

THE 180



91% ...

Re:
vol. iv
2020-2021

THE 180
VOLUME IV

Re:

Dedicated to our Hotelie family.

COINT

REFLECT 6 - 15

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Dear Hotelies,

Hello and welcome to the fourth volume of The 180.

When we first started brainstorming for this year's theme in summer 2020, many words with the prefix "re" came up in our e-board discussions: reassemble, reimagine, reflect. From these ideas, we saw frustration, worry, and this yearning to go back to the time before all the chaos. But there was also this energy to rethink and redesign a new way and this desire to find silver linings.

While our annual publication was created to capture memories for The Hotel School community, this year, we also felt the need to discuss what has been happening nationally and globally.

We ultimately decided to have the prefix "RE:" as the overarching theme and divide the volume into three sections: reflect, realign, and reimagine. We wanted to reflect on what had happened and how that has affected our community, realign our life to the new ways, and reimagine what the unexpected has brought for the future. We wanted to reply to this past year by acknowledging the unexpected and celebrate our resilience despite these uncertainties.

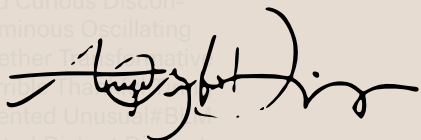
Four years ago, we were created to showcase unique Hotelie traditions. In the past year, we perhaps witnessed the most drastic changes to some of these long behold 'Hotelie things.' However, as we observed the happenings around Statler Hall and through interviews with students, staff, and faculties, we noticed that the true essences of being Hotelies has never diverged.

We hope you will find resonance with your '20 - '21 story in this volume as you flip through the pages. We know that not everything was sunshine and rainbows in this confusing year. However, we believe that there is an importance of telling these narratives and capulate this chapter as they have made us stronger as Hotelies and as a community.

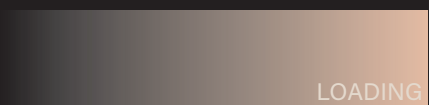
Lastly, on behalf of The 180, thank you for your continued support. We are proud of this volume, and it could not have happened without the support from our incredible Hotelie community.

I am honoured to have served as the Executive Director for The 180. While I will be saying my farewells to campus in a few short weeks, I look forward to many more years of serving and celebrating with the Hotelie family.

Yours in Service,



Angel Yi Fei Ding
Executive Director '20 - '21



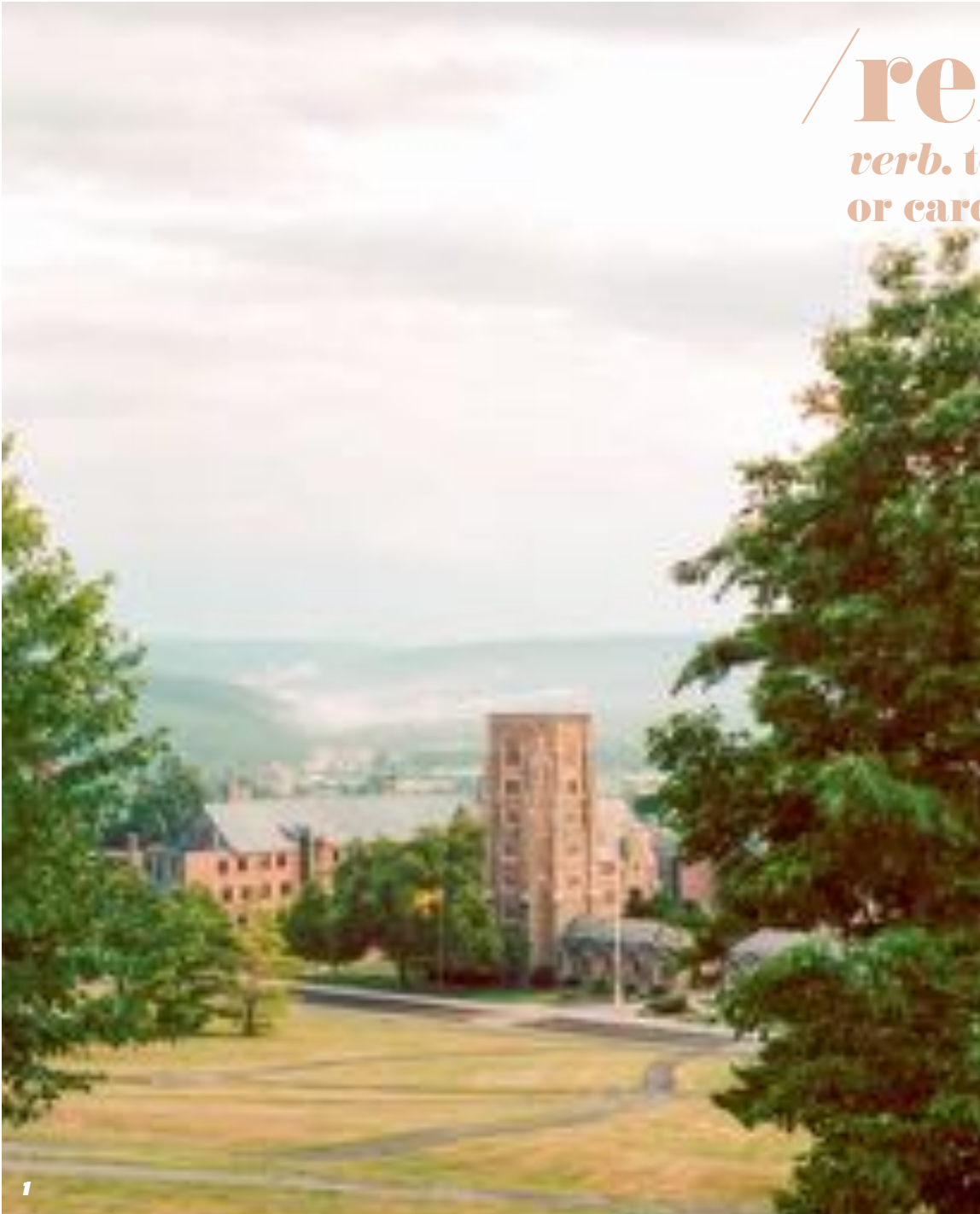
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ONE Baker Tower

/reflect/

verb. to think deeply
or carefully about.



>
*ONE Flowers TWO Two
students studying on the slope*

SUMMER



Much like the rest of the world, Hotelies were impacted by COVID-19 in more ways than one. Just as quickly as the virus came to the U.S., internships were cancelled and hopes of working in the field disappeared. Once the pandemic took hold and stayed for longer than expected, Hotelie summer plans and internships vanished and students were left scrambling to find something to occupy their time. For these two Hotelies, and many others, this pandemic not only changed their summer paths, but also their career paths.

Alana Wolf '21, is reconsidering her path entirely. As an avid lifelong cruise passenger, she was excited to be a hotel operations intern at Royal Caribbean and moving down to Miami for the summer. This internship was to be an introduction into the operational side of the industry and if everything went well, she would join a two-year rotational program. Just as she was about to sign her apartment lease at the end of March, the dreaded call came, letting her know that the summer internship program had been cancelled.

"As someone hoping to get a job from this internship, to have a career in the cruise line industry, it was really upsetting to get that call. I was very excited to start the program and my career," Alana recalls.

Although this was off-putting, Alana was still hoping to maintain involvement with Royal Caribbean during the summer, offering to work during the pandemic. Remote office work and assisting in any way would have still gotten her experience with Royal Caribbean, with the potential of having a very impactful experience in this industry during this bizarre time. But, for safety and logistical reasoning, this was not an option. Even though disappointment was a common feeling for numerous Hotelies, individuals remained grateful

for their health and looked for alternate opportunities.

While finding a new internship at this point was difficult, Alana was able to work as a marketing intern for a family-friend's company, Flava Naturals. It was a remote and unpaid placement, in a field that Alana had never really considered pursuing before: Marketing. But this internship proved to be an important learning experience that opened her eyes to product sales and the marketing world.

With the cruise line industry in peril, Alana decided to branch out and look for other career options in the short term. Fortunately, Alana discovered another path of interest through her unexpected Summer 2020 internship, and she is considering marketing as another possibility for the future.

