

the globe

**Success Through
Worldwide Connection**

Newsletter of the Association of College and University Clubs

March 2005

Inside This Issue:

President's Message 1

*Colleen Rohrbaugh
Honored* 2

2005 Idea Fair Winners 3

Evacuating a High Rise 5

Election Results 7

Message From the President

Dear Colleagues,

For those of you that were not fortunate enough to be with us in New Orleans last month I have just one recommendation: plan now for next year's Conference in Honolulu. Forget the fact that the weather will be warmer, ties are not allowed on the island, and there is no Bourbon Street to keep you up past your bedtime. What there will be is world-class education, business workshops, roundtable discussions and professional networking with dear old friends and real interesting new ones.

Over the past several years, under the visionary leadership of past president Bill Rothballer, CCM, the Association has completed a very successful transition for the management and administration of ACUC affairs and education /conference formats. Thanks to the expertise and professionalism of CMAA and people like our Managing Director, Nancy Kabel, our Association has nothing but blue skies and black ink in the forecast for years to come. We are especially interested in expanding our membership base, a challenge we deal with directly in each of our own clubs.

My Club has been a member of ACUC, formerly AFCI, for over 15 years, and I have been personally involved in the organization for the better part of 10 years. I realized that until I attended a conference and found a network of caring professionals, that the Association meant nothing more to us than an occasional visit from a member of an affiliated club. The opportunities for development and the support from fellow club managers has made these experiences most rewarding to me personally, and certainly for my club members and entire campus community.

I urge you to get involved with your association. Start with an e-mail or a phone call to a fellow club manager in your region. Be ready to share an idea of something that works particularly well in your club and hopefully hear of something new that just may work for your operation. The least you will find is that there is a great deal that we all have in common and sometimes the answer is just a quick phone call away.

All the best for the rest of 2005 and please contact me if you or any of your members are headed for sunny Southern California and I promise we will take good care of them. Of course, it may cost you one of your best ideas! I look forward to the pleasure of serving as your President and please do not hesitate to contact me if I can help in any way.

Warm regards,
Tom Mignano



ACUC Web site
www.acuclubs.org

Interested in showcasing your club on the front page of the site?
Contact ACUC at acuc@acuclubs.org for further information.

Colleen Rohrbaugh Honored at 28th ACUC Annual Conference

ACUC Board of Directors

President

Thomas J. Mignano

Ida & Cecil Green Faculty Club
University of California/San Diego
9500 Gilman Dr
P.O. Box #0121
La Jolla, CA 92093-0121
Phone: (858) 534-0876
Fax: (858) 534-5719
e-mail: tmignano@ucsd.edu

Vice President

Mark C. Tiernan

University Club/University Catering
University of Missouri
107 Reynolds Alumni Center
Columbia, MO 65211
Phone: (573) 882-9481
Fax: (573) 884-7831
e-mail: tiernanm@missouri.edu

Treasurer

Frank Stillisano, CCM

Faculty Club
Texas A & M University
Rudder Tower - 11th Floor
College Station, TX 77843
Phone: (979) 845-2582
Fax: (979) 862-1531
e-mail: fstillisano@mail.vpa.tamu.edu

Secretary

Leanne Pepper

Faculty Club
University of Toronto
41 Willcocks St.
Toronto, ON M5S 1C7 CANADA
Phone: (416) 978-6399
FAX: (416) 971-2062
e-mail: leanne.pepper@utoronto.ca

Immediate Past President

William P. Rothballe, CCM

University Club of Louisville
University of Louisville, Box 1389
Louisville, KY 40201-1389
Phone: (502) 852-6996
Fax: (502) 852-0163
e-mail: bill.rothballe@louisville.edu

Membership Director

Elizabeth Latoszewski, CCM
8288 Lawrence Hwy.
Vermontville, MI 49096
Phone: (517) 726-1423
Fax: (517) 726-0990
e-mail: latosz2@msu.edu

By a unanimous decision of the ACUC Board of Directors, the 28th ACUC Annual Conference was dedicated in Colleen Rohrbaugh's honor. She was presented with a Certificate of Recognition and special letter from President Bill Rothballe, CCM, detailing her service to her club and to ACUC.



