

VANCOUVER
COMMUNITY
COLLEGE

VCC Connections

Simulation tests VCC Hospitality Students

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Initiative

The Internationals
are here!

Celebrating

30
Years

Collegiate Hotel is going down. The service is slack, customers are complaining, the owners are antsy, the staff reluctant to change their ways, and the union defensive. When many hotels are recycling, reducing and reusing, Collegiate is stuck in wasteful practices. Environmentalists are pressuring for change and disgusted guests are writing terse letters to the harassed management.

Seems like a handful? Hotel management is challenging and the graduating students from the Hospitality Administration Program at VCC were handed that challenge. It was only a simulated exercise, but one that was realistic of the day to day pressures hotel management teams experience, says John McBride, a VCC Instructor coordinating the exercise.

The day-long scenario that took place on April 6th, at VCC City Centre, called for a new management team to begin to turn things around. In reality, the 72 second year students were divided up into 8 teams, each with their own office, phone and computer. Through the day they received by telephone and courier: requests from owners for plans and strategies to improve service, demands for change from an environmental group, inquiries from the press concerning the hotel's wastefulness, a sexual harassment complaint from a guest,

a letter in Chinese from a guest and requests for support from the community.

The student teams had to establish priorities, manage their time and delegate efficiently and effectively to meet the rigors of hotel management. According to McBride, the exercise created an opportunity for the students to integrate many of the skills and knowledge gained through the two year program. The students also experienced how they performed under pressure; how well they worked as a team and provided and accepted leadership.

In the middle of this day-long simulation the students attended a hotel association luncheon, prepared and served by the faculty and complete with a guest speaker. This luncheon was part of the game. The speaker, Ian Powell, G.M. Hotel Vancouver, discussed the importance of networking around issues facing hotels. He also provided some timely advice to the students who are about to take on the demand of management in the hospitality industry.

At the end of the day the students evaluated their performance and the exercise itself. Although student teams were created out of groups who rarely work together, the students

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Connections

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Connections publishes every Thursday, and the deadline for submissions is 3:00 pm on the previous Friday. Please supply your article to Manijeh or Vickki in a simple, word-processed format (text only is best) on an IBM-compatible disk. Please include a hardcopy.

Please recycle this newsletter.



Simulation (Continued from page 1)

remarked on how efficiently and effectively the groups operated. They used the words dependable, team spirited, enthusiastic, and hard working to describe their colleagues. The exercise was described as very realistic. Students felt the stress of making decisions quickly. On the evaluation sheet students rated the usefulness of the exercise at an average of 90%.

The simulation was designed by the Hospitality Administration faculty and was part of Open House. Support was received from the GVRD Solid Wastes Department, the Ministry of the Environment's Municipal Waste Reduction Branch and City Centre, VCC.

*For more information, contact
John McBride or Carmine Morelli, 8376*



Operations Council formed

The new VCC Operations Council has been formed and its first meeting was held on Tuesday, April 11, 1995. This Council has a similar mandate as the former Joint Council, and will deal with policies and decisions concerning general College business. The Chair of Operations Council is Linda Martin, and the membership is as follows:

Brenda Appleton	Moir Macleod
Deena Bowie	Bob Malone
Cassandra Crooks	Wayne Martin
John Cruickshank	Dana Merritt
Dale Dorn	Lilli Milder
Jim Goard	Laraine Niewinski
Janice Hansen	Gail Rochester
Jo Ann Hansen	Jackie Sandy
Mary Hoekstra	Casey Sheridan
Wynn Keenan	Linda Thomas
Karen Kelly	Larry Waddell
David Kolot	Min Yao
Lyn Lennig	

Each month, a list of the last meeting's action items and the agenda for the next meeting will be printed in "Connections." Any

member of the College community is welcome to attend as a guest.

Outcomes from the meeting of April 11, 1995

A sub-committee was formed to compose a draft Terms of Reference for presentation to the Council for approval.

A revised VCC Human Rights Policy was approved in principle, pending legal review. This draft revision #5 is now the operative policy. (Copies of this policy will be distributed shortly. If you do not receive one in the mail, there will be extras available in the CC and KEC mail rooms and the reception areas of KEC North and West.)

The Council will normally meet every second Tuesday of the month at 1:00 p.m., with possible exceptions during the summer months. The next meeting is at 1:00 p.m. at King Edward Campus in Room 4043.