On the other hand, Ariel Staffin '22, was still getting her internship plans together when our world came to a halt. Ariel was looking to pursue an experience in the food and beverage industry, because one path she may take down the line in her career is opening up a family restaurant with her father. And although she was hoping to work at a local country club to learn more about this field, Ariel ended up working for the Act of Valour Foundation, which honors baseball hall of famers who served during the second world war.

This virtual internship was spent with the Foundation's planning committee, facilitating safe events for the organization. One of her main projects included putting together a walk fundraising event. This opportunity taught her a lot about the events sector and reminded her of her love for history.

What they had been looking for, what

everyone was looking for, was to get a broader understanding for our industry, and to learn how to experience being out in the world, spreading the Hotelie attitude, and making a difference. That's exactly what she did. Exactly what all Hotelies did.

Whether you worked or not this summer, we all witnessed the changes in the world, in our industry, and ultimately, our future. But we're still here, and we're adapting much like our industry, in hopes of coming out of this pandemic stronger because of the challenges we are facing now.

“But this opportunity proved to be an important learning experience.”

— Alana Wolf '21

The quick responsiveness and innovation shown by hotel, restaurant, and travel leaders only makes us hopeful. We go to the Hotel School to get an edge, to be the leaders in this industry. And what makes someone more prepared than the capability of adapting and making the best out of any situation?

So what did Hotelies do in Summer 2020? We understood that nothing is certain, grasped that there will always be challenges, and adapted to circumstances.



Diversity & Inclusion

1

> ONE "You Matter" sign on Art Squad TWO Various political banners

**Any person
can receive an education in
any study.**

Many events this past year have heightened the need for diversity to be celebrated and for the necessity of meaningful discussions to take place. At The Hotel School, where roughly 18% of the school consists of underrepresented minorities and where students from 32 countries come together each day to learn, diversity and inclusion (D&I) is a priority. Because of this, The Hotel School has taken measurable steps over the past few years towards educating students and staff and promoting engagement on the subject.

From an administrative standpoint, Dean Kate Walsh '90 has recently put forth a statement outlining the initiatives the school will be implementing. Tangible steps include a diversity and inclusion seminar for graduate students, training on unconscious biases for all faculty and staff, introducing more industry leaders of color to the community through lectures, and encouraging students to raise concerns when needed. Along with Dean Walsh, Dean of the SC Johnson College of Business, Dean of The Dyson School, and Dean of the SC Johnson Graduate School of Management have also put out their own respective statements regarding antiracism action steps. This initiative goes to show that the administration is recognizing and understanding the conversations that need to be held in order for the school to become more equitable and inclusive.

Through this planning, roughly 280 teaching assistants (TAs) also underwent a three part Diversity, Inclusion, Equity and Leadership session to better become supportive mentors. The training was led by Professor Stephani Robson '88 '99 '10, Director of Undergraduate Studies, and Victor Younger '11, Director of Diversity and Inclusion. The session covered topics on active listening, the LARA method (Listen, Affirm, Respond, and Add), and asked students to apply these skills towards various case studies and mock scenarios. Additionally, students completed a social identity profile and reflection paper on their results to understand their own identities and how it may impact their interactions with those around them. It was a time for TAs to understand that their job is more than just teaching students, but has now expanded to becoming an ally for all undergraduates in their lectures.

Adam Schade '21, a TA for multiple Hotelie classes was glad to see the new TA training sessions take place. Though he thought the session could have been improved upon and tailored more towards TA duties, Adam recognized the value of the training, especially since hospitality is an industry full of diversity and people from different backgrounds. He states that "it is essential that Hotelies have a solid understanding of diversity and inclusion. No Hotelie should ever feel misunderstood, especially in an academic setting. Future hospitality leaders need to know how to be inclusive and understanding."

Outside of The Hotel School, students are also taking action to educate the community on diversity and inclusion as many are beginning to feel it is their responsibility to foster growth in the community. The Cornell D&I Business Advisory Council is one organization created by students to foster more diversity within the student business community. The Council seeks to aid student leaders in addressing the exclusion of membership for students from underrepresented backgrounds. Currently the organization has a two-pronged approach that benefits both clubs and students. For clubs, there is a certification program that encourages clubs

to set and meet diversity and inclusion goals and initiatives. One student organization, Hotel Ezra Cornell, currently holds the Silver Tier Certification through this program. For students, they can participate in workshops to aid in career preparation. Past workshops have included "Data & Analytics," "Finance and Investing" and "Marketing & Market Sizing"

19 students from various colleges lead this budding organization. Jenniviv Bansah '22 is a Hotelie Council member who joined the organization due to her own challenges with recruiting for business clubs and hopes to make the process more accessible for underrepresented students. She notes that even for the few students who are admitted to these business organizations, they often face microaggressions, discrimination, biases, and tokenization from members.

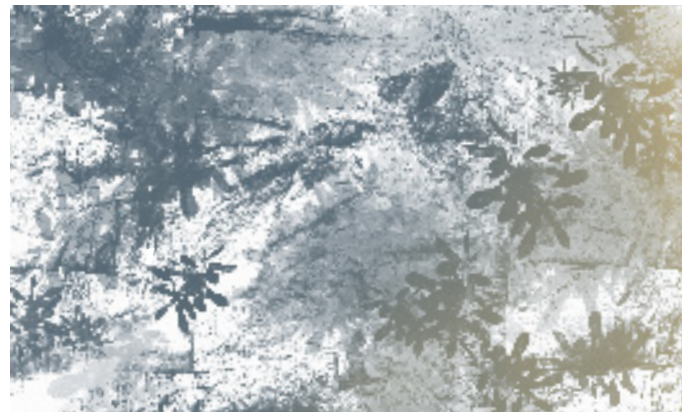
"There's a long way to go," Jenniviv says, "but that journey can be shorter once fellow non-BIPOC (Black, Indigenous and People of Color) start to acknowledge the marginalized voices and work to create a better workspace for underrepresented communities." She advises student leaders to recognize the challenges faced by BIPOC peers and to use this understanding as a way to "empower discussions and changes within [their] organization." Changes happen at the grassroots level, and Jenniviv emphasizes that "the channel for dismantling the exclusive pipeline starts now, from smaller organizations who can make the essential and necessary decisions to increase diversity...Changing the future means changing the present first."

For more resources, or if students would like to talk to someone about any concerns they may have, Victor Younger has been sharing webinars and learning opportunities surrounding race, combating bias, and diversity and inclusion. Victor Younger has also been hosting virtual Zoom sessions, "Just Real Talk Drop in Hours," every Wednesday to discuss any topic of choice.

These are just a few of the changes happening around The Hotel School, but they definitely will not be the last. It is only just a start to a more equitable education system. As the events have shown, more voices are needed to encourage the conservation of diversity and inclusion not only in society, but also within the student body. Cornell has always championed the idea that anyone can receive an education in any study. Now, with these changes, we can ensure that the spirit of inclusion lives on.



Student Entrepreneurship



ONE Samay Bansal'21, Chloe Kubrin'22 *TWO*
Southern Fried Chicken Sandwich



In the true entrepreneurial spirit, a group of Hotelies did something that has never been done before: open up a pop-up restaurant during the school year in Collegetown. Even more fearlessly, it was opened up during the COVID-19 pandemic. In late August 2020, Founder Daniel Jones '22 and Co-Executive Chef Noah Horns '22 thought that it would be exciting to personally create and operate a restaurant. From there, they expanded their team to make this idea a reality, bringing on President Samay Bansal '21 and Co-Executive Chef Bobby Dandliker '22. Within a few weeks, 2Stay2Go had become a fully operational restaurant and the group had expanded their core four to ten staff.

One of their first steps was finding a space to operate in. The team visited restaurants and spaces in Collegetown, looking for an available spot to open their storefront, and found it with the Hotelie-run Hai Hong Restaurant. Hai Hong decided to strike a deal with the students to operate in their restaurant space instead of re-opening their restaurant during Fall 2020. In this deal, 2Stay2Go essentially acts as an independent contractor and shares a percentage of their profits in exchange for the space.

The team also managed to get local suppliers such as Ithaca Bakery and Cornell Dairy. Daniel and Noah also visited the Ithaca Farmers Market and created a connection with Autumn's Harvest Farms, who supply them with meat, poultry, and produce. All of these connections within and outside of the community were made by the team through student ambassador programs and by creating relationships with businesses about their concept and their goal. Working with local businesses and suppliers is a main goal for 2Stay2Go. The team finds it important to support locals and to make

these connections that will hopefully last.