June 2005 will mark the 28th anniversary of Colleen's employment as General Manager with the University of Washington Club at the University of Washington/Seattle. She was successful in her pursuits of amenities for the club, such as lobbying for a liquor license in 1979, which made the Club then--and now--the only university in the State of Washington with a bar. Similarly, she had a full-service kitchen installed in the club in 1993, which allowed the club to become independent of the University Food Service. These are just two of many good ideas that Colleen has employed to make her club special. As a result, club membership increased from 700 to 2000 members under her tenure.

Colleen is a Founding Member of ACUC since 1978. She has attended every ACUC Annual Conference with the exception of the one held at Ohio State University 11 years ago. She was president of the organization for four years (1985-1989) and has held every office that ACUC has. She hosted the seventh ACUC Conference in 1984 at her club with the theme, "Management for Excellence." As part of the Conference program, Colleen's husband, David, arranged for a special, private "insiders' tour" of Boeing Aircraft. Colleen has also been a member of CMAA since 1983 and served as president of the CMAA Evergreen Chapter. Her enthusiasm and involvement with ACUC and CMAA has been equal to the dedication she has exhibited in her professional life. Her philosophy has been, "If you don't like what you are doing and you are not having fun, then don't do it." Colleen plans to retire from the University of Washington Club later this year. We will still expect to see her and David at ACUC Conferences in the future!



2005 ACUC Idea Fair Winners

Three ACUC members attending the New Orleans Conference submitted excellent entries for the popular Idea Fair Contest and made their presentations before the attendees on Saturday, February 26. The ideas submitted must have made a positive impact in a club. ACUC members present their idea(s) with the understanding that the ideas are free to use by other ACUC members.

Ed Kasky, Program Director for the **USC University Club**, University of Southern California, presented five ideas. His club's "**Meet-4-Lunch**" was designed as a way to bring together University Club members in small groups of four to five over lunch, as well as to provide more opportunities for informal interdisciplinary discussions between different departments at USC. University Club members sign up for the program on the University Club Web site and submit requests for senior faculty and senior administrative staff with whom they would like to meet. The results of this program has promoted a greater sense of camaraderie among University Club members and has gained the attention and support of senior University administrators in USC's Office of the President and Office of the Provost.

Kasky presented the second Idea Fair entry on "**Public Relations Internship at the USC University Club.**" By providing an unpaid internship for credit to a senior at the USC Annenberg Public Relations program, improvements were gained in the Club's public relations efforts with both its members and the larger university community. The club receives knowledgeable and experienced help with its public relations at no cost, and it offers the interns a high-level of ownership in their work and an intimate knowledge of all aspects of public relations for a member-based hospitality organization. As a result of this program, the University Club has been able to pre-produce a large portion of its regular weekly and monthly member e-mail and newsletters for the Spring Semester, streamline and improve its programs and explore more community-centered public relations projects.

Kasky's "**This Week at the University Club**" submission focused on the club's weekly e-mail to its membership, a more concise and current style than the club's monthly newsletter. It encourages members to participate in events on a weekly basis and serves to remind members of upcoming events, seasonal sales and to make special announcements that may arise during the month. It is the USC University Club's experience that the more reminders and encouragement their members receive, the more active and involved they become in club activities. The weekly e-mail program also saves the club on paper advertising. Kasky believes that the daily sold-out lunch service, increased dinner service, fully booked banquet rooms and growing attendance at the club's sponsored social events speaks to the success of the weekly e-mail program.

"**Turkey Tasting**" was a fourth entry that has been employed by the USC University Club to promote its Thanksgiving to Go menu by providing members with free samples of cooked turkey, stuffing and holiday desserts. The menu is set up in the club foyer, with the Head Chef on hand to carve and serve samples to arriving members. A Member Programs representative is also available to answer questions, distribute flyers and encourage members waiting for restaurant tables to stop by the event. The Turkey Tasting cost the club \$401 and resulted in over \$1,800 in orders. Based on member input, the club plans to offer a fully-cooked Thanksgiving menu this year, sized for a minimum of 10 people.

