
Erin Kenyan Oeser, CHE

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EDUCATION:

University of Phoenix Online. Master's of Business Administration (concentration in Human Resources Management).

Conrad N. Hilton College of Hotel and Restaurant Management at the University of Houston. Bachelor of Science Degree, Hotel and Restaurant Management.
Minor in Psychology.

PUBLICATIONS and PRESENTATIONS

January 2010	NACE Student Leadership Summit (Orlando)
Fall 2009	Texas Meeting and Events Magazine
2007	NACE – Ethnic Wedding Trends

HONORS and AWARDS

2010	NACE Houston Member of the Year for 2009
2009	University of Houston Teaching Excellence Award
2006	University of Houston Alumni Association Distinguished Young Alumnus/Alumna Award

PROFESSIONAL DEVELOPMENT:

June 2008	Certified Hospitality Educator (CHE) Workshop – Certified in November 2008
August 2005	Socrates Distance Learning Online Facilitator Training
September 2004	ServSafe Certified Instructor and Proctor

TEACHING AND EDUCATIONAL EXPERIENCE:

February 2005 – present:

University of Houston at the
Conrad N. Hilton N. College of Hotel and Restaurant Management
Lecturer/Executive Director of Gourmet Night

Teaching Responsibilities in:

- Catering Management
- Event Administration
- Convention Services Management
- Gourmet Night Event Planning I and II
- Etiquette and Protocol in Social Settings
- Hotel Sales

*Faculty Advisor for Student Leaders of NACE and Gourmet Night

July 2004 to December 2006:

Education Management Corporation
Instructor
Hotel and Restaurant Management & Culinary

The Art Institute Online and Ai Houston

Teaching Responsibilities in:

- Introduction to the Hospitality Industry (CUL 311)
- Principles of Marketing (BUS 103)
- Supervision (CUL 212)
- Leadership in the Foodservice Industry (CUL 421)
- Business Communications (BUS 106)
- Culinary Portfolio (CUL 422)
- Customer Service (CUL 423)
- Safety and Sanitation (CUL102)
- Hotel Operations Management (HRM 132)
- Private Club Management and Operations (HRM 306)
- Global Tourism and the Hotel Resort Industry (HRM 224)
- Hotel and Convention Management (HRM 211)

*Advisory Committee for the implantation of the Bachelor of Science program
(develop new bachelor course curriculum)

*Wrote two online courses. Supervision/career development and International
Hospitality course

PROFESSIONAL INDUSTRY EXPERIENCE:

August 1999 to March 2005

Catering Sales Manager, (December 2001- March 2005)
The Westin Galleria and Westin Oaks Hotel, Houston, Texas

Responsibilities:

- Responsible for soliciting new catering accounts, entertaining and maintaining relationships with existing accounts to meet and/or exceed food and beverage revenue goals.
- Exceeded annual sales goals by over 120% each year.
- Effectively communicated to all hotel departments the information necessary to successfully execute the group's needs while maintaining a good client relationship.

Convention Services Manager, (August 1999- December 2001)

Responsibilities:

- Monitored all contractual agreements pertaining to guest room blocks, meeting space, and food and beverage.

June 1998 to July 1999

Business Travel Sales Manager,
Omni Hotels and Resorts, Chicago, Illinois

Responsibilities:

- Responsible for soliciting new business transient accounts, entertaining and maintaining relationships with existing accounts to meet and/or exceed room revenue goals

PROFESSIONAL ACTIVITIES:

1/06 to present	Member of the National Association of Catering Executives (NACE) and advisor for the U of H Student Chapter
(7/09 – present)	<i>National Student Membership Sub Committee Chair</i>
(9/08 – present)	<i>National Student Membership Committee</i>
(2/09- present)	<i>Student Chapter Relations Committee Chairman</i>
9/06 to present	Member of the International Special Events Society (ISES) and Advisor of the ISES, University of Houston Student Members
1/03 to 8/06	Board Member of the Hilton College Alumni Association <i>Executive Officer Position: Secretary (5/03-1/06)</i>