The School of Hospitality Business Alumni Association

presents

2017 Annual Gathering of Leaders Awards Ceremony & Reception

Monday, May 22, 2017
6 p.m. to 8:30 p.m.

Hyatt Regency – Chicago
151 East Wacker Drive
Chicago, Illinois
Welcome Remarks ................................................................................................................. Mike Rice (BA ’91)
Business Development Director
Hotel Contracting Services, Inc.
President, The School’s Alumni Association

Congratulatory Remarks ...................................................................................................... Dr. Bonnie Knutson
Interim Director, The School of Hospitality Business

Recognition of the Emerging Alumni Leaders of the Year .................................................. Chuck Day (BA ’91)
Regional Director, Revenue Management Services, InterContinental Hotels Group
Chairman of the Board, The School’s Alumni Association

 .................................................. Mike Rice (BA ’91)

Kurt B. Wisniewski (BA ’94)
national account executive
branded solutions regional grocery
Starbucks Coffee Company

Philip Zeller (BA ’96)
Owner
Dale Carnegie Ralph Nichols Group, Inc.

Recognition of the Honorary Alumnus of the Year .......................................................... Chuck Day (BA ’91)

Patrick Donelly
General Manager
Hyatt Regency Hotel

Recognition of the Alumni of the Year ................................................................................ Mike Rice (BA ’91)

John M. Duffey (BA ’82) and Rebecca J. Duffey (BA ’82)
President & Chief Executive Officer
Six Flags Entertainment
Spartan Benefactors

Closing Remarks .................................................................................................................. Mike Rice (BA ’91)
Kurt Wisniewski (BA ’94)
national account executive – branded solutions regional grocery
Starbucks Coffee Company

Students in HB 489 - Hospitality Business Strategy - know Kurt Wisniewski as an engaging speaker, a wise mentor, and someone who always brings treats! Kurt has been a visiting leader and guest speaker in the class every semester for many years, “giving back” to his alma mater and helping shape a generation of hospitality business leaders. He also shares the latest in Starbucks’s coffee flavors and pastries!

As national account executive – branded solutions regional grocery, Kurt is charged with developing Starbucks licensed stores, foodservice, and office coffee business in lodging, grocery, gaming, healthcare, college and university, military, and business and industry. But one of Kurt’s proudest moments was developing the first Starbucks store at Wells Hall at MSU in 2011!

Kurt has been with Starbucks for a total of 18 years, beginning in December 1994 as a store manager in the Chicago market before starting a new career with Accenture LTD, where he was a senior consultant in the Technology Competency Group for three years. In this role, Kurt led a team to successfully integrate the Ariba Buyer system with Accenture’s existing customer resource management system, PeopleSoft.

By 2001, Kurt was back with Starbucks, where he served in a number of executive roles providing strategic, management, and business development expertise around the country before being named to his current position. Along the way, Kurt has obtained certifications from Harvard University School of Law in Negotiations for Senior Executives, a Starbucks Master Learning Coach, and the Starbucks Coffee Certified Coffee Master.

In HB 489, Kurt has been generous with his time (and treats), sharing information on his company’s mission and values, business model, and innovations. But just as important is Kurt’s advice to “Love what you do, and share with everyone else. People can tell if you have an agenda,” he says, “so don’t have one. Just love, serve, care, and build relationships.”

It is clear that Kurt lives what he teaches. As a Spartan Sponsor Mentor and caring colleague, he has guided students and others in school and beyond. He loves this role, because it “gives me the opportunity to provide perspective and insight to others when they are making career or business decisions.” Kurt is also a long-serving member of The School’s Alumni Association Appointed Board of Directors.

Kurt is known as an effective “servant leader.” He is a great fit for Starbucks, where job titles are never capitalized, reinforcing the company’s belief in the value of humility. But for all his success, for all his significance as an innovative, fair decision maker with Starbucks, he wants most to be known as a great dad to his daughters Sarah and Kate, and a great husband to Brenda, his wife (who is also a graduate of The School).

It is balance such as this that often defines good leaders. “I invite industry leaders to speak in my classes because of what they can teach students about strategy,” says Dr. Cichy. “But with Kurt, it’s also about showing students a good way to live.”