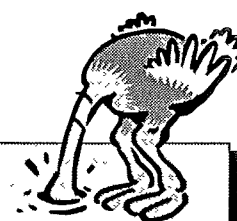
Linda Martin

Record fundraising event for VCC Educational Foundation

The VCC Educational Foundation raised over \$44,000 for music scholarships and bursaries with the The Notable Event '95 on Friday, March 31. The Westin Bayshore was filled to capacity. Over 400 people enjoyed VCC Music Department's presentation of jazz and dixieland music, fitting the theme "A Night in New Orleans." Throughout the evening, guests generously bid on over eighty donated items. The Silent Auction alone raised close to \$12,000. Funds raised will be matched by the Provincial Government College and Institute Matching Endowment Fund.

During the evening, the Foundation honoured Quebecor Printing, The Truck Loggers Association, Vancouver Business and Professional Women's Club, Western Star Trucks and Orion Western Star and Mr. and Mrs. P.A. Woodward's Foundation for their commitment to education.

The Foundation would like to extend its thanks to David Branter and the exceptionally talented music faculty, students and staff as well as others who volunteered to help make this evening a success!



**Don't
hide
your
talent!**

If you have an interesting story to share with everyone, or an idea for a regular column, let us know!

ACCC Conference open to eligible VMREU member

The Association of Canadian Community Colleges (ACCC) will hold its annual conference in Victoria on Saturday, Sunday and Monday, June 4-6. The theme of this year's conference is "STRATEGIC ALLIANCES." The College will pay the registration fee and one half of the return transportation cost for one Vancouver Municipal Regional Employees' Union (VMREU) member wishing to attend. The Union will pay one-half of the transportation and hotel, and the individual must pay for meals and one-half the accommodations.

Anyone wishing to be considered as a VMREU representative should contact Vickki Montigny, 443-8589 by May 1, 1995.

Selection criteria

1. The successful candidate must be selected by the VCC Shop Stewards and through a recommendation from the Executive Board. The selection will be based on the candidate's activism and length of membership in the VMREU.
2. The candidate agrees to advocate Union positions while participating in the Conference.
3. On their return, the candidate reports back to the Executive and Membership about the conference.

Conference brochures are available from the President's Office.

Help to keep VCC a safe place

As part of the Safer Campuses initiative, personal safety questionnaires are being distributed within the next two weeks to employee mail boxes and the following return questionnaire box locations around each Campus:

- **KEC Broadway:** Cafeteria, Student Association Office, Counselling, Administration Switchboard, Student Association, Women's Centre
- **KEC West:** Reception
- **KEC North:** Reception
- **City Centre:** Cafeteria, Student Association Office, Counselling, Administration

Switchboard, Second Cup, Continuing Education

- **Canadiana Centre:** Penny Sou, Program Assistant

Please help us by completing and returning a personal safety questionnaire and encouraging your students to do so as well.

If you would like to give out questionnaires to your students please call Janice Hansen at local 7040 or Steve Traviss at local 8603 for extra copies.

You can help us to keep VCC a Safe Place!

Quick quote

British Columbia
is a large body of
land entirely
surrounded
by envy.

—Eric Nicol

The Internationals are here!

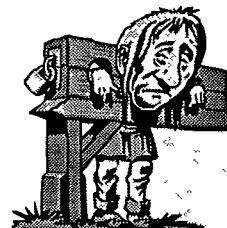
Please excuse our expropriation of the Staff Cafeteria over the next two weeks, but the intake for our International Education students for the Summer Term was a little larger than anticipated. In total there will be approximately 121 new I.E. students starting on May 1, 1995. That's a 64% increase over last summer's intake of 74 students! Happy news!

These 121 students come from a wide range of countries. For example: China (3), Korea (6), Fiji (1), Nigeria (1), Germany (1), Singapore (1), Hong Kong (7), Taiwan (55), India (1), Vietnam (1), Japan (44)

Even more surprising is the fact that of these new students only 65 are from overseas! All the rest have applied from other schools in British Columbia. So, please welcome our

newest students who, no doubt, will be wandering somewhat confusedly around the campus for the next week.

Steph Jewell



Bored? In a rut? Feeling chained to your desk?

Then come celebrate "Springtime in Victoria" with International Education, Saturday, April 29, 1995.

Cost is \$64.75 adults 18 yrs+. Prices for children vary. Payment can be made with the KEC cashier, 4th floor. Call Steph at 7010.

announcements

new appointments



We are very pleased to announce the recent appointment of **Doreen Sharan** to the position of Confidential Secretary to the Vice President, Finance and Administration in the Executive Office. Doreen has worked at the College for seven years in a variety of positions. For the past six months she has been Acting Confidential Secretary to the VP Finance. Prior to this she was secretary to the Director of College Services. Doreen can be reached at local 7163.

