

MANAGING YOUR CAREER

By: Joe Carney, University of Wisconsin

This day in age competition for jobs has never been greater. When the right job opportunity presents itself it is extremely important that you are prepared to impress and showcase your skills to any new potential employer. An educational session conducted by Erin Putt and Lisa Yates of the Notre Dame Office of Human Resources was a helpful refresher on managing your career.

Automatically moving up the corporate ladder is no guarantee. For the potential employee, Erin and Lisa provided some helpful tips on acquiring a new position and to help keep you on track to achieving your career goals:

- **Networking** – Stay in touch with your contacts. Using websites such as LinkedIn provide a simple tool to manage and keep in touch with your contacts.
- **Keep your resume up to date** – Make it inviting. Keep it to one page and make sure it is accurate. Do not embellish the truth!
- **Cover letters** - Keep it concise and to the point. Use bullet points to make your list of accomplishments stand out. Always produce your cover letter and resume on neutral colored paper. Using hot pink paper is a big no-no!
- – Research your potential employer before you interview. Try to obtain as much company knowledge as possible. Also before you go, prepare answering potential interview questions by utilizing the STAR interviewing technique. (Google 'STAR interviewing technique' for more information) During your interview, feel free to ask questions of your interviewer. Most importantly, it is critical to make a great 1st impression! Most hiring decisions are made within the first five minutes of an interview so make your time count!

From the employer side of things, finding the next great employee can be a daunting and difficult task. Notre Dame Human Resources has placed many helpful tools and resources on their website to assist their managers in landing qualified candidates. These resources can be accessed by the public by going to <http://hr.nd.edu/nd-faculty-staff/toolkits/>. Even if you have your own set of guidelines these may be help you make your own process even better.

Thanks again to Erin, Lisa and the Notre Dame Office of Human Resources for a very informative session!

NACC 2011 Conference and Tradeshow
 Hosted by: UMASS
June 14 - 17, 2011
 For more information visit our web site at:
www.NACC-Online.com



*2010 NACC Conference Attendees.
 Hosted by the University of Notre Dame.*

OPEN FORUM SESSION

By: Bill McQuerry, UCMT, The University of Arizona

This was my first year of leading the open forum discussion at the conference. After standing up there in front of all of you for that time I really appreciate what Joe Carney, of Wisconsin, has done the last few years. We tried to follow some suggestions from our members by having two sessions; one before the trade show and one after, so any questions that arose at the show could be discussed. My question to you is... how can we make the session better? The open forum session is our time to bring up any subject at all that you might want to discuss. This year I pulled some of the topics from the forum page on the NACC website.

The room is full of the best operators in the country. How do we tap into their knowledge? We did get to hear from Grant, from Georgia Tech, who is willing and has an abundance of experience to share. We have many such members who can offer so much great information. We need to get to them while we have them captive, so to speak in that room.

I will have a topic under the general heading in the forum section of the web site a couple of times in the next year to find out what our membership thinks, perhaps you have some ideas for topics we should be discussing in next year's open forum. Meanwhile if you already have something you want to discuss for next year's session you can email me at..

McQuerry @email.Arizona.edu

It was a good session this year and I know we can better utilize the expertise we have in our members.

There are more stories, past newsletters and conference videos available online at www.NACC-Online.com. Log onto the members area and check out the archives.

Credit Cards

How To Get Started and Questions

By: Chuck Aldridge, University of Maryland

The final educational session for the 2010 NACC Conference was how to get started with Credit Cards. Ryan Palmer, Rex Rectenwel and Lisa Kresnak from the Notre Dame staff discussed some things to ensure you have no issues with credit cards.

The discussions started on Data breaches and are you at risk. From 2005-2007 Notre Dame had 277 breaches. Ensuring you have the proper tools in place, may prevent financial fraud. All merchants must comply with the PCI-DSS from the PCI Security Standards Council.

What is the PCI-DSS? The Payment Card Industry Data Security Standard is a global data standard that applies to all entities that store, process and / or transmits cardholder data. It covers technical and operational systems components with cardholder data. This is not optional, all merchants must comply.

