STUDENT ORIENTATION BOOKLET

SCHOOL OF

Hospitality Management & the Culinary Arts
Dean’s Welcome

There is a certain magic to the expression “the right place at the right time.” This could reference a great opportunity, a financial windfall, or even a romance...when you meet that special someone! I know that Monroe College is the right place for you. I know that our program is outstanding and exciting and you, too, will see the opportunities that are presented in this handbook.

You will see the expectations that we have for you and what you can expect from us. But the bigger question that I have is, is this the right time for you? It will have to be if you are going to be successful in our program. You need to make sure that all of the support you need outside of the college is in place. You will need to commit yourself to your goal of finishing college. And we will be there every step of the way with you to make sure that this is the right place at the right time for you. I promise the magic will follow.

Welcome to the School of Hospitality Management and the Culinary Arts at Monroe College. On behalf of my faculty and staff, we wish you the best of luck, and remember, our doors are always open to help you in any way we can. Have a great first semester!

Dr. Frank C. Costantino, CEC, CCE, CCA, AAC

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The Mission for the School of Hospitality Management & the Culinary Arts:

• To prepare graduates who are hospitality “operations-ready” to make a successful impact in the industry. We are committed to delivering personalized theoretical and hands-on education that quickly adapts to changing industry demands and is applicable now and provides for continued lifelong learning so that graduates will excel and maximize their individual potential.

• Monroe College provides professional, career-oriented higher education to students from diverse backgrounds.

• We proudly offer access and opportunity to motivated students who desire to enrich their lives in a personalized and supportive environment.

• We provide caring and effective teaching and sustain faculty who are passionate, knowledgeable, and dedicated to student success.

• We build on these strengths to prepare graduates for successful careers.

Our mission is guided by core beliefs including a commitment to students, a commitment to a respectful, caring environment, and a commitment to accomplishment.
GREETINGS FROM THE CHAIRPERSON FOR CULINARY, BAKING AND PASTRY

We are excited to see you in our kitchens!

It’s wonderful to see our freshmen entering our kitchens for the first time in their sparkling new uniforms with brand new knife kits! Speaking of uniforms and tools, here are some things you’ll need to know:

- We supply your culinary uniforms each semester that you are enrolled in lab classes but we do not supply your shoes...more on that later!
- We expect you to attend each and every class with full uniform and tools! Culinary and Pastry are sequential programs which means you are constantly building skill from your Culinary and Baking foundation courses, so attendance is CRITICAL.
- Finally, Because we are sequential, you must attend all three semesters—Fall, Winter and Spring—or your skills will not develop as they should.

Again, I welcome you into our program and I am so excited to work with you towards your goal of a degree in Culinary or Baking and Pastry.

—Chef Tracy Zimmermann CHE CCC, Chairperson, Culinary, Baking and Pastry
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A WARM WELCOME FROM THE DEPUTY CHAIRPERSON FOR HOSPITALITY

The hospitality industry is like no other...

I want to take this opportunity to welcome all of our hospitality students to Monroe College. As Dean Costantino said, this is the right place for you to learn how to be successful in our wonderful industry.

It’s important to note that our industry is a service industry and that our customers are really our guests. This is an important distinction of which you will become very familiar in our program. Above all else, to provide exceptional service means to be present at all times for our guests, so clearly, attendance in our courses is of primary importance.

Again, I welcome you and look forward to working with you towards your graduation goals.

—Prof. St. Clair Thompson CHE, Deputy Chairperson for Hospitality
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Program Clubs & Campus Activities

Getting involved beyond the classroom is highly recommended as it will enrich your education and build your network—all while cementing lifelong connections and friends. There are a number of clubs in SHMCA (School of Hospitality Management and Culinary Arts) and they all welcome freshmen.

Hospitality Service Club
Advisor: Professor Debisingh CHE
This club is for hospitality and culinary students who want to serve the greater community through fundraising and special projects. The club’s activities include food and hotel tours and other field trips.

Professional Convention Management Association (P.C.M.A.)
Advisor: Professor Thompson CHE
This is a chapter of a much larger national organization and is involved in fundraising and community service, is very active on the Bronx campus, plans tours and excursions for club members, and has involvement in the Caribbean Tourism Organization colloquium and similar activities.

The Baking and Pastry Club
Advisor: Chef Molloy CEPC AAC
Baking and Pastry club members plan visits to pastry shops, meet to discuss and share ideas, participate in and host fundraising activities, and are involved in campus events outside of SHMCA and within community including the New Rochelle Grand Market.

The Culinary Arts Service Club (C.A.S.C)
Advisor: Chef Zimmerman CCC CHE
Culinary students band together for a number of community service events such as “Run for the Wild” at the Bronx Zoo and the New Rochelle Grand Market. The club raises its own funds for a number of club events on and off campus.
Getting Support

Student support is the hallmark of Monroe College...there is help every step of the way for you!