When it comes to financials, 2Stay2Go teamed up with WAY, the contactless payment app created by fellow Cornellians just a few years ago. WAY manages all of the payment processing and has been accommodating towards the needs of the restaurant. Samay says that the two start-ups have been able to grow and learn from each other, both being relatively new companies on the market.

“We’d love to be able to share this with other people.”

-Daniel Jones '22

Although 2Stay2Go has created this concept, their connections, their menu, and overall the restaurant themselves, they had positive support from a lot of the Cornell staff that has continued to allow them to beat out any challenges they have faced. On October 17th, 2Stay2Go unexpectedly closed its doors for two weeks, due to a positive COVID-19 test result of one of their team members. “To ensure that the community is aware of the information and that we maintain 100% transparency,” said the 2Stay2Go team in an official statement outlining their plan of action. The founders

pointed out that they could have opened that weekend and made a considerable profit as they had been prior, but they wanted to prioritize the safety of the customers and of their team. This official and rapid response to COVID-19 was concise and calculated, and was a shared vision between all members of the team.

2Stay2Go safely opened its doors back up on October 30th. Although they closed for the fall before Thanksgiving break, the team reopened its doors in the spring with some new ideas. Planning on introducing catering, giftcards, and new employment opportunities, 2Stay2Go is looking forward to expanding this business and pushing themselves to continue to adapt with the times.

As for the future of 2Stay2Go, the team hopes to get lots of involvement from students. Much like Hotel Ezra Cornell and Establishment, Daniel hopes for 2Stay2Go to become a Hotelie experience staple. “We’ve had an awesome experience in terms of learning and shared experience. We’d love to be able to share this with other people,” expressed Daniel.

As long as the brand quality is maintained as months and years progress, the team doesn’t see why 2Stay2Go has to go anytime soon.

As for balancing schoolwork? The 2Stay2Go team fits it in whenever they can; at night, in the morning, and even during service hours. Team members are not subjected to tight schedules, so they can leave to take calls, meetings, class, and prelims as needed.

FOR THOSE FROM OTHER COUNTRIES, IT IS EVEN MORE DIFFICULT TO PURSUE THEIR DREAMS



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∨
*ONE Establishment iPads TWO
Bernadette Gunther'23, Zeina
Ashmawy'23, Clara Griffin'23, Tiffany
Jiao'23*



College is the prime time for students to find opportunities that would further their experiences and knowledge in prospective interests and professions. Unfortunately, in the past year, the pandemic has affected students from gaining in-person experience as many companies have cancelled or moved their internships online.

Xue Shao '23, a transfer sophomore student, mentions how COVID-19 has hindered her tremendously in finding internships that would provide her quality, in-person experience. She mentions her story in pursuit of internships in the hospitality industry, specifically in hotel operations.

"Freshman year, my internship was unfortunately cancelled due to COVID-19," Xue explained, "now that I am a sophomore, I worry about what experience I can get because everything is online." She is worried that in order "to get a job in hotel operations, [companies] really value in-person experience. But due to the pandemic, it was difficult for me to find an internship because I lack true experience." Especially in the hospitality industry that values interaction and in-person activities, many hotel students are hitting a roadblock when it comes to finding internships.

While it has been difficult for U.S. domestic students, international ones have added challenges. Even before the pandemic, international students had a difficult time finding internships and full-time jobs due to visa and immigration restrictions. Due to these issues, many companies may not hire international students because they worry about their commitment and time at the company. In fact, numerous companies

would not even consider interviewing international candidates to avoid these potential "troubles".

Annie Wu '24 offers her perspective as an international student explaining, "Although I am only a freshman, I have many worries about my future steps because I am an international student. I want to stay in America and pursue my profession here, but because I am not from the U.S., it is difficult for me to find internships and jobs."

Annie then goes on to say that compared to others, "a company would most likely hire someone who is a U.S. citizen over me even when I fulfill all their requirements." Career hunting has always been difficult for many people, but for those from other countries, it is even more difficult to pursue their dream.

In the wake of COVID-19, travel restrictions are becoming another significant barrier for international students. With even more uncertainties regarding their career, international students are forced to take a gamble: stay and fight for work permits or return to their homes and potentially forego opportunity to pursue their dreams.

Although the past year has proved that Hotelies are more than capable of adjusting to unfamiliar circumstances, the pandemic has also illuminated challenges that have existed even prior to 2020. Without a doubt, the pandemic has taken a toll on our industry but it has further brought to light issues for those crossing the bridge from higher education to full time careers.

CAREER

35%

LOADING



/realign/

***verb.* change or restore
to a different or former
position or state.**

1



ONE The Statler Hotel

MEMORIES FOR FALL



ONE Flowers TWO
Students studying
at the Park Atrium in
Statler Hall THREE
Sketch at Collegetown
Bagels

A little over one year ago, students hastily packed up their belongings, said goodbye, and departed from Cornell. Most left thinking that virtual learning would be temporary and looked forward to returning to Ithaca for the fall semester. However, as the pandemic raged on, Cornell announced a variety of learning modes, giving students the option to choose in-person, synchronous online, hybrid, and asynchronous learning. This left students to grapple with whether or not they should come back to Ithaca, tune in virtually from home, or take a gap semester.

While only 14 HADM courses offered some form of in-person learning, many Hotelies chose to return to school for practical and social considerations. Carol Wang '21 knows all about working in the virtual environment having completed an internship based in New York City online this past summer from China. However, the twelve hour time difference was less than ideal and she decided to return to Ithaca.

Alexa Torres '21 returned to Cornell to enjoy campus as a graduating senior. She expressed that although she knew things would look different and that she might not get to see her friends all at once, or in a socially distant manner, having the chance to return and spend time with people that she loved in a safe environment was better than not seeing them at all.

Both found it strange to return to the desolate Statler Hall, usually known as the hub for students and socialization. Replaced with virtual classes, both found it difficult to connect with people on Zoom, especially when most of the time they are speaking to black screens. However, Carol and Alexa still found it beneficial to return in person because they were able to safely meet up with friends around campus and have social interactions within the Cornell community.

Gina Lee '21 and Valentina Xu '22 cited concerns over returning to Ithaca due to the rising COVID cases in the U.S. and difficulty in organizing travel arrangements. Both found that online learning offered surprising benefits; being able to rewatch the recorded lectures and increased time to sleep due to decreased social obligations. However, Valentina did find it difficult to connect to the school community through virtual events, and Gina also found it difficult due to time zone differences and poor wifi connectivity. Even with its challenges, Gina believes that the pros to virtual learning outweigh

the cons, and continued online learning in Spring '21. Valentina says that she "decided to come back to Ithaca for the spring semester because the Cornell testing model showed that it would keep students safe."

Deciding to take the semester or year off was another option that many students took during this pandemic year. Michael Hon '21 and Ghali Jorio '21 both used their gap semesters to travel, to spend more time with family, and to pursue self-growth. Michael did not feel safe returning to the U.S. and felt that Hong Kong, his hometown, was able to handle COVID-19 much better, making it a no-brainer to stay home. During his time at home, he was able to spend a lot more time with his family.

Ghali spent his gap semester traveling all over the world, working as an intern and attending professional conferences in pursuit of reflection and growth. "There is no "best" time to take time off. Some people take it before university, others before graduating or after and some people take it until their 30s or 40s. Whenever you have reasons to take it, go for it!" explained Ghali. Both Michael and Ghali have returned to Cornell Spring semester, Michael in-person and Ghali virtually, because they missed the community and their friends.

No matter what your plans entail for Fall of 2021, here are some helpful tips from Hotelies on how to make it through the COVID-19 pandemic:

"Stay motivated by finding someplace to take classes outside of home, as missing classes makes it very difficult to stay on top of your course load."
- Alexa Torres '21

"Go out and find a place where you can maintain your focus on the lectures, outside of your home."
-Gina Lee '21

"Take advantage of office hours, social hangouts, and virtual events to connect with people."
- Carol Wang '21

"It's your time that you are investing, so use it wisely."
- Ghali Jorio '21

"Cornell offers a LOT of assistance, but you need to actively reach out for it."
- Michael Hon'21





STUDENT LIFE



"Have you taken the napkin folding class yet?"