The PCI DSS requires you to do the following:

- Install and maintain firewall to protect cardholder data
- Don't use vendor supplied defaults for passwords and other security parameters
- Protect stored cardholder data
- Encrypt transmission of cardholder data across open, public networks
- Use and regularly update anti-virus software or programs
- Develop and maintain secure systems and applications
- Restrict access to the data by business need to know
- Assign unique ID number is personnel with computer access
- Restrict access to data
- Track and monitor all access to the resources and cardholder data
- Regularly test the system
- Maintain policies to address information security for employers and contractors

Each credit card company follows the standard, but each card brand has its own programs for compliance, validation levels and enforcement.

As the majority of our concession operations use non-profit groups, training needs to be provided for them as well. This is to ensure they are protecting the receipts (if they print receipts), not writing the credit card numbers down and keeping them liable for any issues. The training may need to happen several times during the season due to not having the same group or even different people working each time.

Many Concession operations are accepting credit cards. Notre Dame Concessions has 1 credit card machine in each location, where the University of Maryland takes credit cards at every point of sale. For Maryland's last basketball game this year, 21% of our income was credit card sales.

Credit cards are a major asset to many of our operations. As Concessionaires, we want to ensure that the

customers information is safe and for them to keep using their credit cards to buy our hot dogs and sodas!

Some great resources on this information can be found at the following links:

The Payment Card Industry Data Security Standard Council: www.pcisecuritystandards.org

The VISA CISP Cardholder Information Security Program: usa.visa.com/merchants/risk_management/cisp.html

You can also look up PCI Compliance for Dummies!

NACC 2010 CONFERENCE SOCIAL EVENTS

By: Krystal Lareese-Gaule, Kernel Seasons

I have been given the honor of writing about the social events of the 2010 conference. I have to say that everyone seemed to really enjoy themselves this year as the events were great and the food was better than any conference I have been to and believe me I go to about 17 a year.

Day one kicked off with the golf outing sponsored by Dynamic Drinkware. We had a little drizzle throughout the day but the temperature was very comfortable and a beautiful course. We had a little shake up on the winning foursome this year and this could be in part because of me (the only female) golfing on what used to be the winning team, sorry Bill Kost – but we did have a lot of fun. The winning foursome were: Kevin Ayers, Dave Hrechkosy, Bob Scott and Ward Yando. The longest putt and the longest drive went to Brandon Ayers. Congratulations guys!

This years alternative activity was a tour of the Notre Dame campus sponsored by Perdue Farms. The group toured the football locker room and was able to take pictures with the "play like a champion" sign. They also toured the Old College, the Log Chapel, the famous Grotto, the Golden Dome, Basilica of the Sacred Heart, Huddle, and a stop at the book store for some souvenir shopping.

After the full day of fun we had a short new member orientation to explain a little about the NACC and introduce the board members. Then we all headed to the College Football Hall of Fame for dinner sponsored by Churchill Containers, Kernel Season's and White Castle. Members could tour the museum and finished the evening either out on the town or back in the hospitality suite which was sponsored this year by Gehls Foods.

After the tradeshow on day two, we ended the day with fun and fabulous Mardi Gras theme dinner at the Stepan Center sponsored by Johnsonville Sausage, Rich Products, and Hershey Candy. After dinner it was time for a little NACC whiffle ball game. There were 4 teams in the playoff and the winners were the Blue team of: Joe Blando, Ron Perrin, Ben Ruffle, Chuck Skowroruski, Larry Sanders, Ken Wright, Joe Deutsch, Chris Stewart, Mike and team leader Hanna.

Then it was back to the hotel for a little more social time in the hospitality room that included some cards and a hockey game on TV.

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We finished day three off with a BBQ dinner at the Studebaker Museum sponsored by the University of Notre Dame. After dinner and a look through the museum, it was back to the hospitality suite for more networking.

After a constructive morning of education sessions 54 members were able to stay around for a baseball game in Chicago transportation sponsored by State Street Snacks. The group arrived a little early and had time to walk around and look at the concessions operation. There was a short light rain that lasted 10 minutes or so but the game was good with the White Sox beating the Cubs. After the game there were a few members that went back to the hospitality room for a light dinner provided by Notre Dame and Tailgater Toby.

