

Summary of Credentials and Experience of Collin County Community College District Department Chairs

Name: Karen Musa

Title: Program Chair – Hospitality & Foodservice Management

Years of CCCCD Service: 6 years

Academic Preparation:

Institution: Dallas Baptist University
Highest Degree: MBA
Major/Discipline: Business & International studies

Institution: Johnson & Wales University
Other Degree: BS
Major/Discipline: Hospitality Management

Institution: Johnson & Wales University
Other Degree: AS
Major/Discipline: Hotel/Restaurant Management

Other relevant Certification/Licensure: CHE – American Hotel & Lodging Association

Professional Experience:

Current Position: Program Chair – Hospitality & Foodservice Management

Collin County Community College District

Dates: 7/98 through present

Primary Responsibilities:

Scheduling classes, ordering textbooks, hiring associate faculty, and recruiting and promoting the program. Conducting classroom visits for associate faculty, advising students.

03/97 to 07/98 Sodexo Marriott Management Services - Plano, Texas

Special Projects & Accounting

Assisted the General Manager with special promotional and statistical projects. Oversaw the weekly accounting process.

05/96 to 03/97 Marriott Management Services - Dallas, Texas

General Manager

Opened a new account for Marriott. The new piece of business included food service, catering and vending. Responsible for all aspects of day to day operations.

07/92 to 05/96

Marriott Management Services - Dallas, Texas

Food and Environmental Services Director

Responsible for overseeing food and environmental services departments at the Tom Landry Sports Medicine Center. Environmental services was a lateral sale due to the success of the food service department. Opening the environmental services department involved recruiting, training, purchasing new equipment, setting up working schedules, time task analysis, safety, inventory and ordering, as well as managing a department budget. Two managers were direct reports, plus twenty-five hourly employees.

Food Service Director

Directed all facets of the food service operation at the Tom Landry Sports Medicine Center. Responsibilities included menu planning, purchasing, inventory control, budgeting and forecasting, personnel management, and project coordination. Acted as vendor liaison ensuring quality standards and customer satisfaction.

05/90 to 7/92

Baylor University Medical Center - Dallas, Texas

Catering Manager

Managed a catering operation that expedited 25 plus functions per day. Functions ranged from continental breakfasts to elaborate receptions serving up to 5,000 guests. Interfaced with Marriott on a daily basis. Supervised seven employees to ensure customer satisfaction with food quality and service.

08/89 to 04/90

Norwich Inn, Spa & Villas - Norwich, Connecticut

Conference Coordinator

Responsible for all phases of after-sell market. Planned and facilitated corporate meetings and social functions for high profile groups such as Tiffany & Company and Bon Appetite Magazine. Arranged audio and visual aids, meetings, meals and other activities as requested by clients.

04/88 to 08/89

Brown University - Providence, Rhode Island

Assistant Catering Manager

Coordinated facility reservations. Planned, staffed, and directed large catering events. Position required the ability to develop good working relationships with Brown University students.

Food Service Supervisor

Supervised 50 unionized personnel in a cafeteria serving 2,000 plus meals per meal period.

Professional Development Activities (within the past two years):

- * **HEAT conference 2001 & 2002**
- * **CHRIE conference 2002**
- * **CHE certification workshop – AH&LA 2002**
- * **TCCTA conference 1998, 2001**
- * **Johnson & Wales University Educator Fly-in 1998, 2002**
- * **MPI – Dallas chapter various educational luncheon seminars**
- * **TCA – Dallas chapter various chapter meetings**
- * **Hotel Association of Dallas Scholarship meetings 1998, 2001, 2002, 2003**
- * **WECM work shops 2002, 2003**

Other Academic Honors/Significant Accomplishments:

Business & Computer Science Outstanding Faculty Award 2002/2003