This is probably one of the most frequently asked questions Hotelies receive from non-Hotelie friends and family members. While this has been a running joke in the school for ages, never had students thought that a select few would graduate The Hotel School (SHA) without spending that 8-hour practicum shift at The Statler Hotel tucking in 'hospital corners,' enjoying Wines Wednesdays, or struggling to fold 80 napkins minutes before service at Establishment.

This past year has been full of challenges and adaptations. When the university announced Fall classes would be in a hybrid model, faculty members had to make choices on what would keep the community safe and

what made the most sense. Among the 2000+ courses offered at Cornell, three very hands-on courses at Statler Hall had to change.

HADM 1350: Introduction to Hotel Operations is one of the first classes that any student entering The Hotel School will encounter. One key component of the course in the past years would be an eight-hour practicum at The Statler Hotel where students are exposed to the Rooms departments of the hotel. With the hotel acting as a quarantine hub over the academic year and the course being offered completely online, the practicum teaching assistants (TA) took the lead and created a virtual version of one of the most essential experiences at SHA.

The practicum for Fall 2020 consisted of a three-hour presentation followed by the usual practicum quiz. While the online format is very different, Isha Janjikhel '21, who has been running the practicum for the past four semesters, mentioned that despite the challenges, the TAs tried to "encompass as much of the in-person aspect as possible by using [tools] such as [doing] virtual tours through pictures and recreating the housekeeping experience through videos." Benjamin Nelson '22, thought that "while practicum in person really puts the students in a hotel employee's shoes, the virtual experience is great to get them to see what it would be like." Adele Shaw '21, another TA for the course, shares that despite not being able to interact with students in person, "the TAs

had a lot of fun talking about the Statler and sharing stories about crazy things that would happen in the hotel!"

The 8AM practicum remained an option for those that wanted the usual early Hotelie wake-up call. While the course had to re-align with what's happening around the globe, the TAs strived to keep the essence of the experience alive.

HADM 4300: Introduction to Wines is one of the most popular courses on Cornell's campus. In fact, it is the number six line item on the list of 161 things to do at Cornell. Typically, all 700 seats in the Statler Auditorium would be filled with students from all colleges. Every lecture, Mrs. Cheryl Stanley '00 would introduce a famous wine region



and by the end of the semester, students would've taken trips around the wine world through their palettes. This year, to minimize the risk with removing masks and tasting, the course moved fully online.

Although school-sponsored wine tasting was not possible this semester, Mrs. Stanley incorporated new factors that would engage the students virtually. For instance, she mailed out Scratch 'n Sniff stickers to all students enrolled to incorporate a sensory component and pre-recorded videos of wine experts. Mrs. Stanley explained that "we are all in this together," and while faculty still had to "think on their feet," they all tried their best to make the classes engaging.

HADM 3350: Restaurant Management is a capstone course that upperclassmen Hotelies typically enjoy (or struggle through) as they finish their studies. For this year, as instructors assessed the different possibilities of running a restaurant class during a pandemic, they decided on creating something that will ensure a consistent experience for all students, while having something that replicated how the F&B industry responded to COVID-19. Management nights became management events with Friday lunch as a new option and Establishment became Establishment-to-go with a curbside pick-up only model through the GET app.

Like before, the management teams came up with creative concepts and menus for their

management events. Students enrolled in the course Zoomed into the kitchen and pick-up area while chefs, instructors and TAs staffed the labs. Although some students cheered at the fact that they no longer needed to panic in front of the grill at Hot Foods 1 or fear breaking the cork while opening a bottle of wine table side, the new model presented new issues that both the student teams and instructors needed to solve. Students had to consider the implications of all take-out food and the instructors worked to group together specials to minimize food waste while allowing the teams to run with full creativity.

The managers' specials began with "Holy Smokes" on October 12nd, 2020, featuring BBQ favorites and concluded

with "Friendsgiving Friday," with twists on Thanksgiving classics as students prepared to return to their permanent residences on November 13th. During one of the last management nights in the fall semester, Professor Doug Miller, a Establishment lab instructor concluded: "This has been by far the most difficult class to pull off on campus. But we did it."

2020 has not been a great year, especially for those in the hospitality industry. However, this chaotic start of the decade has inspired us to be creative thinkers and problem solvers. It taught us to be flexible, adaptable, and embrace what we can and carry on in new ways.

THE STATLER HOTEL

During early Summer 2020, the Cornell Administration began conversing with The Statler Hotel General Manager, Arthur Keith '84, about becoming a key component in Cornell's COVID-19 plan to provide a "robust and safe way to bring students back to campus" while the pandemic was still at large for the unforeseeable future.

Arthur spoke with us about The Statler Hotel's journey from a first class hotel into Cornell's designated quarantine center throughout this year.

How have the daily operations of the hotel changed over the past year?

"We operate less like a hotel and more like a medical facility. Importance shifted from providing top quality service to top quality safety service. We were learning about the virus and some level of fear that people had. We were very sensitive to that and did everything we could to minimize that.

Upon arrival, students are greeted from behind plexiglass by the front desk staff, who verify student information in order to validate their Cornell Health reservation. Students proceed to pick up their

key and welcome bag from an isolated table, board the elevator alone, walk to their room, and shut the door. Once students are in their room, they receive a welcome phone call from the front desk, going over the protocols to follow during their stay such as food delivery instructions, when they can and cannot open the door, and end-of-stay clearance policies.

As parents, if it was our son or daughter and we knew they needed to be housed someplace, we'd want to make sure that they got the best potential care and that somebody would be taking care of them that would show them love and concern and the staff stepped up." As we all know, the necessary COVID-19 safe requirements we abide by today impact human interaction and the quality of service of hospitality operations. But that the Statler staff made it a priority to have good food for students during quarantine, just one example of a small way in which The Statler is carrying their first class hotel service into their quarantine facility operations."

How did the Statler provide resources for staff and make the working environment safe?

"We worked closely with Cornell Health and the Environment of Health and Safety, to follow appropriate standards and to create training programs for staff. We wanted to be aware of all risks and to help employees understand what they would be dealing with because we wanted employees to be comfortable going to work. We connected employees with university resources so that they would have opportunities for counseling and other services."

How did the Statler team approach this transition?

"We presented to the team from the perspective of The Statler Hotel that has been around for almost 70 years taking care of the Cornell population. This is a unique time with a unique need, there's a need for students to be housed someplace, and who better to take care of students during this time than The Statler Hotel, because we're the best at doing that and we pride ourselves on that. We love taking care of Cornell students, if somebody needs to do this work, no one is going to do it better than us. While our staff stepped into it with a little fear and trepidation initially with a tremendous respect for the virus, we love taking care of Cornell students so we are committed to give them a great experience during this troubling and difficult time!"



ONE #StatlerStrong pumpkins in front of Terrace for Halloween



Great Experiences



> **ONE HEC Cookies**
TWO Melanie Goricanec '23, Kyra Roach '22,
Charlotte Abbe '24 and Amanda O'Leary '24

For the first-time ever, HEC had to be reimagined as a virtual event from the very beginning as Cornell University transitioned to an online format this year. The HEC team expanded their unique programming and F&B options to be accessible through virtual engagement with people around the country and the world.

People Over Profits: Prioritizing Employee-Oriented Solutions

A panel discussion to kick off HEC 96 on November 12, 2020, and hosted by eCornell through their Keynotes platform, People Over Profits discussed how the global pandemic had brought to light the importance of treating employees as assets rather than expenses. Attendees heard from Professor Aaron Adalja, Assistant Professor at The Hotel School, Abigail Charpentier '95, VP People and Culture – Americas at Four Seasons Hotels and Resorts, Barbara Lang '78, Founder of B. Lang Consulting, and Jamie Perry, Assistant Professor at The Hotel School, about people-oriented solutions that create process-guided profits, which, in turn, lead to more sustainable and successful organizations.

F&B Reimaginings

The Food & Beverage team took on the challenge of creating culinary and beverage experiences delivered to people's homes. The virtual situation allowed them to create something completely different and unique this year in creating classic HEC food and beverage experiences to enjoy from the comfort of their home.