This was one of the best NACC conferences I have been to and I don't think you can beat this group for camaraderie and networking. I'm certain that Paul has some great things planned for us for 2011 at UMASS and I hope all of the new members from this year will return as well as some new faces will show up!

UCMT Class 2010

By: Bill McQuerry, UCMT, The University of Arizona

I had the pleasure of teaching this year's UCMT class with Theresa Traulsen and wow what a class it was! We had eight participants... John Fadool from the University of Richmond. He is new to the school, but has twenty-five years of concessions and food service experience. This is Richmond's first year having football on campus. For the first time we had three members from the same school (the University of Montana): Osmara Sosa (her friends call her Ossie), she oversees Concessions and Catering, Adelle Watts, Concessions Manager, and shy and reserved Ian Wartje, a Concessions Supervisor. Actually, Ian is neither shy or reserved. This is his first year in concessions and he is looking forward to football. OK, I know what you're thinking, but a lot of us were probably looking forward to our first football season too. We had two Ben's in the class but they made it easy on me and sat right next to each other. All I had to do was say, "Ben, what do you think?" and look in their direction and one of them would pipe up and answer. Ben Matzke, Concessions Manager from Central Michigan, is fairly new to Concessions, coming over from Residence Dining Halls. He works for Aramark and is a recent graduate of Grand Valley State University. Ben Ruffle is a 10 year member of Rutgers Concessions Staff and is a Supervisor. South Dakota State, also managed by Aramark, was represented by Kandi Janiszski, also a recent graduate and a fairly new Manager to Concessions. Last, but not least, we had Carl Stones, a Concessions Manager from Qwest Field in Seattle. I believe he is the first member from a pro facility to join the NACC. Unfortunately he could only attend the class; because of his conflicting work schedule, he had to miss the conference.

The participants came in with a familiarity with each other that had been cultivated the week before during the conference and in the hospitality room playing hotly contested and very competitive games of spades. That bonding made for a very good class atmosphere with free sharing of ideas and experiences. The days were long; we were all a little tired after the great week we had at the

conference and the trip to Wrigley Field, but it turned out to be a fantastic experience for me getting to know these quality people and sharing ideas with them.

The class began on Friday with a pre-assignment at Wrigley Field. What a great place for a field trip! We learned a lot walking around and checking out their operations. We saw new products and observed some concerns; all issues to discuss later in class. Saturday's class began with us discussing their pre-assignment and what we had observed at Wrigley Field. As an added bonus, Judy Grotts & Shawn Corr, from UNLV, shared the unique experience they face with their venues and the sale of alcohol at events. The rest of Saturday, Sunday and Monday was taken up with lively discussions as we covered the UCMT material.

It is great to know that the future of our profession is in the hands of these very sharp and dedicated operators. I want to give a special thanks to Hope for assisting me in the class, and to her staff for keeping our classroom stocked with snacks and drinks. Thanks also to Theresa for helping me teach the class and for giving me this wonderful opportunity to grow and learn as well.

A VENDORS PERSPECTIVE

By: Mike Jacob, Churchill Container

I have been selling to the concession market for the past thirty one years. This is my seventh year coming to NACC with Churchill Container and many more years prior to that with another company. The concession market, whether it's the collegiate or the professional market, is a very small fraternity of people. The one thing that I have found out over the years is that once someone is in the concession market they stay in the market. They tend to move from account to account, and company to company, but they never seem to get out of the business. Someone working at a professional stadium today might be a GM at a university operation tomorrow. Because of that movement, everyone tends to know everyone else in the market.

NACC offers the opportunity to build relationships with concession managers that will last a lifetime. Networking with everyone here, opens many doors now and again in the future. The other important aspect of the tradeshow is what would be the cost of seeing each school individually as opposed to seeing them collectively at one location. My business takes me from coast to coast; the ability to see multiple customers at a single venue is a great value to me and my company. Not only do we get to see so many people in one location, we also have the opportunity to socialize and interact at meals and other group activities. All of which helps in building relationships and networking.

