Present Wilton® Cake Decorating Courses 1, 2, and 3

AWARDS AND RECOGNITIONS

Kent State University

2018 Grant Recipient, Ashtabula County Convention and Visitor’s Bureau, $750 received

2016 Recipient, Faculty Excellence Award

2015 Recipient, Faculty Excellence Award

2015 Recipient, Faculty Award, Excellence in Accessibility, Student Accessibility Services

2014 Recipient, Faculty Award, Excellence in Accessibility, Student Accessibility Services

2014 Recipient, Faculty Service and Leadership Award

2014 Kent State Ashtabula Dean’s List Reception Speaker

2012 Recipient, Graduate Student Research Award

2011 Recipient, Service and Leadership Award

2010 Recipient, Service and Leadership Award

2009-2011 Graduate Assistantship

Youngstown State University

2001 Outstanding Human Ecology Graduate Award

2000-2001 President, Hospitality Management Society

1998-2000 Alumni Liaison, Hospitality Management Society

1996-2000 Dean’s Scholarship

1998 Mudville Fire Scholarship

1997 Farmer’s National Bank Scholarship

UNIVERSITY COMMITTEES

2018 Dean’s NTT Reappointment and Promotion Committee

2017-2018 Faculty Advisory Council

2017 University Diversity Advisory Council Alternate

2016-2017 Hospitality Management Advisory Board, Alumni and Marketing Chair

2015 Search Committee for Full Time NTT Enology Faculty Member, Kent State University at Ashtabula, Chair

2014 Dean’s NTT Reappointment and Promotion Committee

2012 Dean’s NTT Reappointment and Promotion Committee

CONFERENCE/SEMINAR ATTENDANCE

2018 Ohio Wine Producer’s Association Annual Conference

2018 Kent State Ashtabula Hospitality Management Seminar

* Conference planner

2017 Ohio Hotel and Lodging Association Annual Conference

* Student networking session coordinator

2017 Ohio Wine Producer’s Association Annual Conference

2017 Kent State Ashtabula Hospitality Management Seminar

* Conference planner

2016 Ohio Conference on Travel

2016 Kent State Ashtabula Hospitality Management Seminar

* Conference planner

2015 National Restaurant Association Annual Conference

2014 National Restaurant Association Annual Conference

2014 Ohio Hotel and Lodging Association Annual Conference

2013 Ohio Hotel and Lodging Association Annual Conference

2011 Professional Club Management Association of America National Conference

2010 Club Manager’s Association of America, World Conference

COMMUNITY INVOLVEMENT

2017 Northern Career Institute, Board Member

2016 Mystery Shopper Program Co-Developer

2015-2017 Ashtabula County Convention and Visitor’s Bureau, Board Member

2012-2014 NEOFUND, Speaker