

Katherine L. Devany
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Education

August 2009 **University of Central Florida, Orlando, Florida**

Master of Science: Hospitality & Tourism Management
Rosen College of Hospitality Management

May 2004 **Eastern Illinois University, Charleston, Illinois**

Bachelor of Science: Family & Consumer Sciences
Area of Concentration: Hospitality Management
Magna Cum Laude

Additional Education

2008: Graduate Teaching Assistant Certification Course, University of Central Florida
2006 – 2011: Certified Hotel Administrator (CHA), American Hotel & Lodging Association
2004: Apicius Culinary Institute of Florence, Florence, Italy

Academic Experience

Interim Program Chair, Organizational Studies Saint Louis, Missouri
School for Professional Studies September 2016 - Present
Saint Louis University

Assistant Program Chair, Organizational Studies Saint Louis, Missouri
School for Professional Studies July 2015 - Present
Saint Louis University

Program Director & Instructor, Hospitality Management Saint Louis, Missouri
School for Professional Studies July 2013 - Present
Saint Louis University

Adjunct Faculty, Hospitality Management Saint Louis, Missouri
St. Louis Community College - Forest Park January 2012 – May 2013

Graduate Research Assistant, Dr. Duncan Dickson Orlando, Florida
Rosen College of Hospitality Management August 2007 – August 2009
University of Central Florida

Courses Taught

Saint Louis University
PST 3200 - Human Resources in Organizations

OSTD 2930 – Introduction to Entrepreneurship
OSTD 3005 - Organizational Foundations
HMGT 4960 - Hospitality Capstone
HMGT 3200 - Event Management
HMGT 4200 - Hospitality Administration
HMGT 3000 - Introduction to Hospitality Operations

Saint Louis Community College

HRM 201 - Problems of Hospitality Management
HRM 211 - Hotel Facilities Management

Courses Developed

HMGT 3200 - Event Management
OSTD 2930 - Introduction to Entrepreneurship

Administrative & Collegiate Service

Interim Program Chair, Organizational Studies, 2016 – 2017

School for Professional Studies, Dean – Search Committee member, 2016 - Present

Organizational Studies, Chair - Search Committee member, 2014 – 2015

Commencement Marshal, 2014 – 2016

Retention Committee member, 2014 – Present

School for Professional Studies Scholarship Committee member, 2014 – Present

School for Professional Studies Trivia Night Committee member, 2013 – Present

Co-chair, Hospitality Industry Advisory Board, 2013 - Present

Evaluated, revised, and implemented hospitality curriculum at Saint Louis University, 2013

Presentations (Peer Reviewed)

Devany, K. “Lessons from a virtual classroom: Tips & technology for engaging the adult learner”.
Workshop presentation, International Society of Travel & Tourism Educators Annual
Conference, October, 2015.

Devany, K., Templeton, A., & Gillette, R. Growing Agritourism: Cultivating the relationship between CVBs
and the Agricultural Community. International Society of Travel & Tourism Educators Annual
Conference, 2014.

Noland, K. & Ro, H. The Impact of Verbal & Nonverbal Communication on Guest Perception of Service
Encounter. I-CHRIE Annual Conference, 2008.

Academic Service to the Profession – Presentations, Posters, Papers, and Workshops

Devany, K. “Cultivating Hospitality”, Hotel Human Resource Association Meeting. St. Louis, Missouri, September 2015.

Devany, K. “An Introduction to Hospitality Management”. Triad High School. Troy, Illinois, March 2015.

Noland, K. “Don’t Shoot the Customer”. Champaign Park District Employee Training Meeting. Champaign, Illinois, February 2011.

Noland, K. Defining Guest Perceptions of Hospitality in the Lifestyle Lodging Sector. Graduate Student Research Conference in Hospitality and Tourism, 2009.

Other Publications

Walker, J.R. & Walker, J.T. (2010). *Tourism Concepts and Practices*. Upper Saddle River, NJ: Prentice Hall. [Contributing author]

External Funding Sources

Coleman Fellow - Award amount: \$5,000
August 2016 – May 2017

School for Professional Studies Summer Grant - Award amount: \$1,500
April 2015

Industry Service to the Profession

Research Consultant for My Compliance Wizard, 2015

Scholarship Committee Member, St. Louis Area Hotel Association, 2014 – Present

Judging Committee Member - Hospitality Heroes Award, St. Louis Convention & Visitors Commission, 2013 – Present

Advisory Board - Family & Consumer Sciences Department, Eastern Illinois University, 2013 – Present

Advisory Board - Hospitality Department, Eastern Illinois University, 2010 - 2013

Advisory Board - Family & Consumer Sciences Department, Eastern Illinois University, 2005 - 2006

Professional Organizations

Meeting Professionals International, St. Louis Chapter

International Council on Hotel, Restaurant, and Institutional Education

St. Louis Area Hotel Association

Honors & Awards

December 2016 Faculty Excellence Award, School for Professional Studies, Saint Louis University

September 2012 Saint Louis Convention and Visitor's Commission Hospitality Superhero Award

August 2012 Achieved AAA Four Diamond Award, Hotel Ignacio

December 2008 Winter Park Angel Investor Entrepreneur Competition winning business plan

May 2005 Perfect score Quality Assurance Visit, Country Inn & Suites

October 2005 Paul Harris Fellow, Effingham Noon Rotary Club

December 2004 Regional award winner: Most Improved Property, Country Inn & Suites

May 2004 Outstanding Senior in Hospitality Management, Eastern Illinois University

Professional Experience

Assistant General Manager

Hotel Ignacio

Saint Louis, Missouri

February 2011 – July 2013

Opening team. Achieved AAA Four Diamond award. Attend to all operations of the hotel including recruiting, hiring, and training front desk staff and housekeeping staff. Responsible for HR functions including payroll and employee reviews. Responsible for financial functions including account receivable tracking, invoice payment, and tax exempt paperwork.

Provided full time coverage for Director of Sales during maternity leave 12/2011 – 03/12.

Guest Service and Hospitality Manager

I Hotel and Conference Center

Champaign, Illinois

November 2009 – February 2011

Manage and train all guest service agents. Conduct regular coaching sessions and meetings with all front desk staff. Recruit and hire new talent. Serve as facility manager on duty.

Externship

Element & Aloft Hotels

Lexington, Massachusetts

January 2009

Rotate throughout all departments in both properties acquiring experience in the lifestyle hotel segment.

Guest Services Manager

Wyndham Orlando Resort

Orlando, Florida

July 2006 - August 2007

Oversee all front desk agents, PBX operators and bell staff, prepare various guest reports, work closely with Rooms Director to ensure guest satisfaction and prepare for upcoming convention events.

General Manager

Country Inn & Suites By Carlson

Effingham, Illinois

August 2004 - July 2006

Attend to all personnel development and guest relations, keep record of all finances, maintain adequate inventory of supplies, coordinate and supervise all departments, maintain a positive environment, track sales leads, maintain the physical plant, keep in accordance to all Carlson specifications.

Sales & Convention Services Internship

Saint Louis, Missouri

The Ritz-Carlton, St. Louis

May – August 2003

Assist in completing banquet event orders, wedding coordination, and banquet set up.

College Program Internship

Orlando, Florida

Walt Disney World Resort

August – December 2001

Attend to guest needs and accommodate special requests. Heavy guest interaction and problem solving skills utilized.