Monitor Newsletter April 01, 1991
Bowling Green State University
Delegation offers tips on hospitality management

On trip to U.S.S.R, Bandy sees a country ready for Western influence

After she returned from her trip to the Soviet Union, Melissa Bandy, director of the hospitality management program, couldn't wait to go grocery shopping.

That may sound funny to some people, but Bandy had good reason for her desire to wonder the aisles of an all-American Kroger or Foodtown store: she was anxious to see the well-stocked shelves and variety of goods again. In the Soviet Union, she saw many bare shelves or stores with only a few items.

"The Soviets do not understand the concept of supply and demand," Bandy said. "They stockpile all the time. They are afraid tomorrow there won't be anything so they buy everything all at once. While I was there I bought a sweatshirt in one of the stores that had denim in stock. I went back the next day to get another one and they were all gone. That's not unusual. In fact, nothing stays in stock for more than a day there."

Bandy was one of 15 people from around the world who were invited to travel as a part of a trip to Czechoslovakia with a program sponsored by the Council of Hotel Restaurant and Institutional Education. All of the members of the delegation were involved in the hotel, restaurant or tourism industries and during their two-week stay from Feb. 22 through March 9 they visited their Soviet counterparts to teach Western-style hospitality programs.

Bandy was the only Christian in the delegation, which was sponsored by the Universities of Denver, Georgia, Massachusetts, Pennsylvania, Great Britain, Finland and Switzerland. "Both personally and professionally, the trip was a fantastic opportunity and I think a lot of good things are going to come from it," she said.

With the fall of the Iron Curtain, tourism has become a new industry in both the Soviet Union and Czechoslovakia. But while they might be off to a slow start, Bandy said the people are eager to learn.

During the trip, she presented a paper entitled "Aggressive Hospitality: Combining Employment and Empowerment" on three separate occasions. The paper discusses a style of management that allows employees to make their own decisions and to be rewarded for them.

Bandy said she thought the areas where the Soviets were the weakest were in strategic planning and in human resource management. "They know that is where they need help and they are willing to learn," Bandy said. "But the funny part is that under Communist thinking, they are used to 20-year plans. So it was hard to get them to think in terms of three- to five-year plans in the hospitality area. Also, programs on motivation, reward systems, hiring and firing practices and leadership were all new to them."

In the Soviet Union, the delegation visited Moscow and Leningrad where they met with members of the city councils and some travel agencies. Bandy said she preferred Leningrad over Moscow.

Even though the delegation stayed at one of the nicer hotels in Moscow its standards were lower than most basic hotels in the U.S., she said. There were cockroaches, but no room service or any television, radio or newspapers.

However, the group visited some joint venture hotels, operated in conjunction with another country, such as Finland, Switzerland or France, that were more modern. They also observed the country's only training program for waiters. It is prestigious to participate in the program because it could eventually earn the person more money.

While tourism is down 70 percent from last year in Moscow, it is up in Leningrad. Bandy said "Leningrad seems to be a little better off and the people there have great pride in their work ethic," she said.

"The hotels had almost 100 percent occupancy and rooms were approximately $75 to $125 per night."

Bandy, who visited the McDonald's Processing Plant, enjoys a drink with Dan Jankura, director of the University of Denver's School of Hotel Management, at the Hotel Pullman in Moscow. The hotel is a French/Soviet joint venture that just opened two months ago.

Vol. XIV, No. 36
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Training course teaches staff of supervisory role

What does it take to be a supervisor? More than 100 classified employees have taken a course during the past five years to learn the qualities that make a person most effective in this role. The Pre-Supervisory Development Program is a 13-week evening course offered once a year through the training and development area of personnel services.

"The program is designed for people interested in becoming a supervisor," said Ruth Milliron, manager of training and development, "It is an excellent employee benefit. The course is free to the participants and their only investment is in their own time, energy and commitment."

The University covers the cost of the textbook and instruction.

To date, 15 employees out of a total of 83 who have completed the course have received a promotion. Participants who attend 10 out of the 13 classes receive a certificate.

Currently 26 classified employees are enrolled in the class being offered through May 20.

The sessions are taught by Dr. Ron Hunady, management, who covers such topics as the role of a supervisor, developing administrative, leadership and communication skills and managing

Continued on page 3
As computer needs grow, center now offers much-needed training

The Office of Educational Computing at the University of Northern Iowa is offering a series of seminars on computer use for departments and individuals who need to learn about computers. The seminars are designed to help people understand how to use computers and to provide hands-on experience with various computer systems. Participants will learn about important aspects of computer use, such as file organization, word processing, and data management. The seminars are open to anyone who is interested in learning about computers and will be held at various locations on the UNI campus. For more information, contact Steve Walters at 372-5157.

