



# Kendall College

RIVERWORKS CAMPUS • CHICAGO

## School of Hospitality Management Fact Sheet

- Description:** The School of Hospitality Management prepares leaders in the hospitality industry through a unique curriculum that blends the art of hospitality with the science of management - the European tradition of superior customer service with American managerial know-how.
- Distinctions:** The School of Hospitality Management is an official affiliate institution of the Glion Institute of Higher Education. in Switzerland, ranked in the top three international hospitality management schools in the world for an international career (*Taylor Nelson Sofres 2007*). Kendall's campus is located near downtown Chicago, a city that employs nearly 100,000 people in the foodservice and accommodation industries and is considered one of the world's convention capitals, providing access to a variety of internships and job opportunities.
- Bachelor's Degree:** The Bachelor of Arts degree in hospitality management takes a unique approach that captures the essence of hospitality, which blends passion and business savvy. The curriculum, taught by industry-experienced faculty, emphasizes the skills and capabilities needed for leadership positions in large hotel operations, world-class food service establishments and state-of-the-art meeting venues. Students have a choice of three specific management career tracks including Rooms, Meeting Planning and Food and Beverage. In their final quarters, students select one of seven management concentration options.
- Concentrations:**
- Hotel & Lodging Management:** Helps prepare students to manage hotels, bed and breakfasts, cruise ships, resorts and more.
  - Restaurant and Foodservice Management:** Graduates go on to leadership positions in fine-dining and casual restaurants, on- and off-site catering and more.
  - Meetings and Events Management:** Graduates are prepared to manage the entire lifecycle of event planning, management and execution.
  - Asset Management:** Graduates can go on to management careers at real estate investment trusts (REITs), consulting companies and holding companies.
  - Club Management:** Graduates are prepared for the rigors of managing elite members-only establishments such as city, country, golf and health clubs.
  - Casino Management:** Graduates can find opportunities in management levels at gaming establishments.
  - Sports & Leisure Management:** Graduates are prepared for management roles in large-scale venues from stadiums to theatres to theme parks.
- Online/Saturday Program:** Through a combination of online work and select on-campus Saturdays each quarter, students can earn the degree they want with the flexibility they need. Designed specifically for working adults, this program offers the option of taking courses on a full or part-time basis. With approval, previous course credits can easily be transferred.
- Study Abroad Program:** Kendall offers students the opportunity to complete a part of their studies in Bluche, Switzerland; Glion, Switzerland; Marbella, Spain; Shanghai, PR China; Heridia, Costa Rica; Panama City, Panama; Canberra, Australia; Leura, Australia; Sao Paulo, Brazil; or at one of 35 campuses in Mexico.
- Internships:** Hospitality management students are required to complete two 3-month internships, which must be completed at a Kendall-approved internship site. Kendall students have interned at a wide variety of companies including hotels, restaurants, resorts, ballparks, convention centers, sports

clubs, country clubs, facilities management companies, associations, government agencies and national parks.

**History:**

In 1987, Kendall College launched a Bachelor of Arts degree in Hotel and Restaurant Management. Revised into a Bachelor of Arts in Hospitality Management in 2005, the program focus broadened to teach the art and science of hospitality management. The program then formed strategic partnerships with the internationally acclaimed Les Roches International School of Hotel Management and the Glion Institute of Higher Education.

**Accreditation:**

Kendall College is accredited by the Higher Learning Commission and a member of the North Central Association ([www.ncahlc.org](http://www.ncahlc.org), 1-312-263-0456).

**Faculty:**

Kendall's international faculty offers both academic depth and real-world insight, combining advanced degrees with industry experience spanning four continents. The School of Hospitality Management is under the leadership of Dean Jeffrey Catrett. Faculty includes: Professor Glen Ramsborg; Associate Professor Sapna Mangal; Assistant Professors Chris Letchinger, Ted Mandigo, Sue Tinnish and Philip Mott; as well as Instructors Steven Grand Pré, Ed Copeland and Pamela Stoner.

**About the Dean:**

Under the watchful direction of Dean Jeffrey Catrett, MMH, the program and its students benefit from a professional and academic background that spans 25 years and four continents and an extensive breadth of real-life experiences. A frequent speaker and consultant, Mr. Catrett has participated on several panels on both a national and international level, and is considered a resident expert on every facet of the hospitality industry. Prior to joining Kendall, Mr. Catrett served as dean at the Les Roches International School of Hotel Management and at the Ecole hôtelière de Lausanne.

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