Kasky's last entry, entitled "**Annual Member 'Follow the Music' Holiday Dinner,**" is a joint program between the USC University Club and the USC

(continued on page 4)

Regional Directors

Region I: Asia, Australia, Europe and Canada

Donna Cram

The Faculty Club

University of Saskatchewan

Box 388, RPO University

Saskatoon, SK S7N 4J8 Canada

Phone: 306-966-7774

Fax: 306-966-7770

e-mail: Donna.Cram@usask.ca

Region II: Northeast U.S.

Erwin Bernhart

Faculty House/Alumni Center

968 Main Street

Williamstown MA 01267

Phone: 413-597-2451

Fax: 413-597-4722

e-mail: Erwin.Bernhart@williams.edu

Region III: Southeast U.S.

Alex Hopkins

University Club/University Catering

University of Missouri

107 Reynolds Alumni Center

Columbia, MO 65211

Phone: (573) 882-2586

Fax: (573) 884-7831

e-mail: hopkinsat@missouri.edu

Region IV: North/Central U.S.

Richard A. Bruner, CCM

University Club of MSU

Michigan State University

3435 Forest Rd.

Box 27157

Lansing, MI 48909-7157

Phone: (517) 353-5111

Fax: (517) 353-1991

e-mail: bruner@msu.edu

Region V: Western U.S. and Mexico

Alicia Bogart

Campus Club

University of Texas/Austin

1 University Station F1300

Austin TX 78713

Phone: 512-471-8611

Fax: 512-471-5057

e-mail: abogart@mail.utexas.edu

Idea Fair Winners

(continued from page 3)

Thornton School of Music. The Dinner pairs the University Club's elegant dining with reserved prime seating at the Thornton Choral Winter Gala. A three-course prix fixe dinner menu includes a complimentary champagne reception, hors d'oeuvres, a club raffle and small performance of Christmas carols by the USC Oriana Choir. Background carols are performed during the reception and the dinner, culminating in the Oriana choir breaking into quartets to sing carols all the way from the club to the Winter Gala at Bovard Auditorium. Response from club members was most positive to this event and within a week and a half of announcing the dinner, the club's entire restaurant was sold out and a waitlist established.

Alicia Bogart, Manager of the **Campus Club at the University of Texas/Austin**, offered two Idea Fair entries based on projects that have been most successful at her club. The first, "**Marketing with a Revenue Twist**," is based on opening the club to the entire campus on special occasions such as Thanksgiving and December holidays. The club prepares and features a lavish spread priced slightly higher than normal. These unique experiences provide an opportunity for non-members to experience the ambience and capabilities of the club. Revenue was equal to one week's income generated from each of the two events tried in 2004. Lastly, the club experienced more inquiries about membership, and as a result, three new members joined the club.

Ms. Bogart also detailed her second entry, "**Teaming to Win**." The project focused on establishing a partnership with a culinary school to develop an externship for the club. In order to graduate, culinary school students are required to spend 180 hours working in a restaurant/hotel setting. The Campus Club partnered with the Cordon Bleu Academy, hiring students at \$9.00 per hour. The club received superior performance since the students' work is part of their grade. The club saved substantially on overtime since its core staff is not scheduled for evening or weekend work.

Phil Platt, Manager of the **Campus Club at the University of Minnesota**, presented "**Targeted Monthly Outreach**," as an entry of a successful program conducted at his club.

Each month, the Campus Club invites non-members who are University of Minnesota employees to use the club for lunch without becoming members. Typically, they will invite the College of Liberal Arts, the Academic Health Center (all medical colleges), the Institute of Technology, the School of Agriculture, etc. University employees may sign up online at the club's Web site or at the front desk upon their visit to the club and will be issued a special Outreach Card at no charge to use during their designated month. A

special time is offered, such as weekdays during a month between the hours of 11:00 a.m. and 1:30 p.m. The card is valid only to buy lunch in the club's Servery. As a result of this program, the club has realized exceptional goodwill and high visibility for the club (college by college) and new members continue to sign up! The club plans to extend the Monthly Outreach offering to Alumni only in March and April 2005. Their cards will enable alumni to purchase lunch, use the bar and purchase dinner at specially designated Thursday dinners in March and April.

