

# Joan S. Remington, J.D., CHE

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## EMPLOYMENT

**1990 – Present**

### **FLORIDA INTERNATIONAL UNIVERSITY**

School of Hospitality and Tourism Management, Miami, Florida

**July 2005 – Present** **ASSOCIATE DEAN FOR ACADEMIC PROGRAMS**

Responsible for all academic programs at the School of Hospitality Management, faculty management, hiring and retention, implementation of the Tianjin, China Center programs, Distance Learning, Academic Counseling and Advisement, Career Development, Enrollment Management for domestic and international programs, Chair School's Scholarship Committee, Coordinate SACS reaffirmation in Miami and Tianjin, China; manage and oversee the School's Centers and Institutes.

**May 2003 - 2005** **ASSISTANT DEAN FOR ACADEMIC PROGRAMS**

- Responsible for all academic programs at the School of Hospitality Management, Distance Learning, Academic Counseling and Advisement, Career Development, Enrollment management, Centers and Institutes

**July 1999 – Present** **DIRECTOR: INSTITUTE FOR HOSPITALITY AND TOURISM EDUCATION AND RESEARCH**

- Web Site [hospitality.fiu.edu/ihter](http://hospitality.fiu.edu/ihter) E-mail [ihter@fiu.edu](mailto:ihter@fiu.edu)
- Provide educational and research opportunities including certificate and seminar programs, symposiums, round tables, travel experiences, and other interactive functions promoting the School of Hospitality Management and its interests to members of the international, national, state, regional, and local Hospitality, Tourism and Travel Industry communities, students, and graduates of the School.
- Developed, promote and direct the Executive Master's Distance Program for Hospitality and Travel and Tourism industry executives.
- Administer the Wine Certificate Program offered to the industry and local community every fall and spring semester.
- Develop, administer and implement the Bachelor of Science Degree programs in the Tianjin, China Center.
- Develop the Master of Science Degree programs in the Tianjin, China Center
- Develop, administer and promote “The Customer and You” customer service programs in conjunction with the Miami Beach Convention

and Visitor Authority. Provides training for all customer contact personnel on Miami Beach, the Port of Miami, and the Miami International Airport.

- Developed and directed the Bachelor of Science degree program in conjunction with the Institute of Management Science in Kingston, Jamaica
- Developed and administered the National Association of Concessionaires FIU Education Day "Recipes for Success" for the 2002 conference
- Developed, promoted, and administered the bi-annual HVS/FIU Florida Hotel Conference in cooperation with the HVS Miami office.

**Nov. 1998 – 2009**

**DIRECTOR OF CAREER DEVELOPMENT**

- Web Site [www.fiu.edu/hmcareer](http://www.fiu.edu/hmcareer) E-mail [hmcareer@fiu.edu](mailto:hmcareer@fiu.edu)
- Co-ordinate recruitment efforts with leading hospitality, food and beverage, and travel and tourism industry corporations to maximize part-time, full-time and internship career opportunities for students attending and graduating from the School
- Develop, organize and promote semi-annual Career Fairs for the School of Hospitality Management and Biscayne Bay Campus students
- Develop relationships with corporations not currently utilizing the career placement resources of the School to maximize the placement opportunities for the students, while expanding the School's exposure to the varied industry segments
- Conduct seminars and advise students concerning career placement opportunities, interviewing skills, resume writing, dress-for-success, and other placement related activities
- Maximize the utilization of technology through career opportunity listings on the internet and world wide web for students, graduating students, and the School's alumni. Develop web pages to aid in dissemination of this information
- Co-ordinate the School's career placement efforts with the University's Career Services office on the Biscayne Bay Campus