The new at home happy hour event, Together: An HEC Mocktail Experience, were mocktails created by the HEC Beverage team. It consisted of three curated mocktails, each featuring an ingredient from a different location, as well as an assortment of happy hour snacks. Attendees could order them to drink during the Closing Gala or on their own time. Additionally, the team created a customized HEC-branded merchandise line. Consisting of the Masterchef Package, Mug and Tea set, Syrup Kits, and Shaker Kits, these are the first-ever items to be introduced.

The team also created two meal kits, each one for the Fall and Spring. The Fall Comforts Meal Box was available for the



local Ithaca community as a practice run for the larger Spring meal kits that would be shipped around the country. Involving minimal kitchen prep, guests could enjoy a gourmet HEC dining experience at home. On a set date, they could join the virtual dining room, where guests could enjoy the meal and catch up with others.

While the virtual format has limited the traditional HEC experience, the team has taken this opportunity to create a completely new experience. Now that this has proven to be possible, hopefully HEC can continue delivering these experiences so guests can still participate in HEC regardless of their location.

HEC 96: Together - Inspiring Collaboration to Build and Progress

The 96th Annual Hotel Ezra Cornell (HEC 96) quickly approached, and the conference festivities began on March 8th, with the launch of the online auction to support DC Central Kitchen (DCCK). This was a continuation of their initiative during HEC 95's Dare to Do conference to highlight and honor DCCK.

Day One, Thursday, March 11, focused on the "build" aspect of the theme with events exploring the ideas of creating space, developing technology, and building tourism with purpose. In addition, attendees were invited to participate in networking sessions. Day Two, Friday, March 12, explored how the industry can "progress," with a focus on building and rebuilding strong teams and strong leaders, as well as advancing food and beverage innovations. Day Two also featured a special presentation from the Senior Vice President of Highmark Health, Mr. Evan Frazier '92, as part of the Dean's Distinguished Lecture Series. The conference concluded with a special closing gala event on Friday night where the final winners of the auction were revealed along with a celebration of the students' hard work. They were also invited to participate in the Together: Mocktail Experience to share a mocktail (or a cocktail!) with fellow participants, prepared and shipped with care by our food and beverage team.

Mentorship

The word “mentor” can embody many different meanings to everyone. They could be a professor, a parent, a friend, a beloved pet, or even an object. Everyone has a different perspective of what role a mentor fulfills, but there is one common idea: it is someone who they can count on and guide them through difficulties and challenges. In mentorship, there are two perspectives: the mentor and the mentee.

As a mentor, they are the guiding force and go-to person when challenges and difficulties arise. Sharon Chen '22 says the reason why she became a mentor for the Cornell Real Estate Club was because “she wanted to provide advice and knowledge that she wished she knew before starting her journey in college.” Sharon believes that “the mentorship programs are a great way to get to know one another, to make friends, and to support each other.”

Through these mentorship programs often implemented by extracurricular clubs, Sharon is able to connect personally with underclassmen and provide them a broader perspective about their upcoming journey at the Hotel School. Not only does she give them the ins and outs of student life, she is able to share valuable career advice with those who desire to follow a similar path as her.

From the perspective as a mentee, Xue Shao '23, a transfer sophomore, explains why she decided to join career mentorship programs such as Female Leaders in Hospitality (FLiH). “As a transfer sophomore, I was worried about being left in the dark and I sought guidance, so FLiH was a great way for me to connect with alumni.” Through this professional mentorship program, Xue was able to gain career advice from alumni with similar backgrounds.

“Matching me up with distinguished women in the hospitality industry made me feel more comfortable as a transfer. My mentor was able to make me feel more secure as a new student and pointed out career opportunities that I would have never known about,” Xue states. Xue was able to experience the power of networking as a mentee.

Due to the pandemic, these mentorship programs have become even more important than ever. With the impact of the coronavirus, socializing and networking has been kept at a minimum. Therefore, many students are having a hard time creating friendships and finding professional connections. Mentorship programs within The Hotel School provide incoming students with the necessary resources to take their first steps in networking and creating strong bonds.

These programs found on campus can give students a sense of belonging and security as they understand that there is someone they could lean on. Mentorship has also become an invaluable tool in forming connections within The Hotel School community in this virtual era.



ONE Julia VanCora '21,
Hayley Martin '22 *TWO*
Waterfall Meditation *THREE*
Biker in front of CTB

WELLNESS



It is no question that this year is challenging physically, mentally, and emotionally. For Cornell students, the pressure to perform has always been great and most of us struggle with the responsibility that we hold. And with the COVID-19 pandemic incapacitating the academic environments we've been trained to perform in, life over this past year has been a difficult one to say the least.

Operating online was new to both faculty and students, which is why Cornell has made mental health and wellness a true and serious focus this year. Cornell Health has always provided resources for students, but this year transitioned to telehealth platforms for individual counseling, group counseling, and workshops to support students.

Even for those who were unable to return to Ithaca this year due to travel restrictions, Cornell Health has partnered up with the Workplace Options' Student Assistant Program, an organization that connects students to localized counseling, to provide free and confidential help for remote students.

Cornell Health website also introduced the "Coping during COVID-19" page, packed with advice for living during this time. Spending time outdoors, and limiting news consumption are key suggestions. Self care resources are provided, including general coping strategies and training on how to become a support system for others. Virtual "Life Hack" training programs have also been created for all students to develop strategies to cope with the new lifestyles and benefit their mental health.

But even with all of these resources, students still face Zoom call after Zoom call every day, as virtual classes still are the medium majority for education this year. This tedious construct has created a term coined 'Zoom Fatigue,' leaving students feeling unfocused, tired and burned out.

The Cornell Graduate School Office of Inclusion and Student Engagement has posted tips on combating Zoom fatigue, including turning off self view to limit distractions, and taking screen breaks whenever possible. The office also urge students to spend time outdoors, especially as Ithaca winter gives way to warmer weather.

Here at The Hotel School, the SHA Advising team regularly sends out "Checking In" emails, emphasizing links to university resources with ease for students. These check-ins connect health services, disability services, campus groups, academic advising, study abroad and concentration information, all topics that typically add stress to students with ease.

From everyone here at The 180, we hope you continue to persevere. Hopefully with mass vaccination, we will be able to safely congregate in Statler Hall and around campus next fall. Until then, remember to take care of your physical and mental wellbeing.



/reimagine/

verb. reinterpret (an event, work of art, etc.) imaginatively; rethink.



>

ONE Cayuga Lake Sky



59%

With the diverse opportunities and coursework at The Hotel School, students are seen going into various industries including finance, real estate, and architecture. With a hospitality background, students develop their own passions through electives, concentrations, minors, and 800 hours of required practice credit. and are able to foster interests they otherwise would have never known about. For Fiona Rath '22 and Youxi Chen '22, they both came into The Hotel School without knowing what they were going to pursue for their career.

Youxi started by experimenting with different areas. "I started working at The Statler Hotel and spent my freshman year summer working in Food & Beverage. Through these experiences, I realized that although I enjoyed the hospitality aspect, I did not want to work in operations in the long term", explained Youxi.

After this, Youxi also dabbled in marketing projects and took a real estate internship to explore other industries. Although she is still not certain about her career path, she hopes to explore more opportunities and develop more insight about her passions with experiences offered through The Hotel School.

Similarly for Fiona, she took her first Design Environmental Analysis (DEA) course and learned more about the DEA program. She completely fell in love with the courses and is now pursuing a minor on top of her Hotel Administration major. Utilizing Hotel school resources, she called alumni who gave her advice about her future career path. In addition, Fiona took advantage of her lectures and spoke to Professor Stephani Robson'88 '99 '10 who studied DEA herself to get a more personal insight. Fiona was able to navigate her interests further toward the DEA program and now wants to get her masters in architecture after graduation to strive towards hotel design and architecture.

Although understanding your passions and future career path may seem challenging, there are opportunities from the alumni network, career center, professors, company information sessions, courses and more. Youxi suggests incoming students to not be afraid of taking new opportunities and talking to upperclassmen and alumni.

Fiona adds, "while working hard is a given, it's important to take a step back and enjoy your time as an undergraduate. You could very well develop your career path in an unexpected way." As a student body, we are all here to learn and develop, and this process can only be completed through trial and error.



ONE Samay Basal '21

CHANGING GOALS



SEARCHING



Securing a job or an internship is the metric of success that a large population of the student body abides to, not only in The Hotel School. While figuring out the next career step may seem like a rite of passage, it involves a great deal of effort, stress, and patience.