No doubt, you’ve already experienced the support of our admissions department and your admissions counselor. Now that you are Monroe College students, there is much more support for you:

- **Academic Support**: Your Dean, Chair and faculty are always available to support you. Office hours are posted on your syllabi.
- **Tutoring**: Available in the BX and NR.
- **Student Services**: Your counselor is able to handle registration for classes and any issues that you might have.
- **Career Services**: Your counselor will help you with internship placement, job placement and career readiness.
- **Culinary Workshops**: Culinary tutoring by our Teaching Assistants is available to you for skill development and reinforcement.

- **Academic Center New Rochelle** is located in Main Hall and is where you can get tutoring in all of your subjects.
- **Learning Resource Center** is located in New Rochelle in Allison Hall and in the Bronx in King Hall.
- **Auxiliary Services on both campuses** include Financial Aid, Registrar and Bursar and there is always someone ready to help you.

You will find out more about these resources from your instructors and counselors.

YOUR SUCCESS IS LINKED TO TWO EXTREMELY IMPORTANT AREAS: ATTENDANCE AND COMPLETION OF WORK. THE RESOURCES ARE HERE FOR YOU—TAKE ADVANTAGE!

Internships

Internships are critical to your success in our program. Every SHMCA student is required to complete an internship. They are 3 credits, require 120 hours in the field, and are usually taken when a student completes 30 credits. Your career counselor can arm you with the skills you need to secure these placements—and then even find a job in the industry.
Administration

Dr. F. C. Costantino CEC CCE CCA AAC, Dean
Chef Tracy Zimmermann CCC CHE, Department Chair
Prof. St. Clair Thompson MS CHE, Deputy Chair

OUR STAFF AND ADMINISTRATION ARE ALWAYS AVAILABLE TO ASSIST YOU IN ANY WAY THEY CAN TO INSURE YOUR SUCCESS IN THE PROGRAM.

Faculty

Chef Eric Pellizzari CEC CCE
Prof. Patrick Hayes MBA
Prof. Sharon Gellman CHE
Prof. Gerard Molloy CEC
Prof. Geeta Debisingh MS CHE
Chef Edward Moon CEC
Adjunct Faculty

Prof. Pamela Brown
Prof. Damien Duchamp
Prof. Andrea Church-Garraway
Prof. Marco Hejazi

Prof. Robert Kelly
Prof. Keneika Rowe
Prof. Stacey James
Chef Lyonnel Eugene

Chef Michael DeLillo
Chef Ebow Dadzie
Chef Ruth Mangual
Prof. Sheah Dash

SHMCA HAS MANY PART TIME FACULTY MEMBERS, CALLED “ADJUNCT” FACULTY. LIKE OUR FULL TIME FACULTY, OUR ADJUNCT FACULTY ARE HIGHLY SKILLED WITH SPECIALIZATION AND REAL WORLD EXPERIENCES IN THEIR FIELDS...ALL OF WHICH THEY LOVE TO SHARE WITH OUR STUDENTS!
The Staff

Ms. Wanda Velazquez
Special Projects Coordinator

Chef Michael Vignapiano
CCE AAC
Culinary Operations Coordinator

Chef Shamel Donigan
MBA CPC
Baking and Pastry Operations Coordinator

Mr. Leon Monsanto
Steward

Mr. Julio Olmo
Maintenance

Ms. Ezra Bailey
Administrative Assistant

Student Services Counselors

Ms. Jeanette Makodila
Student Services Counselor
Student Services Office
Bronx Campus

Ms. Nallely Rodriguez
Student Services Counselor
Office of Student Development
Bronx Campus

Ms. Judith Redlener
Student Services Counselor
Student Services Office
New Rochelle Campus
Program Highlights

The Dining Lab and the Pastry Kiosk
On Sunday, June 14, 2014, The New York Times praised The Dining Lab at Monroe College, the student-run restaurant for the School of Hospitality Management and the Culinary Arts. Monroe offers a unique opportunity to its SHMCA students to gain real world experience while attending class. The Dining Lab is open three nights a week and offers a seasonal menu. The Pastry Kiosk, the Dining Lab’s daytime operation, also offers students the opportunity to gain experience. Students create and serve gourmet meals while learning the ins and outs of a lunch-serving institution.

Study Abroad
Each year, ten lucky students will have the opportunity to study abroad, spending a semester traveling, studying, and cooking in Italy. This is an outstanding opportunity for students who earn high GPAs and are otherwise outstanding citizens of SHMCA. The program includes time spent in Anzio, Parma, Assisi and Ferrara. Students may begin applying to the study abroad program in February of each year.