It is because of this, Kurt, that The School’s Alumni Association is proud to name you 2017 Emerging Alumnus Leader of the Year. Congratulations.
Emerging Alumnus Leader of the Year

Philip L. Zeller (BA ’96)
Owner
Dale Carnegie Ralph Nichols Group, Inc.

Education is in the blood of 2017 Emerging Alumnus Leader of the Year Phil Zeller. So is technology. He has been a consultant and educational specialist in the IT field for corporations, non-profits, K-12 schools, colleges and universities, and the State of Michigan. He is known for his assistance with the integration of technology and public schools and colleges through Michigan virtual University. He has taught programs for Lansing Community College and Davenport University, facilitated training for K-12 administrators through “Leading the Future,” and formed several technology committees in school districts throughout Michigan.

But technology ultimately led him to something he says is more interesting: People. “My days,” he says, “are now dedicated to helping business professionals and youth learn the skills of engagement with humanity.”

Indeed. Phil is the owner of Dale Carnegie Ralph Nichols Group, which has offered Dale Carnegie Training in southern Michigan for over 40 years. He joined the group in 2000 as a regional VP; in 2008 became a partner, in 2009 became president, and in 2017 is now the owner. He is a master trainer, recognized widely for his work in Michigan assisting corporations, organizations, schools, and community members young and old to become more “accountable to successful outcomes.” He delivers workshops, presentations, and training programs that produce measurable results for people. In fact, Phil has been recognized as one of the top ten trainers in the world by Dale Carnegie Training®.

Phil is the reason so many students in The School have been exposed to Dale Carnegie practices. He has worked closely with Dr. Ron Cichy (BA ’72, MBA ’77), Matthew Anderson (BA ’09), and Jeremy Mourey (BA ’00) to custom design a three-hour professional development program offered to student leaders each semester. He welcomes 5-6 students (and several faculty and staff members) each semester to the full, 12-week Dale Carnegie Course taught in Lansing. He is generous with The School, providing the training at a reasonable rate, living out his commitment to “developing others for the greater good.”

In fact, Phil’s impact on his community is remarkable. In the early 2000’s, the local automotive industry was in transition, with 3,200 displaced workers in crisis. Phil received permission to meet with them over a period of several months, and created a certificate program through the local community college that affirmed their ability to manage a stressful situation; to return to school for new employment skills; and to learn “soft,” people skills. He says, “A lot of lives were changed for the better.”

Phil is a member of The School’s Alumni Association Appointed Board of Directors. He regularly speaks to the Emerging Leader class and is an honorary faculty member. He is an honorary member of the Department of Public Safety and of the Division of Infrastructure Planning and Facilities at MSU.

Phil advises students, “Make sure your soft skills rival your technical skills. Know that the value of one’s life can be summed up by the value of the relationships in it.” So true.

For this insight and much more, Phil, thank you, and congratulations on being named The School’s Alumni Association 2017 Emerging Alumnus Leader of the Year.
Patrick Donelly
General Manager
Hyatt Regency Hotel

Patrick Donelly is the general manager of Hyatt Regency Hotel, Chicago’s largest hotel and the largest Hyatt in the world, with 2,019 rooms and over 240,000 square feet of meeting space. He is responsible for the overall vision and future direction of this property, and ensures its prominence as a lead employer, hotel, and destination by active involvement in the business community.

The question is, “How did a young man from South Africa, who started his hospitality career as a vegetable cleaner in the kitchen at the five-star President Hotel in Cape Town, make his dreams come true?” It started when Patrick was nine years old. He and his family visited the five-star Polana Serena Hotel in Mozambique. He observed the general manager having cocktails at the pool, talking with guests, and enjoying fine dining and walking around “like a king.” That’s when Patrick knew he wanted to be a hotel general manager.

With that goal in mind, Patrick, after gaining experience at the President Hotel, joined Trusthouse Forte, an English company where he eventually became a training manager and learned the European Style of service. He earned positions with higher and higher degrees of responsibility, eventually becoming the rooms division manager at the five-star Rosebank Hotel in Johannesburg.