Summer hours to run from May 13-Aug. 9

The library will offer extended summer hours beginning May 13 through August 9. The library's main branch on 1200 Oussel Drive, the downtown branch on 1200 S. 13th Street, and the branch on 1200 S. 17th Street will be open from 9 a.m. to 9 p.m. Monday through Thursday, and from 9 a.m. to 5 p.m. on Friday. All branch locations will be closed on Saturday and Sunday. The library will also offer extended hours on Fridays, with the main branch open from 9 a.m. to 9 p.m. and the downtown branch open from 9 a.m. to 5 p.m. This schedule is designed to accommodate the needs of students, faculty, and staff during the summer months. For more information, contact the library at 372-5600.

Individuals needed to work at athletic events

The University of Northern Iowa Athletic Department is seeking volunteers to work at athletic events during the fall and winter seasons. Volunteers will be needed to assist with various tasks, such as transporting equipment, handling tickets, and assisting with general game day operations. Volunteers are expected to be available for multiple events and are encouraged to sign up for as many events as they can. To apply, interested individuals should contact the Athletic Department at 372-5000.

For sale

Northern Iowa's contribution to Civil War history is the focus of the seventh annual local history conference sponsored by the University of Northern Iowa. More than 150 people are expected to attend the theme-based April 24 conference, which will feature local and regional historians discussing the role of Northern Iowa in the Civil War. The conference is sponsored by the Northern Iowa Historical Society and is open to the public. For more information, contact the Historical Society at 372-2170.

Learn-to-Swim program set at 370-2411

The University of Northern Iowa's Learn-to-Swim program will begin on Monday, June 3, and will be held at the University's pool. The program is open to all members of the local community and will be taught by experienced swim instructors. For more information, contact the 4-H Club at 370-2411.

Pre-supervisory training

The University of Northern Iowa is offering pre-supervisory training for departmental managers. The training will be conducted on three consecutive evenings and will cover topics such as leadership, communication, and conflict resolution. The training is open to all departmental managers and will be held at various locations on the UNI campus. For more information, contact Steve Walters at 372-5157.

Faculty/Staff grants

The University of Northern Iowa is offering faculty and staff grants to support research and creative activities. The grants are open to all faculty and staff members and can be used to support a wide range of activities, such as travel to conferences, equipment purchases, and research expenses. For more information, contact the Office of Research and Sponsored Programs at 372-5520.

Department of State will give a presentation on"The 2nd Chilean Volunteer Infantry at Chacabuco". Dr. Robert Daniel, a professor of history at the University of Northern Iowa, will present a lecture on the 2nd Chilean Volunteer Infantry at Chacabuco. The lecture will be held on Thursday, May 23 at 7 p.m. in the Old Main Lecture Hall. For more information, contact the History Department at 372-2170.
How about your benefits?

Unbundling of physician's charges increases costs

Claims and Associates, the firm which processes health care claims for area employees and their dependents, has announced that "bundling" physicians' charges has been replaced when reviewing charges for surgical procedures.

"Unbundling" in the subdividing of the single item charge of charges for separate services each individual patient receives in a hospital, but physicians' charges are currently more than three times higher, according to a spokesperson for the firm that might normally be billed $20,000-$30,000 if separate charges were billed for "exploratory surgery," "draining cysts" and "removing polyps." But now...

Classified Employment Opportunities

New Variances

Promoting (Doe), Room 36, Friday, April 5

6:30 Food Service Manager 1
Pay Range 27
University Operations Office

Deadline: April 15

Library Center for Archival Collect.

Monitor

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Seven seats are up for election on CSC

Members of the classified staff who have always wanted to become involved in the decision-making process on issues affecting their employees now have their chance, as seven seats are open on Classified Staff Council for the next academic year and self-nominations are currently being solicited.

Opening for council positions are in the following areas:

• One seat from Food Operations, which includes all employees in the Food Operations area and the University Union;
• One seat from academic, which includes all employees in that particular academic area;
• Three seats from the operations area which includes all other classified employees at the college; and
• One seat from Friends College, which includes any classified employees at the college.

Self-nominations should be sent to CSC, 230, by 2 p.m. on Friday, March 29. Nominations for students will be accepted by April 12.

Set clocks ahead

The University community is reminded to set clocks one hour ahead to begin Sunday, April 7.

Cost to increase

Students are advised in advising all interested persons that effective July 1, costs in all laboratories operated by any services will be 20 cents per page.

Datebook

Monday, April 1

11:30 A.M. [...], 1 p.m. [...]

Tuesday, April 2

For Students, William Morris, by Jean Morris, William Morris, Ouroboros Art Center. The lecture is on ornithology. [...] 2 p.m., 5 p.m. Monday through Friday and 1 p.m. Saturday.

Wednesday, April 3

International Peace Board of the United States, on campus. [...] 5 p.m. Monday through Friday and 1 p.m. Saturday.

Saturday, April 6

The annual Art Show, at the University's Union building, one of the major fund raisers for the College. [...] 2 p.m., 5 p.m. Monday through Friday and 1 p.m. Saturday.

Deadline

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10:30 A.M. [...], 1 p.m. [...]

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