Competitions and Accomplishments
Historically, Monroe’s Culinary and Hospitality teams, students, and faculty have been top competitors, and the program as a whole can boast the following achievements:

- 500 ACF culinary competition medals won since 2009
- 2009–2014 ACF State Championships: 20 gold medals 12 Silver Medals
- 2012, 2013, 2014 Caribbean Tourism Colloquium Champions
- 2011, 2013 Marc Sarrazan cup winners for best pastry and culinary display at the International Hotel, Motel and Restaurant Show
- 15 gold and 10 silver medals won at the 2010-2013 New York State Championship
- Monroe graduate James Daversa won a full-tuition scholarship to France’s Institut Paul Bocuse through a culinary competition hosted by world-renowned chef Daniel Boulud
- Culinary Arts Dean Frank Costantino named Chef of the Year by the American Culinary Federation Long Island Chapter in 2013
- Monroe pastry instructor Ebow Dadzie named one of the 2014 Top Ten Pastry Chefs in the U.S. by Desserts International
- The Monroe Faculty/Alumni team took 5 silver medals at the USA cup 2010 in Orlando, Florida
Uniform Requirements

With your status as a student chef comes a certain responsibility to present as such. So, what does the perfect student chef look like?

- They wear a hat with no hair exposed
- They wear no jewelry
- They wear the appropriate neckerchief correctly folded with ring
- They have a clean, pressed jacket
- They have a clean, correctly folded apron
- Their nails are trimmed and unpolished
- Their pants are hemmed at the proper length with no cuffs
- They wear clean, black lace-up shoes or Crocs

Students may pick up their uniforms from the Dining Lab in Main Hall at the New Rochelle campus. If you are a freshman, your uniform can be picked up during orientation. If you are an upperclassman, you may pick up your uniform before classes begin. If you cannot attend uniform distribution, you may arrange for someone to pick up your uniform on your behalf. If you are unable to do so, you will have to purchase your uniform through the Monroe College bookstore.

Your uniforms are covered under your lab fee. If you need additional uniforms, you will need to purchase them on your own.

Hospitality students taking Dining Room Management will be sized on the first day of class.

Please note that Monroe does not supply shoes. You must purchase those on your own. Acceptable shoes can be found at Payless, Modell’s, JC Penney and Sears. Please be sure to purchase non-slip and/or safety shoes.

Tools You’ll Need

Culinary and Pastry students are required to purchase either a culinary kit or pastry kit, respectively. Each kit has the proper tools required for classes and must be obtained prior to the first day of class.

These kits can be purchased through the Bursar’s Office in New Rochelle or the Bronx. If you have a book voucher, the price of the kit will be deducted from that account. If not, you will need to pay for them with cash or card. Once purchased, you can bring your receipt to the Culinary Center to pick up your kit.

While we suggest that you purchase Monroe’s set of knives, if you have your own set, you may bring them in to have one of the chef instructors, Dean or Chairperson approve them.
**The Monroe Advantage Plan**

The School of Hospitality Management and the Culinary Arts requires students to attend 3 semesters (Fall, Winter, and Spring) each year to stay in sequence with program requirements. The students who follow our recommendations:

- Earn a Bachelor’s degree in three years
- Earn up to 45 credits in one year
- Maintain tuition affordability with scholarships and grants
- Increase their chances for on-time graduation by over 65%
- Experience real world internships in their field of study
- Have an opportunity to intern in our very own Dining Lab restaurant or Pastry Kiosk
- Still have the entire month of August off to relax and enjoy with friends and family, as well as two weeks off in both December and April
- Experience the excitement of the SHMCA course offerings three semesters a year!

**Ordering Uniforms for Culinary/Baking Classes**

**Step 1:** Come to the the NR Hospitality Office to be sized in advance of distribution day.

**Step 2:** Place your order online www.theultimateimage.com/monroe/

**Step 3:** Pick up your packaged uniform on distribution day in The Dining Lab NR.

**INCOMING FRESHMEN WILL BE SIZED DURING FRESHMAN ORIENTATION.**

If you have not placed your order in advance you can be sized on distribution day but will have to wait for your uniform to be shipped. No orders will be placed after distribution day.

**What if I lose a part of my uniform?** Uniform pieces are for sale in the New Rochelle Bookstore.

**When should I be ready in full uniform?** Day one of any of your culinary or baking and pastry classes you should be in full uniform, whether you are producing or not.

**What happens if I come to class without my full uniform?** Your chef instructor will not be able to allow you to participate in class and you will have to sit out and will be marked absent from class.

**Are shoes part of the uniform?** No, shoes are your responsibility. You must supply your own and they must meet the standards of the school.

**When do I need to arrive with my tools and/or kit?** The first day of classes whether you are producing or not.
You **Can** do this!
You **Will** do this!
and
We **Will** see you at Graduation!