In the past few months, the already difficult process of finding a job or internship was given an even more strenuous obstacle: overcoming the after-effects of the COVID-19 pandemic. And in an industry that emphasizes travel, experience, and face-to-face service, Hotel school students are being directly forced to change their job search strategies.

With the career fair moved entirely online, students are finding that one of the most significant branches of recruitment has been hampered. Though the virtual career fair has been trying to simulate contact, the process is just not the same.

"Although I have some friends who enjoyed the virtual career fair and were able to connect with recruiters, I personally did not find the experience helpful at all," commented Robert Brooks '23. "It was so difficult navigating the website and I was often left waiting in the chat room for the next open recruiter. That's why I stopped depending on the career fair and have tried job searching more rigorously online."

Handshake and LinkedIn are two of the most used sites when it comes to job searching, as it offers convenience and flexibility to its users. Students are able to not only find personalized job postings, they are also able to establish connections with past alumni and current recruiters. And while these job finding sites are available and effective, other students are noting that job searching from these sites are becoming increasingly saturated with the heavy shift to online recruitment.

This is why many students are rediscovering the alumni network of The Hotel School. With the database the school provides, students are able to reach out to alumni directly, and find the personal connection and networking they sought.

Emily Wu '22 is an advocate of the power of the alumni network. "Building alumni relationships are essential in the internship search. Alumni can provide great guidance, both from a professional and personal perspective, as well as network introductions. My internships from my past two summers as well as my upcoming one this summer were all thanks to the help of our incredible, inspirational Hotelie alumni," says Emily.

Although job searching is notoriously difficult and the rise of the pandemic has been and will continue to cause new obstacles for job and internship seekers, with the support from alumni, Career Services, traditional job searching platforms, and the online career fair, Hotel school students are more determined than ever to succeed through the job search process.



WORK FROM HOME

Work as we know it changed in March 2020. Offices were abandoned and even the busiest of cities were silent. The towering buildings that once held hundreds of chattering offices with its never stopping revolving doors were astoundingly empty. No one dared to enter the office and everyone opted to work remotely. And with that, work transformed itself from the usual 9-5 to 24/7.

As college students, we already revolve around work, whether it be academic, extracurricular, or internship work. But now, thanks to the pandemic, work completely encompasses the student body both on and off campus at the Hotel School. With students from around the world, The Hotel School is using different methods to bring the classroom to home, such as Zoom, recorded lectures, and discussion boards. By doing this, The Hotel School is taking advantage of working from home to immerse students in the classroom experience as much as possible and make sure all students are receiving a holistic education.

There are a lot of benefits of working from home, even when students are on campus. Remote classes have eliminated the long morning rush from lecture to lecture and the stress of making it to class on time. It has allowed for more flexibility and students are able to be in two different "places" at once. It eliminates the stress of traveling from one end of campus to another in just a few minutes to make it to a meeting. In addition, working from home has given students a more comfortable work environment where

having to be presentable everyday is no longer a concern.

More so, work from home has been an incredibly inclusive experience for students who are unable to be on campus. For Tracy Shi '23, she has adapted her schedule to taking classes both synchronous and asynchronous. Living in California, there is a 3 hour difference between EST and PST. As a Sophomore, many of Shi's classes are core classes that cannot be moved and a great amount of these classes take place in the early morning, sometimes 5AM or 7AM PST.

"There's a lot of pros and a lot of cons," states Tracy. "I am grateful for the flexibility that my professors have given me. By being able to work from home, I am able to stay safe and spend time with my family, while at the same time feeling like a normal college student. Though I am not able to physically be in class, the resources that The Hotel School offers still makes me feel connected with my classmates. Events such as HEC are inclusive as well. All guest speakers this year were online and it made me feel involved even though I wasn't present."

Yet, there are downsides to working from home as well. With the convenience of technology, no matter what time of day or where you are, work will manage to find a way to you. And while this helps connect all students, the extent of work consumption can add more stress than the traditional system. With this uncharted territory,

professors are forced to adapt their teaching styles and assignments to fit the work from home standard. And due to this, an abundance of projects and mini quizzes emerged.

While Tracy admits that the option to work from home is extremely useful for a remote student such as herself, she also criticizes the amount of work students have.

Tracy says, "There are some cons to the working from home system as well. I think that professors are trying to figure out what works best for their class, and because of this, more work is given to the students to compensate for the fact that we aren't participating in a physical classroom setting. It can be hard to balance work and play sometimes, even though I am currently at home."

Though working from home can lead to the imbalance of work and personal life, as well as Zoom fatigue, there are also those who have found ways to balance the two. As a class project for DEA1500: Introduction to Environmental Psychology, Youna Choi '23 explored the impact the environment has on working from home. The class's goal is for students to understand that urban and natural settings can directly alter human attitudes and behaviors. By physically changing her work environment by moving around furniture and changing the lighting, DEA1500 taught Youna the impact of atmosphere on work ethic.

"Having to work in a static environment has been challenging, but has allowed me to reestablish what tactics work best for me," explains Youna. "Working at home has enabled me to discover what aspects of my environment I can control to maximize productivity. Through this effort, I've discovered the importance of natural lighting, limited sound distractions, a personal work area, and taking breaks to be the most effective methods in limiting procrastination."

Youna suggests that there are various ways to design your work environment so that it is optimal for you and fosters the healthiest atmosphere; however, she also mentions that the best way to not feel so overwhelmed is to get up and go out, while being safe, of course. Taking a walk and excusing yourself from your work is one of the best ways to shake the Zoom fatigue and prioritize your wellness. Whether it be changing up your work environment, indulging another hobby, or actively trying to find any opportunity to go outside and breathe fresh air, there are a multitude of healthy habits that can help alter the slump of working from home.

As next semester approaches, working from home may become less prevalent; however, the practices students have picked up from this new methodology is not going anywhere. Students have gathered solutions to issues such as balancing academics, work, and juggling time. By viewing working from home as a newly added tool and not as a lifestyle, students at The Hotel School will be able to enjoy these new gained skills even beyond the pandemic if needed.



ONE Angel Yi Fei Ding '21's Desk
TWO Mrs. Kolakowski's Work from Home Station



ENVIRONMENTAL MENTAL IMPACT

ONE Beebe Lake



When it comes to matters of the environment, there is no denying the negative contributions from the hospitality industry. Research by the International Tourism Partnership indicates a 66% reduction in carbon emissions by 2030 and a 90% decrease by 2050 is necessary to achieve stable levels of carbon emissions in our industry. Today, however, data and outlook do not seem to be on our side. By 2030, the effects of climate change could be irreversible. Upwards of 200,000 people have been displaced by wildfires tearing through the prized land of California. Prior to the COVID-19 pandemic, more than 35 million American citizens identified as food insecure. And the numbers don't stop there. However, these numbers are nothing more than the symptoms of our negligence when it comes to maintaining the home that we undeniably share.

Winston Churchill once used the argument “we shape our buildings; thereafter they shape us” to retain the structure of the old Commons Chamber in the name of democracy. My response then is to question if we do not make the necessary changes to prioritize sustainability in our industry, will we the people even have a say against a rebelling planet? As the leading hospitality program in the world, how has the School of Hotel Administration demonstrated its dedication towards industry sustainability? Because frankly, it is a consideration that must be taken into account. By priding ourselves on the impact our students and graduates have on the industry, we have made a binding contract to consistently innovate and lead our teams toward a brighter future for the industry.