Attendees received and cast their ballots for first, second and third place winners among the entries submitted. At the Sunday evening, February 27 Awards dinner, the following members were recognized:

1st Place – "Targeted Month Outreach" – Phil Platt, Campus Club, University of Minnesota (Certificate of Recognition and check for \$250)

2nd Place – "Marketing with a Revenue Twist" – Alicia Bogart, Campus Club, University of Texas/Austin (Certificate of Recognition and check for \$150)

3rd Place – "Meet-4-Lunch" – Ed Kasky, USC University Club (Certificate of Recognition and check for \$100).

If you wish further information on any of the specific ideas addressed in this article, please contact the club manager directly (visit the club membership directory for e-mail addresses and/or phone numbers).



Evacuating a High Rise Building

By Alan Achatz, CCM, CHE

I ask a lot of questions and when someone asks me a tough question I have to admit that I don't always have an answer.

This article will pose more questions than it will answer. The reason is simple – until you actually evacuate your building you can not know the answers.

When was the last time the fire alarm sounded at your business and the building was actually evacuated? Does your staff know their responsibilities? Do they act or do employees and guests just wait until the alarm is silenced? Is the fire company en route as soon as the alarm sounds or does your monitoring company call to find out what is wrong? Who is responsible for investigating the source of the alarm? Do you have floor wardens? What about roll call procedures? Do you know if all employees got out of the building? Is someone responsible for evacuating the handicapped/disabled/elderly employees and/or guests?

Or is the reason that you are not conducting an emergency evacuation because you don't want to inconvenience the members and guests using the club? Would your thought process be different if you knew that someone was going to be seriously injured or that you might have to answer to a grand jury inquiry?

WHEN I WAS MANAGING CLUBS....

Many years ago when I was managing a downtown city club I did not know there were Occupational Safety and Health Administration (OSHA) regulations regarding emergency evacuations and fire extinguisher use (this will be another article). I was working in a building constructed in 1846, installing a fire detection system and concurrently developing an evacuation plan. After the plan was developed, we conducted a drill to see if it worked. The staff was informed of their respective egress routes and a few weeks later an unannounced drill was conducted.

Well, after the alarm sounded, most staff members gathered at their respective roll call areas and the only employee who did not "get out" was the laundry room person. After the drill, we determined the reason she was "burned up" was she did not hear the alarm. A few months later another unannounced drill was conducted. Again, the laundry room person and a maintenance person were "burned-up." At this point, I was becoming more intelligent and realized that I should ask all the staff for their input!



The things I learned that day were amazing! First off, the people in the basement laundry area could not hear the alarm. The alarm was loud everywhere else, yet with the exhaust fan, washer and dryer noises there was no horn loud enough to be heard in this area. Situation resolved for under \$200.00 by adding a new horn. A dishwasher posed the next question and asked if the kitchen roll call gathering area next to the dumpster was the best place as it was right next to the gas main! A new location was immediately agreed upon and incorporated into the written plan.

SHOULD WE JUST CONSIDER HIGH-RISE BUILDINGS OR ALL CLUBS?

A "high-rise building" as defined by the National Fire Protection Association is a building greater than 75 feet (25 m) in height where the building height is measured from the lowest level of fire department vehicle access to the floor of the highest occupiable story.

How tall is each floor at your club - 8 feet, 10 feet, 12, 20? Regardless if you are classified as a high-rise building or not, virtually all operations require an emergency plan and the following details pertain to you.

Following are various guidelines culled from OSHA's website regarding evacuation plans. More details may be found at: <http://www.osha.gov/SLTC/etools/evacuation/index.html>

Actions employers should take to help ensure safe evacuations of high-rise buildings include:

- Don't lock fire exits or block doorways, halls or stairways.
- Test regularly all back-up systems and safety systems, such as emergency lighting and communication systems, and repair them as needed.
- Develop a workplace evacuation plan, post it prominently on each floor and review it periodically to ensure its effectiveness.
- Identify and train floor wardens, including back-up personnel, who will be responsible for sounding alarms and helping to evacuate employees.
- Conduct emergency evacuation drills periodically.
- Establish designated meeting locations outside the building for workers to gather following an evacuation. The locations should be a safe distance from the building and in an area where people can assemble safely without interfering with emergency response teams.
- Identify personnel with special needs or disabilities who may need help evacuating and assign one or more people, including back-up personnel, to help them.
- Ensure that during off-hour periods, systems are in place to notify, evacuate and account for off-hour building occupants.
- Post emergency numbers near telephones.