As for the schools, they not only get to see the national companies that call on them on a regular basis, but they also get to see some vendors that are more regional in their scope. It allows them opportunities to see products that work in some regions and may also work in their own location. It is this exchange of ideas that keeps everyone's operation fresh and new from year to year.

EFFECTIVE DELEGATION

Reviewed By: Bill Kost, Michigan State University

On Thursday, June 10th, all NACC Conference participants and Notre Dame Housing Managers were treated to a morning of education presented by Gar Trusley on "Effective Delegation". The purpose of this seminar was to assist participants in identifying their current style of delegation and to further assist them in developing a style of delegation that is appropriate to both the situation and the subordinate in question.

The reason effective delegation is lacking, even though it is regarded as desirable, is because executives hesitate to delegate because:

- "I can do it better myself" fallacy
- Lack of ability to direct
- Lack of confidence in subordinates
- Absence of effective controls
- Temperamental aversion to taking chance
- Accountability

One of the activities all participants were involved in was where everyone was divided up into groups of four and instructed to complete the thirty two statements regarding delegating with the score of "Agreeing" or "Disagreeing". This really started some good conversation among all the groups and a very competitive competition on trying to get all the answers correct (which no one accomplished). This exercise highlighted the different perceptions we all have on delegation and what it means.

The other topics that were covered concerning delegation were:

- Personal Attributes for Successful Delegation
- Steps in Delegating
- What and What Not To Delegate
- Whom to Pick When You Delegate
- The Three Principles of Delegation

Gar was an exceptional presenter who brought the material to life with many real world examples from his colorful work experience. The morning session went very fast with Gar's entertaining style, good discussion, and activities to reinforce. This type of session was a first of its kind for NACC which highlights the fact that NACC looks for member education wherever the learning environment will enhance ones professional development. This session helped me to evaluate how effectively I delegate and hopefully help me to work on critical items and delegate properly to those I seek to develop. Hope Kaser and her staff hosted an excellent conference and this session was one of many education and networking opportunities that characterized a successful NACC Conference once again!

Advertising in Concession Bites

If you would like to see your company advertised in the February 2011 Newsletter, please contact Theresa at the NACC office (206) 440-9203 for pricing and size information.

MOTIVATION & WORK SATISFACTION

Reviewed By: Paul MacGregor, UMASS

After enjoying a great lunch served to us by Notre Dame Catering, we listened to speaker Gar Trusley change his focus from delegation to motivation and work satisfaction. Although obvious that we all stop growing physically at some point, Gar stressed that we all need to continue growing mentally. By challenging ourselves, striving to learn, and looking to develop in different ways, we can help ourselves and those around us. This can lead to better work satisfaction and a happier life at home. We learned that how we were raised and our current lives at home, have a direct impact on our interactions at work. Dinner time plays a large role in maintaining healthy family relationships that can have an effect on our happiness at work.

We discussed how it was easier to achieve better results by offering positive consequences rather than negative ones. Employees react better and are willing to work harder from personal power where they like to do for you. This is rather than positional power from where they have to do for you. Learning about your co-workers and developing positive personal relationships with them can lead to a healthy, effective, and satisfying work place. Knowing birthdays, family member names, and some of their likes and dislikes are just some of the ways to do this.

Gar had us complete a team exercise on 13 different ways of employee recognition. We ranked them on what we believed employees said were important to and motivated them. It was very interesting to see that the actual study numbers showed the employer and employee ranking were almost complete opposites. Employees cared most about support, involvement, personal praise, autonomy and authority. Employers stated that they found themselves doing more of buying lunch, pass around trophies, and employee of the month programs. Gar recommended people to read "1001 Ways To Reward Employees" by Bob Nelson to better understand what employees really want to feel appreciated and motivated at work.

To close out the afternoon, Gar told us all a story of his daughter being invited to a party at work after she had made a mistake. This "failure" party was actually a way for the boss to see who had been really trying and was willing to make a mistake rather than doing the norm and not challenging themselves. "If you're not failing, you're not trying." We all appreciated the great talks given by Gar Trusley and should wait a few weeks before trying to slowly integrate what we learned.

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