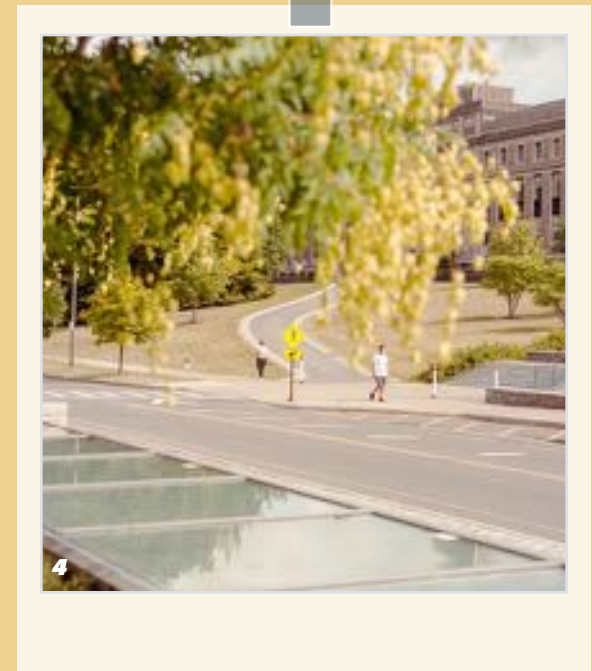
One aspect of success is the integration of sustainability into facets of our educational experience from core courses such as HADM 3550: Hospitality Facilities Management to HADM 4500: Sustainable Development, taught by Professor Jeanne Varney '85. Professor Varney dedicates an entire unit of her class to sustainability initiatives related to hotel development. A major component of Professor Varney's sustainability unit revolves around understanding the building standards related to the Leadership in Energy and Environmental Design (LEED). As consumers become more socially aware, it becomes imperative for the hospitality industry to adhere to and maintain proper sustainability standards. In 2016 alone, LEED's influence touched over 400 LEED-certified properties and 133.9 million square feet of space in the hospitality industry. Inspired by the initiatives to weave sustainability into our core curriculum, Katrina Yang '20 ultimately decided to enroll in DEA 2020: Introduction to Sustainable Design to receive her LEED certification. “The Hotel School truly brought awareness to concepts of sustainability and provided me with the opportunities to continue learning about something I am truly passionate about,” she acknowledges.

Professor Varney also co-chairs the annual Cornell Center for Hospitality Research Sustainability Roundtable along with Professor Aaron Adalja. This year, the roundtable discussed the impact of the COVID-19 pandemic on progressive sustainability initiatives and changes in consumer preferences and incentives. “The roundtable helped shed light on the tension between the new requirements of being COVID secure and the increasing presence of sustainability in the hospitality industry,” recalls Yuna Chu '21. “That being said, it definitely feels like we are all in the dark and no one really has the answer yet.” As many establishments turn to the increased reliance on plastic in the form of gloves, masks, and physical barriers, it becomes apparent that there is an inherent conflict in maintaining sustainability and providing the protection required for continued service. This contradiction then begs the question, when it comes to research, development, and innovation, how do we bridge the gap between an industry dependent upon being more sustainable and the inherently unsustainable practices required for our safety?

At the end of the day, there is no doubt that sustainability plays a crucial role in the future of our industry and the future of the School of Hotel Administration. Despite our industry having been hit the hardest by a global pandemic, as Hoteliers we have never let such adversaries stand in the way of paving a brighter path for our industry. When the hospitality industry we love is faced with a threat, it becomes the responsibility of the future leaders of the hospitality industry to ignite change. So, moving forward, how will the School of Hotel Administration once again demonstrate its leadership in amplifying the significance of sustainability in an industry that increasingly depends on it?



ONE Hospitality Law Classroom
TWO Milstein Hall THREE Snow in April
FOUR Crossing Paths



I'm going to be candid and admit that I had no idea what to write for this letter. The thing with well-rounded, cap-off letters is that there is that unusual pressure to come up with something inspirational, moving, and creative. Yet, as I write this, I am feeling neither of those things nor any of their synonyms as defined by reputable dictionaries. So since I can't share my non-existent, self-developed pearls of wisdom, I thought the next best course of action was to share some of my own sources of inspiration. The past year has without a doubt been tumultuous, to say the least, and the following have all helped me make a little more sense of it and everything beyond it. Take all of this with a grain of salt, but I hope they resonate.

On Earth We're Briefly Gorgeous by Ocean Vuong: For our readers who are still in the process of figuring themselves out (aka everyone). A beautiful telling of the LGBTQ+, Asian American experience told in a series of letters to some of the most important people on this planet: Our Mothers.

Mother by UMI: Call or write to the people you love, but don't forget to include our collective Mother Earth. For our folks

going through any sort of suffering, we hear you. UMI is known for music that heals and has without a doubt supported me in ways beyond imagination.

Disgrace by J.M. Coetzee: I was hesitant to put this on the list but it speaks to our world so divided by the historical brutality and reality of racism. On living through with the sins of our ancestors and creating a future where those sins no longer haunt us.

Holly Butcher's Final Letter: Be kind to yourself, and be kinder to others. Read this every once in a while when you're feeling lost. I guarantee you will.

This Universe by UMI: I think we are little giants in this big sea. We are nothing more than make-believe. But I'm glad that I could live this life with you.

Taste the Nation with Padma Lakshmi: Everyone must consume food in some shape or form. Yet, little understand how food paved its way as a medium of change, life, and more drastically humanity. If you're a true foodie like me, this should pull on your heartstrings.

This is Water by David Foster Wallace: My all-time favorite on this list and an apt way to cap off this little list. This is his commencement speech to Kenyon College in 2006, and without a doubt made up for my lack of any sort of memorable graduation. Read this twice (at least, if you're anything like me): Once before you graduate. Once the day after you graduate.

Again, quite an unusual way to frame a letter. But I do not qualify myself to displace a version of my own values based on my own life experiences onto yours. At the end of the day, who are we to tell each other how to think, how to act, how to love, how to survive. The list goes on. So all I can do is leave behind what has resonated with me, and wonder if it does the same for you. Maybe this list will move you. Maybe it won't. Either way, the Earth continues spinning. Either way, time continues ticking.

Cheers,

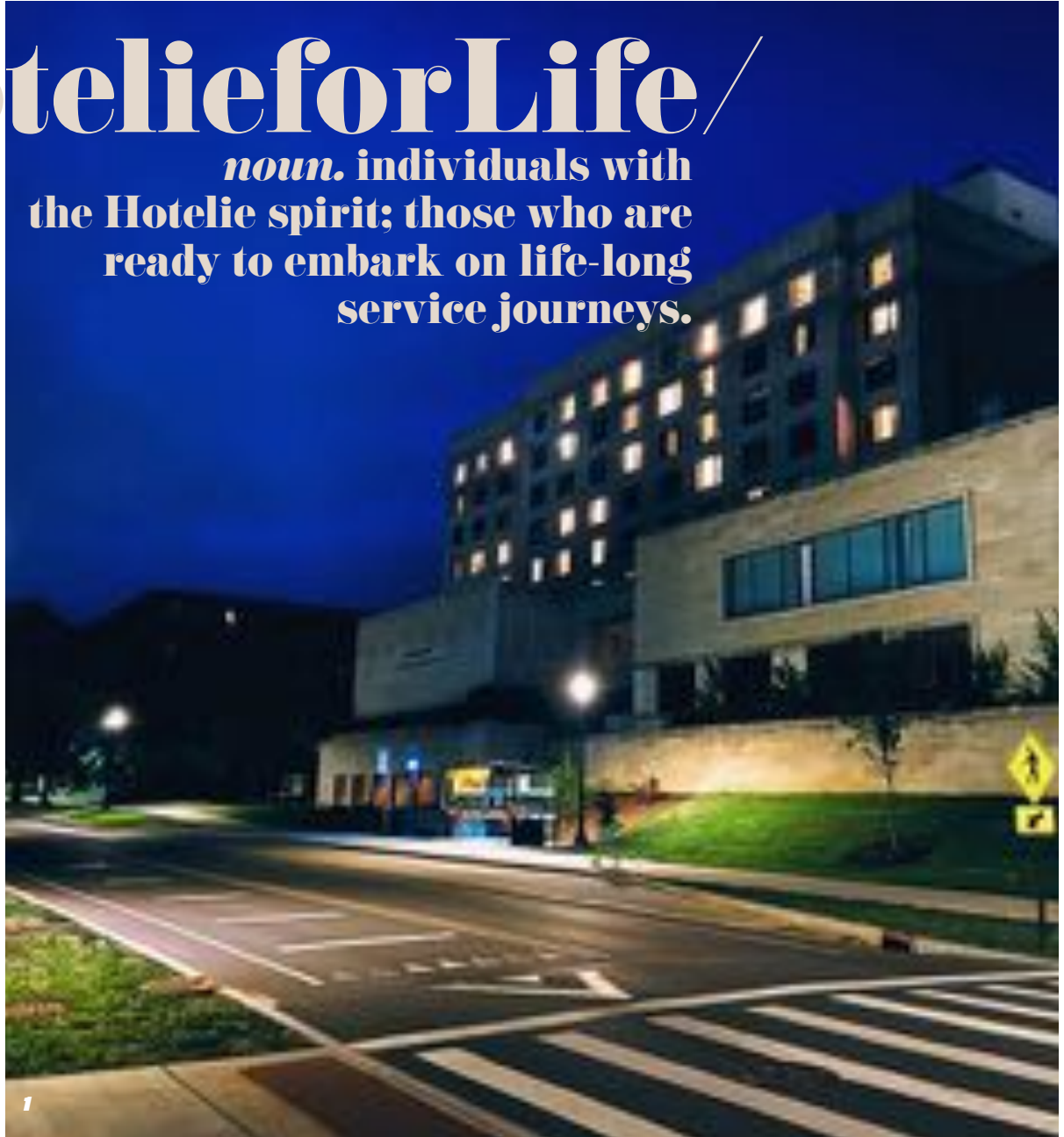


Bradley Chen
Editorial Director '20 - '21

“I WISH
YOU
WAY MORE
THAN
LUCK”