(continued on page 6)

Evacuating a High Rise Building

(continued from page 5)

What should workers know before an emergency occurs?

- Be familiar with the worksite's emergency evacuation plan;
- Know the pathway to at least two alternative exits from every room /area at the workplace;
- Recognize the sound /signaling method of the fire /evacuation alarms;
- Know who to contact in an emergency and how to contact them;
- Know how many desks or cubicles are between your workstation and two of the nearest exits so you can escape in the dark if necessary;
- Know where the fire /evacuation alarms are located and how to use them; and
- Report damaged or malfunctioning safety systems and back-up systems.

What should employers do when an emergency occurs?

- Sound appropriate alarms and instruct employees to leave the building.
- Notify police, firefighters, or other appropriate emergency personnel.
- Take a head count of employees at designated meeting locations, and notify emergency personnel of any missing workers.

What should workers do in an emergency?

- Leave the area quickly but in an orderly manner, following the worksite's emergency evacuation plan. Go directly to the nearest fire-free and smoke-free stairwell recognizing that in some circumstances the only available exit route may contain limited amounts of smoke or fire.
- Listen carefully for instructions over the building's public address system.
- Crawl low, under the smoke to breathe cleaner air if there is a fire. Test doors for heat before opening them by placing the back of your hand against the door so you do not burn your palm and fingers. Do not open a hot door, but

find another exit route. Keep "fire doors" closed to slow the spread of smoke and fire.

- Avoid using elevators when evacuating a burning building.
- Report to the designated meeting place.
- Don't re-enter the building until directed by authorities.

If trapped during an emergency, what should workers do?

- Stay calm and take steps to protect yourself.
- Go to a room with an outside window, and telephone for help if possible.
- Stay where rescuers can see you and wave a light-colored cloth to attract attention.
- Open windows if possible, but be ready to shut them if smoke rushes in.
- Stuff clothing, towels, or newspapers around the cracks in doors to prevent smoke from entering your room.

A CLOSING THOUGHT

The first step when starting any program is the most difficult. Consider what events may befall your operation and then ask your employees for their input. Then recognize that every operation is unique whether by design, construction and /or location and what may work in California may not work in Maine. Other considerations may involve local fire codes and whether you are covered by Federal or a State OSHA program.

Alan E. Achatz, CCM, CHE is a former club manager who now assists clubs and CMAA chapters with safety awareness through OSHA education programs and OSHA policy development. Additionally, he is an instructor of the NRA Education Foundation ServSafe® Essentials course. He may be reached at www.akaachatz.com

Club Profiles — All clubs in the ACUC network are encouraged to build their club profiles online to provide club members a complete synopsis of club facilities and amenities. ACUC club delegates can log on at <http://www.acuclubs.org/ClubProfile.asp> and using your user name and password, can start building your club profile today. Current club profiles can be found online at <http://www.acuclubs.org/MemberLists.asp>

2005-2006 ACUC Board of Directors Election Results

The ACUC Executive Board approved the slate of candidates for officers as submitted by Jeffrey White, Immediate Past President and Chair of the Nominating Committee. The slate was unanimously approved as presented by the membership. The Board also extended their terms for 18 months. In addition to the elected officers, the membership accepted the nominations for Regions 2 and 4, and the appointments by President Rothballer to Regions 1 and 5. The Regional Directors are also listed below.