His next goal? Saving enough money to attend Cornell University for a summer. Check. He then planned to return to South Africa, get some valuable executive experience and return to the U.S. within two years. Sure enough, within one day of his two-year goal, Patrick and his wife Fiona arrived in Reno, NV, with their savings, nine suitcases, and no jobs. Patrick pounded the pavement for three months. But like a scene in a great movie, two days before the return date on his airline ticket back to South Africa, Patrick was offered three different positions. Patrick says, “I chose Hyatt. Thirty-two years later, I am still with Hyatt, enjoying the life I had set out to accomplish, having wonderful experiences and making life-long friends along the way.”

Patrick has enjoyed a successful career, serving in many positions with Hyatt in several different cities. He has earned a reputation as one who is able to unite people – staff members, hoteliers, communities – and as someone who is fair, always expecting the best from people and giving everyone an opportunity. But when asked about milestone achievements, Patrick recalls those goals he set many years ago which through hard work, perseverance, and taking opportunities, he accomplished and went beyond. What a lesson for students in the process of setting their goals and deciding how to reach them.

Patrick is well known as a volunteer leader of the Boards of Directors of the Illinois Hotel & Lodging Association and the Illinois Restaurant Association. He also serves on the Board of Choose Chicago, the Chicagoland Chamber of Commerce, and the Greater North Michigan Avenue Association. He has earned numerous awards for his community involvement, including the Award of Honor from the Chicago Police Department and the Chairman’s Award from the Greater North Michigan Avenue Association.

The School’s Alumni Association Chairman Emeritus Marc Gordon (MBA ’73) speaks highly of Patrick. “Patrick is a hotelier in the best sense of the word: he cares about hospitality and guest service, and he raises the standard for both in the Chicago area. He is a pleasure to know and to work with.”

Congratulations, Patrick, and welcome to Spartan Nation as The School’s Alumni Association 2017 Honorary Alumnus of the Year.
Perhaps the most important gift John and Becky Duffey have given to The School of Hospitality Business at MSU is their son Christopher for four years! But before he graduated in the spring of 2016, his parents also generously made a $1 million gift to establish an endowed professorship in The School. At the same time, they made a gift of $1.5 million to assist with the renovations to the Breslin Center on campus.

In February 2016, John was appointed the president and CEO of Six Flags Entertainment Corporation, the world’s largest regional theme park company. From 2010 to 2016, John served as the company’s chief financial officer. Previously, he was executive vice president and chief integration officer of Siemens Healthcare Diagnostics, leading the integration of Siemens Medical Solutions Diagnostics and Dade Behring. From 2001 to 2007, John was executive vice president and CEO of Dade Behring. With an accounting degree from MSU, John worked with Price Waterhouse in Chicago, Detroit, and Washington DC earlier in his career.

John and Becky met at MSU, where Becky was enrolled in Medical Technology. She worked in Detroit at St. John Hospital and Henry Ford Hospital, and in the Chicago area at Midwest Regional Laboratory. John and Becky are well-known philanthropists, having given to educational causes, MSU sports, and to foundations that support children with autism and other developmental disabilities. They are members of the MSU Athletic Director’s Campaign Leadership Council, a group of leadership donors and campaign volunteers from around the country.

When they pledged their gift to The School, John said, “It is vital in this challenging and competitive environment for alumni to step up and give back to Michigan State University. As proud alumni and parents of a current MSU student, we understand that attracting and retaining the best educators is key to attracting and developing the next generation of business leaders.”

Their gift will assist in MSU’s effort to establish 100 new endowed chair positions in order to retain and attract the next generation of faculty through the Empower Extraordinary campaign, a $1.5 billion capital campaign publicly launched in the fall of 2014. Upon their gift to The School, MSU President Lou Anna K. Simon said, “Our faculty are the essential resources in all that we do and we are grateful to the Duffeys for this new gift which will contribute to MSU’s growth and innovation in hospitality business.”

John served as commencement speaker in December 2016 and received an honorary doctorate of business. He addressed the graduates from the colleges of Arts and Letters, Broad Business, Education, Music, Social Science, Residential College in the Arts and Humanities, and James Madison.

With all their contributions to The School and MSU, this couple clearly believes that Spartans Will… “Excel and be leaders,” according to Becky. They have three children: Andrew, Ryan, and Chris, all of whom have surely been influenced by their parents’ example of charitable involvement and generosity.