**April 1990 – Present INSTRUCTOR/LECTURER**

- Conduct research, plan, develop and instruct students in Hospitality Marketing Strategies Fundamentals of Tourism, and Travel and Tourism Marketing incorporating technology in the classroom and distance learning opportunities
- Encourage student creativity through use of technology in the classroom with expanded student presentation
- Counsel and advise students concerning grading, course selections, study habit, and other course-related and non-course related questions and concerns. Handle many issues of diversity in the classroom and counseling of students from countries in the Caribbean, South America, Central America, Canada, Europe, Russia, and the Far East
- Establish and co-ordinate efforts of the Institute for Hospitality and Tourism Education and Research; develop, administer and co-ordinate educational symposiums and seminars for alumni and industry members, develop and co-ordinate international travel opportunities for students, faculty, and alumni; develop and administer certificate, round table and other interactive functions promoting the School and its interests to the international, national, regional and local travel and tourism community
- Past Faculty Advisor, Travel and Tourism Industry Society. Established and organized the Society for the benefit of students and faculty to offer community service opportunities and familiarizations trips for its members
- Developed Travel and Tourism Law course to be offered Fall 1999
- Developed seminar: Travel Agents, The Law and Ethics in the Travel Industry

**1987 – 1990**

**INDEPENDENT VISITOR INDUSTRY CONSULTANT**

- Develop and direct sales, promotion and marketing programs for hotels, tour companies and destination resorts

**1988**

**CHEMEKETA COMMUNITY COLLEGE**

**INSTRUCTOR: Hospitality Systems Department**

- Preparation of lesson plans, course materials and examinations; research and selection of materials supplementary to text; evaluation of students, and career counseling

**1987 – 1989**

**EAST SALEM WATER BOARD  
COMMISSIONER (Elected)  
BOARD TREASURER**

- Participate in administration and direction of statutes and services for the East Salem Oregon Water District, including long-range planning policy and fiscal responsibilities
- Chair: Budget Committee

**1971 – 1980**

**SHERATON CORPORATION OF THE PACIFIC  
Honolulu, Hawaii  
Sales, Marketing, Advertising**

- Executive duties included directing advertising agency in all areas of media development; creation and implementation of corporate marketing plans and strategies; development and administration of fiscal policies, budgets, and forecasts; personnel administration and development; development of computerized rooms inventory control system; direct sales to targeted consumer markets for rooms, food and beverage; liaison between multi-level corporate entities.

**1965 – 1971**

**PARKER HANNIFIN CORPORATION  
Cleveland, Ohio  
Human Resources, Domestic and International Sales**

- Screening and selection of potential employees with recommendations to middle and upper level management, implementation of management contract negotiations, corporate labor and pay policies; inside sales of aircraft and industrial parts.

**EDUCATION:**

**1994**

**EDUCATIONAL INSTITUTE OF THE AMERICAN HOTEL AND  
MOTEL ASSOCIATION**

- **Certified Hospitality Educator**

**1984 – 1987**

**WILLAMETTE UNIVERSITY COLLEGE OF LAW  
Salem, Oregon**

- **Juris Doctorate**

- Memberships: Phi Delta Phi Legal Fraternity, Student Judiciary Committee

**1981 - 1984**

**UNIVERSITY OF HAWAII – MANOA  
College of Business Administration  
Honolulu, Hawaii**

- **Bachelor of Business Administration**
- Memberships: Phi Eta Sigma, Phi Kappa Phi, and Beta Gamma Sigma Honorary Societies

**COMMITTEES:**

- CAADS: Council of Associate and Assistant Deans for the University
- Institutional Effectiveness Committee member for the School, reviewing, analyzing and reporting on HTM Student Learning Outcomes for continuing SACS reaffirmation
- Chaired the School of Hospitality Management’s Curriculum Committee, co-ordinate and conduct surveys on curriculum an school standings/perceptions of students, alumni and industry representatives, establish committee policies and procedures, analyze course offerings in relation to industry standards and practices. Currently an Ad Hoc committee member representing the School’s Administration
- Served and represent the School on the University’s Curriculum Committee of the Faculty Senate
- Served on the Faculty Issues Committee, the Faculty Merit Committee, the Faculty Forum of the SACS Re-accreditation Committee, and the Accreditation Strategic Planning Committee (Recording Secretary)
- Served on the T.I.P. Award Committee and the Eco-Tourism Council
- Served on the Editorial Board of the FIU Hospitality Review as a contributing editor