President

Thomas Mignano
Ida & Cecil Green Faculty Club
University of California/San Diego

Vice President

Mark Tiernan
University Club/University Catering
University of Missouri

Treasurer

Frank Stillisano, CCM
Faculty Club
Texas A & M University

Secretary

Leanne Pepper
Faculty Club
University of Toronto

Immediate Past President

William Rothballer, CCM
University Club of Louisville
University of Louisville

Region I (Asia, Australia, Europe and Canada, including the Provinces of: Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Nunavit, Ontario, Prince Edward Island, Quebec and Saskatchewan)

Donna Cram
The Faculty Club
University of Saskatchewan

Region II (Northeast US, includes: Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia and West Virginia)

Erwin Bernhart
Faculty House/Alumni Center
Williams College

Region III (Southeast US – includes: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee)

Alex Hopkins
University Club
University of Missouri

Region IV (North/Central US – includes: Idaho, Illinois, Indiana, Iowa, Michigan, Minnesota, Montana, Nebraska, North Dakota, South Dakota, Wisconsin, Wyoming)

Richard A. Bruner, CCM
University Club of MSU
Michigan State University

Region V (Western US and Mexico, Including: Alaska, Arizona, California, Colorado, Hawaii, Kansas, Nevada, New Mexico, Oklahoma, Oregon, Texas, Utah, Washington)

Alicia Bogart
Campus Club
University of Texas/Austin

Membership Director:
Liz Latoszewski, CCM

Managing Director, ACUC Headquarters:
Nancy Kabel

Jill Cochrane, Newsletter Editor

Send Jill suggestions for newsletter articles and photos of your club for our Web site home page
jill.cochrane@cmaa.org
703-739-9500

Nancy Kabel, Managing Director

Send Nancy questions about your membership, the Annual Conference and summer workshops
nancy.kabel@acuc.org
703-299-2630

Liz Latoszewski, CCM, Membership Director

Know of a club that would like to be a member of ACUC? Send Liz your recommendation.
latosz@msu.edu
517-726-1423

Jack Shrader Award

The Jack Shrader Memorial Scholarship was established in 1991 by the Association of College and University Clubs to honor the memory of Jack Shrader. Shrader was the manager of the University of Texas Faculty Club in Austin, TX for sixteen years and one of the founding members of ACUC. He was a dedicated club manager who cared greatly for his employees and encouraged their professional personal development at all times



The Jack Shrader Memorial Award is designed to encourage any club employee (other than the manager) of and ACUC member institution to further their professional development in the club and/or hospitality industry. The factor of need is also considered, as well as how long the employee has already been employed by clubs and what they have done on their own in the past to pursue their education.

The Shrader Scholarship has been awarded over a dozen times since 1991. Payment of this scholarship, to a maximum of \$1500, to the successful applicant will be made upon receipt of invoices or guaranteed estimates, which are deemed legitimate. Such invoices must be received by the scholarship expiration date of December 31 of the year in which the award was made.

For a copy of the Jack Shrader Scholarship application, please contact Nancy Kabel, Managing Director, ACUC at 703-299-2630 or via e-mail: nancy.kabel@acuclubs.org.

President Thomas J. Mignano



Thomas J. Mignano's background encompasses 25 years of progressively responsible experience in all facets of the hospitality industry. He has been the Executive Director of the University of California/San Diego Faculty Club in La Jolla since 1991. Prior to this position, Mignano worked in convention services, operations and food and beverage programs in major hotels, many of which he assisted in opening. In these positions, he consistently surpassed sales, service and profit objectives. He trained and developed a staff of 240 directed through a management and supervisory team of 30. He successfully developed and managed budgets of 10+ million and expanded programming and special events, which tripled membership participation. Mignano led the turnaround of troubled club operations, stabilized membership levels and steadily increased overall revenues and profits by 18-20 percent annually. A respected industry leader with excellent community and client relations, Mignano has been a member of ACUC for the past 10 years, and was elected the Association's president at the 2005 New Orleans Annual Conference.

He received a Language and Art Certificate from Università per Stranieri, Perugia, Italy in 1976 and a B.S. in Business Administration with a major in Hotel Management from the University of Denver, Denver, Colorado.

ACUC Dues — 2005 ACUC Dues Billing

2005 dues bills were mailed to all clubs on Friday, March 25. We hope that you will remit payment as soon as possible (by April 8). Clubs whose dues have not been received by that date will be e-mailed a reminder notice. Please also complete the club information form if information on your club has changed. And congratulations to Harvard University for being the first member to pay their 2005 dues!