/HotelierforLife/

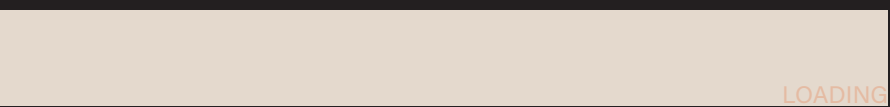
***noun.* individuals with
the Hotelier spirit; those who are
ready to embark on life-long
service journeys.**



1



ONE The Statler Hotel



79%

New Message

These graduating Hotelies gave us consent to be listed.



Abirami Dandapani
Melbourne, FL



Adam Schade
Grosse Pointe Woods, MI



Adele Shaw
Highlands Ranch, CO



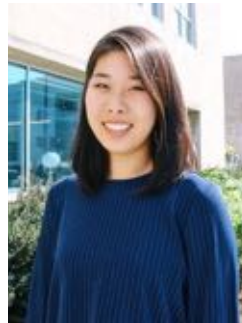
Alexa Torres
Los Angeles, CA



Alice Navadeh
Wexford, PA



Angel Yi Fei Ding
Vancouver, Canada



Angel Zhang
Orange County, CA



Angelyn Escalona
Miami, FL



Anna Kitamura
Singapore, Singapore



Ashleigh Hogan
Duxbury, MA



Bradley Chen
Shanghai, China



Brant Steinberg
Roslyn, NY



Bryan Weintraub
Rye Brook, NY



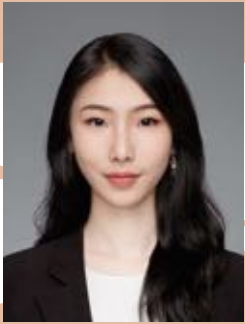
Carol Wang
Vancouver, Canada



Caroline Creaser
Montclair, NJ



Crystal Ko
Houston, TX



Daisy Zhou
Beijing, China



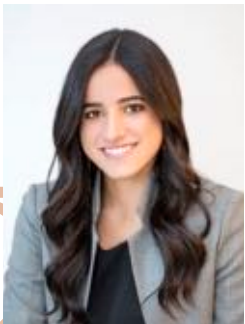
Elias Sabbagh
Scottsdale, AZ



Elizabeth Canfield
McLean, VA



Elizabeth Qian
Cherry Hill, NJ



Gabriella Gomez
Miami, FL



Hana Friedman
Saddle River, NJ



Hanna Haiman
Wayne, NJ



Isaac Sheahan
Wolfeboro, NH



Isha Janjikhel
Bridgewater, NJ



Jacob Protono
Colleyville, TX



Jaein Kim
San Diego, CA



Jeffrey Chan
Honolulu, HI



Jenny Bai
Ann Arbor, MI



Joy Lin
Exton, PA



Julia VanCora
Jupiter, FL



Katrina Yang
Kirkland, WA



Lucia Liu
New York, NY



Maggie Shatz
Southborough, MA



Maria Tucker
Bloomfield Hills, MI



Maryam Quraishi
Downingtown, PA



Mia Haggerty
Kenilworth, IL



Michelle Briana Glauberzon
Jersey City, NJ



Michelle Tang
League City, TX



Natalie Tan
Singapore, Singapore



Niko Skrivanos
Boston, MA



Renee Wu
Brooklyn, NY



Sam Khatchadourian
Dover, NH



Samay Bansal
Singapore, Singapore



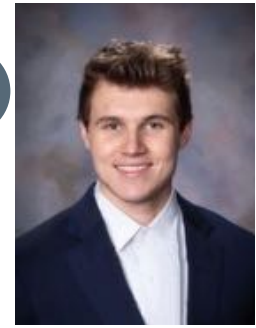
Sandra Lee
Wellesley, MA



Sanjida Akhter
Brooklyn, NY



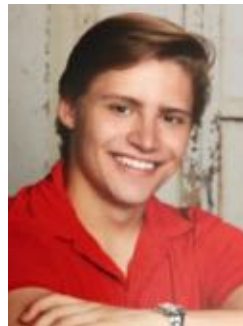
Sarah Kimball
San Francisco, CA



Sean Patrick Kelly
Spring Branch, TX



Shanna Martin
Melboro, NJ



Stefano Roca
Atlanta, GA



Steven Lu
Taiwan



Sylvia Siyu Ge
Vancouver, Canada



Taka Matsumura
Tokyo, Japan



Theresa Sellinger
Florham Park, NJ



Tierney Joh-Camella
Toronto, Canada



Timothy Bergin
Bethesda, MD

May 29
1:00 PM EST



Uno Wait
New York, NY



Valerie Guzman
Summit, NJ



Vittoria Fiore
Guayaquil, Ecuador



Vivian Li
Vancouver, Canada



Wenqi Guo
Vancouver, Canada



Zane Elsafy
Menlo Park, CA

The Hotelie Experience

noun. as described by the Class of 2021:

Family
 Authentic
 Immersive
 Grateful
 Transformative
 All-Encompassing
 Prevalent
 Connection
 Inspiring
 Fulfilling
 Movie-like
 Enriching
 Influential
 Life-Changing
 Community
 Humbling



QUOTES

No one knows where they go - they just disappear into the land of lost socks and lonely table feet.

Professor Lilly Jan

submitted by Angel Yi Fei Ding '21

If you ever want to get out of a bad date, talk about modular design.

Professor Stephani Robson '88 '99 '10

submitted by Natalie Tan '21

Watermelon with Walsh was a missed opportunity.

Frequent Post DDLs Discussions

submitted by Stefano Roca '21

Always give your heart a veto vote.

Professor Heeyon Kim

submitted by Maria Tucker '21

Just to be clear, HEC 95 was reimagined. Not cancelled.

Sarah Kimball '21

Thank you, good night.

Prof. David Sherwyn

submitted by Angel Zhang '21

The Hotel School would make a great reality TV show.

Eri Kato '20

submitted by Timothy Bergin '21

STOP-- It's burning!

Chef. Robert White

submitted by Alice Navadeh '21





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Prof. Lilly Jan

Faculty Advisor



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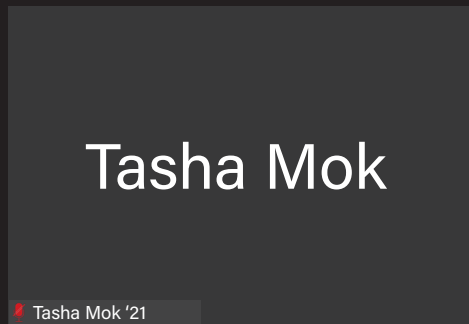
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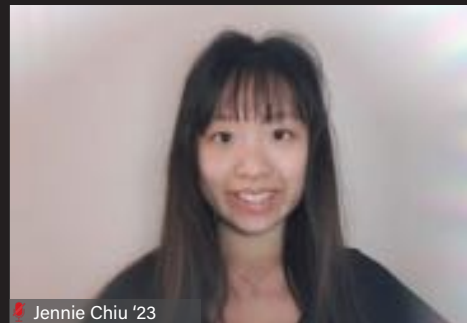
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**STAFF
PAGE**

see me
hear me

Can you see my screen?
mute yourself
raise hand...

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we re:*flect*
align
imagine for a chance to reload...