**MEMBERSHIPS:**

- C.H.R.I.E. Council on Hotel, Restaurant, and Institutional Education
- Travel Industry Association of America
- International Forum of Travel and Tourism Advocates

- Hotel Sales and Marketing Association International
- Hospitality Systems Advisory Council, Chemeketa Community College
- Pembroke Falls Homeowners Association, Architectural Review Board
- West Dade Federation of Homeowners Association, Vice President
- Miami Airport Noise Abatement Committee, Chair
- Costa del Sol Homeowners Association, Vice President
- Airport West Chamber of Commerce

#### **PUBLICATIONS:**

- Book Review: Tourism in China by Alan A. Lew, Lawrence Yu, John Ap, Zhang Guangrui, FIU Hospitality Review, Fall 2002
- Book Review: Dixie Before Disney by Tim Hollis, FIU Hospitality Review
- Book Review: The Wizard of Ads by Roy H. Williams, FIU Hospitality Review
- Book Review: Benedict on Admiralty, Cruise Ships, Volume 10, by Robert M. Jarvis, FIU Hospitality Review
- Book Review: Travel Industry Law by Bob Jarvis, J.D., John R. Goodwin, William D. Henslee, FIU Hospitality Review, Spring 1999
- Article: "The Travel Industry, What's In a Name?", FIU Hospitality Review Spring 1998 (Co-author with Marcel Escoffier)
- Marketing Plan A.L.M. Antillian Airlines, June 1997, Conducted research and analysis of North American Market for ALM
- Article: "The Travel Industry, Who Needs It?", FIU Hospitality Review, Spring 1996

- White Paper: Enhancing Tourist Revenues Through Control of Target Markets. Co-authored with E. Remington for the Coventry Group on behalf of HSMAI

#### **AWARDS:**

- T.I.P. Teaching Award 1994
- FIU Excellence in Teaching Award 1999
- Elected to membership Eta Sigma Delta Scholastic Honorary Society in recognition of contribution to the Hospitality Industry - 1999

#### **CONFERENCES:**

- Marriott International Deans and Directors Meeting, Washington, D.C., March 2003, 2004, 2005, 2006 and 2007
- I.-C.H.R.I.E. Conferences: Orlando, Florida, August, 2002; Las Vegas, Nevada, August 2005; Washington, D.C., August 2006; Beijing, China, May 2007; Dallas, Texas, August 2007; Atlanta, Georgia, August 2008; Singapore, May 2009; San Francisco, California, August 2009.
- Marriott International, Faculty Intern Program, Washington, D.C., June 2 – 4, 1999
- NSU Second Annual Conference on International Travel & Tourism Law, Management, and Regulation, Ft. Lauderdale, Florida, April 11 – 13, 1999
- Airline Sales and Marketing Executives, Developed and presented speech on FIU School of Hospitality Management Miami, Florida, April 1998 Luncheon Meeting
- Meeting Professionals International, monthly meeting, Palm Beach, March 1998
- Governor's Tourism Conference, Boca Raton, Florida, August 1997
- American Association of Travel agents Conference, Naples, Florida 1997
- National Tour Association conference, Naples, Florida 1997

- Travel Industry Association of America International Marketing Conference, November 1996
- Curacao Destination Marketing Summit, October 1997, research, develop, write presentation and visuals for marketing and promotion summit for Tourism Curacao
- Travel Industry Association of America, State Welcome Center Directors, researched, developed and presented program on “Marketing the Product—Meeting Customer Needs and Wants”, Naples, Florida, August 1996
- Governor’s Tourism Conference, Orlando, Florida, August 1996
- American Society of Travel Agents Conference, Naples, Florida, August 1996