Please welcome our new KEC contract librarian, **Melinda Baranieski**. Melinda received her M.L.S. from UBC in 1994 and has been working on an on-call basis for us for over a year. Melinda's core responsibilities will include liaison with the ESL-College Preparatory English Department, reserves coordination, and general library instruction and information desk duties. She is knowledgeable and a valuable addition to our team.

Mark Goertz



**Telephone/UNIX/
INTERNET
access unavailable
Sunday,
April 23, 1995**

This is a result of a scheduled power shutdown at City Centre. There will be no telephone service available at the campus from approximately 7:00 a.m. til 5:00 p.m. There will also be no dialup access to the Unix Computer at City Centre for E-mail access, etc. during this time. Both campuses will be unable to access the Internet as the connection to BCNet is located at City Centre.

calendar

City Fest: upcoming fundraising events

This year's City Fest will again take place at King Edward Campus, on May 19, 20 and 21. The following fund raising events are planned and we invite you to participate:

1) A Contradance Benefit

- Friday, April 21st, 9:00 p.m. onward
- estimated cost: \$8.00 - \$10.00
- Capri Hall, 3925 Fraser St.

2) Ethiopian Buffet at the Nyala Restaurant, featuring an evening of music and fun!

- Tuesday, April 25th 6:00 p.m.
- \$20.00 per person (drinks extra)
- Nyala Restaurant, 2930 W. 4th Ave.

3) Vancouver Folk Song Society—a family event for all ages, featuring a variety of musical styles.

- Saturday, April 29th, 8:00 p.m.
- \$10.00 adults
- Kitsilano Neighbourhood House, 2325 W. 7th Ave.

Please call Molly Beth Metcalfe, local 7194, if you would like tickets.

classifieds

JOB POSTINGS

VCC

Coordinator I (Beginners Level) and Coordinator I (Intermediate Level), English Language Skills Department, King Edward Campus. These are three-year appointments, commencing July 1, 1995. Closing date: April 30, 1995.

Instructional Assistant (d), Retail Meat Department. Closing date: April 25, 1995.

Food Services Cashier, City Centre Campus. Closing date: April 26, 1995.

Office Clerk, Program Development. Closing date: April 26, 1995.

Other

Director, Port Alberni Region, North Island College. Closing date: May 5, 1995.

Sessional Instructors, Department of Geography, Simon Fraser University. Closing date: April 28, 1995.

Field Coordinator, Madras, India. Closing date: June 30, 1995.

ESL Instructor, Anshan, China. No closing date available.

For information on job postings, contact the Employee Relations Department.

FOR SALE

1 - 3 speed, Iona Electric Broom \$30.00 O.B.O. Call Lorna at Ext. 8506.

Set of vertical blinds to fit a standard sliding patio doorway. In excellent condition. Make me an offer. Contact Dale at 7152 or 251-4677.

Piano: medium-sized upright, 41" high. In excellent condition, Canadian made, walnut finish, rich warm tone, tuned regularly. Contact Dale at 7152 or 251-4677.

HOUSING

Northern Way Housing Co-op, close to KEC and CC campuses, is looking for a new family to move into its large 3 bedroom townhouse unit. Available May 1, 1995. Call Judy Ellis at 877-1124 for details.

KEC Teacher looking for someone to dog-sit and sublet room in character house (Commercial Drive area). *Cheap rent* for responsible dog lover. Mid-June to end of September, 1995 (flexible). Call Tobi at 251-6271.

NOTICE

Interoffice envelopes are in short supply. If you have any spares on hand in your department, please return them to the campus mailroom.



Vehicles needed!

VCC - KEC Automotive Technician Dept. currently needs vehicles 1984 or newer. We need clutch work, tune-ups, brakes and engine work. Requests will be filled as openings become available. There is no labour charge on work done in our shop. We work on vehicles from faculty, staff, students and/or general public.

Call Cecilia at local 7416.

Statistics Canada to conduct student telephone survey

Statistics Canada, in partnership with the B.C. Ministry of Skills, Training and Labour and 19 colleges and institutes in B.C., is conducting the B.C. Survey of Former College and Institute Students. The survey's goals are to produce statistical information on what has happened to the former students of B.C. colleges and institutes, to get the students' opinions

about the programs provided by the institutions and to find out to what extent the students' educational and training experiences prepared them to work or to further their studies. This telephone survey will take from April 20, 1995 to June 10, 1995. For more information, contact Darlene Facchin at 666-3552.