Thank you, John and Becky, and congratulations on being named The School’s Alumni Association 2017 Alumni of the Year.
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- Jae Min Cha, Ph.D. (MS ’98)
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- Ronald F. Cichy (BA ’72, MBA ’77), Ph.D., O.M.
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- Authella Collins Hawks, M.Ed.
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Owner, Dale Carnegie Ralph Nichols Group, Inc.
The School of Hospitality Business Alumni Association would like to extend a special Spartan “THANK YOU” to the corporations that have supported 2017 Annual Gathering of Leaders.

**Gold**

Hyatt Hotels & Resorts  
LAZ Parking  
White Lodging Services Corporation

**Silver**

Hyatt Regency Chicago  
Lettuce Entertain You Enterprises, Inc.

**Bronze**

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WHITE LODGING
Hyatt Regency Chicago congratulates Patrick Donelly on being named the 2017 Honorary Alumnus of the Year.

We admire your dedication to Hyatt and to the hospitality industry.

Thank you for all you do.
The School of Hospitality Business Alumni Association would like to extend a special Spartan "THANK YOU" to the individuals that have supported 2017 Annual Gathering of Leaders.

**Platinum**
Peter Andjelkovich
Thomas W. LaTour (BA ’66))

**Gold**
Terry Brick (BA ’84)
Chuck Day (BA ’91)
Martha Zehnder Keller (BA ’03)
Michael W. Murray (BA ’81)

**Silver**
Dan E. Burdakin (BA ’81)
Kevin Kennebeck (BA ’88)
John Malone (BA ’82)
James F. Rainey
Ken Weber (BA ’77)
Bryce D. White
Blair Wills (BA ’02)

**Bronze**
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Richard C. Conti (MBA ’76)
Derek A. Daniels (BA ’94)
Lena & Todd Loeffer
Dan H. Mathews, Jr. (BA ’66)
Saundra Redmond Moton (BA ’77, MS ’89)
Bob Pierce (BA ’83)
Jim & Melissa Voss
VALUES, VISION, AND MISSION

**Our vision** is to be the recognized leader in Hospitality Business education, research, and service.

**The mission** of The School of Hospitality Business is...
- to INSPIRE continuous learning by empowering present and future managers to ACQUIRE knowledge, skills, and global Hospitality Business leadership positions;
- to CREATE knowledge by engaging in collaborative theoretical and applied research for the benefit of undergraduate and graduate students, Hospitality Businesses, and the community of hospitality management scholars;
- to ENGAGE our Hospitality Business partners through outreach and service, and to ENHANCE global Hospitality Business economic, community, and academic development;
- to CONTINUOUSLY IMPROVE The School’s global leadership position in Hospitality Business operations, development, ownership, and management.

**Values** are the foundations, or the core of an individual or an organization. They are how one acts, how an organization conducts itself. Values determine one’s personal vision, and one’s vision is the situation or circumstance which one wants to create, ideally, in the future. An organization’s mission is its purpose, why it exists. Most exist to add some distinctive source of value to the world. One’s position is how one is perceived by one’s customers.

**Core values** are the bricks upon which we build our School. As the foundation, these values define how we want to act, behave, and live. Our core values are: the students, collaboration, creation of knowledge, each other, giving to community, honesty, hospitality industry, individualism, integrity, merit, social responsibility, status, treating people right, and work ethic. All of us, each day, try to exemplify one or more of these values.

**Our position** is to be perceived as the premier educational experience for the business of hospitality, and to remain...

*The First, The Original, and STILL The Leader.*
The School of Hospitality Business Alumni Association was founded in 1948 as the Michigan State College Hotel Administration Alumni Association. The mission of The School of Hospitality Business Alumni Association is to provide active leadership in support of the mission of The School through membership participation, image enhancement, financial commitment, and promotion of synergies among students, faculty and staff, alumni, community, and industry partners.

The School of Hospitality Business was founded in 1927 as Hotel Training course. Our vision is to be the recognized leader in Hospitality Business education, research, and service.

The Hospitality Association was founded in 1928 as the Student Hotel Association. The mission of the Hospitality Association is to develop hospitality leaders through opportunity, guidance, and responsibility.