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Legacy lecturers: a NENA tradition

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Legacy Lecturers: A NENA Tradition



Legacy Lecture Award – Photo Credit: Suzanne Bagnera

Introduction

The Legacy Lecture Series was crafted in 2015 as a way to honor members of the NENA Federation who had or were about to retire and to pass along to the next generation of educators in NENA some of their wisdom.

With its alliterative title, the North East North American Federation’s “Legacy Lecturer” has, to date, served as a true endowment from NENA’s leaders who continue to pay it forward to our next generations offering both insight and inspiration. Learning from the significant accomplishments, the overcome struggles, and the keen reflections of these decorated ICHRIE leaders, our community is strengthening our values of excellence, service, and inclusion. Each Legacy Lecturer is recognized for achievement as educators and scholars, and celebrates each one’s distinctive pathway of success. Each interview offers us a window into the journey to

excellence of the honorees and it offers us a view of our shared goals in NENA – to be better in our work as educators and scholars through our professional service through ICHRIE.

What has been remarkable through the first few Legacy Lecturer’s remarks is how each lecture shines light on the way forward for those still practicing their craft and to those who are just beginning on a life in the “academy.” Higher education is going through profound changes and under multiple pressures as is the global hospitality and tourism industries. Now more than ever, reaching back through the decades to grab onto lessons learned from the past to help us pivot towards the future and meeting our challenges with some wisdom from our Legacy Lecturers and by way of their commitment to others – is in the spirit of lifelong learning and teaching.

Nick Hadgis

Nick was the inaugural inductee into the legacy series in March 2016 at the fourth annual regional spring NENA conference at Boston University. He was interviewed by his academic friend, Fred Mayo. Nick was well known for his leadership of the program at Widener University as Dean from the hospitality program’s inception in 1981 to 1985 and again from 1998 to 2015. He was actively involved in NENA (and also prior in HEMAR) and served as President of ICHRIE in 2006-2007. He was recognized with the Howard B. Meek Award for outstanding leadership and service to the field of hospitality education. He retired in 2015.

Caroline Cooper

Caroline was the second inductee into the series in March 2017 at the fifth annual regional spring NENA conference at Temple University. She was interviewed by her former

student, Suzanne Bagnera. She is well-known and admired for her pioneer work in hospitality education, her dedication to this field, her leadership of the program at Johnson & Wales University, her role in NENA setting up this federation and her work as President of ICHRIE where she served as President in 1994-1995.

Caroline, or Coco, as she was referred to, was Dean of the Hospitality College; her progressive style of leadership has been credited with making The Hospitality College the nation's largest hospitality educator, with 11 programs, more than 2,700 students and national ranking in the top ten programs in the U.S. In 2009, she received the American Hotel & Lodging Educational Institute's prestigious Anthony G. Marshall Award in recognition of her significant long-term contributions to the hospitality industry. She retired in 2012.

Fred Mayo

Fred was the third inductee in the Legacy Series in March 2019 at the sixth annual regional spring NENA conference at Penn State University. He was interviewed by his former colleague, Donna Quadri-Felitti.

In 2018, he was presented with the American Hotel & Lodging Educational Institute's Anthony G. Marshall Award in recognition of making significant long-term contributions to the hospitality industry by educating future leaders. Fred was honored with the ICHRIE with both the Stevenson W. Fletcher Award (2010) and the Howard B. Meek Award (2015) for lifetime contributions and outstanding service both to hospitality education and to International CHRIE.

Fred has served on and chaired the Professional Development Committee of ICHRIE, served as Vice President, President (2002-2003) and Immediate Past President of ICHRIE and continues to present at annual conferences and review submissions for presentations.

Fred served as Academic Dean for 12 years at the Culinary Institute of America and a Clinical Professor at New York University. He officially retired from full-time teaching in 2017, but continues to teach part-time while operating Mayo Consulting Services, Inc. He remains an active member with NENA and ICHRIE, and continues to serve in a voluntary leadership role as ICHRIE faces the future.

Ernie Boger

NENA selected Ernest Boger as Legacy Lecturer in 2020. Amidst the coronavirus pandemic, Ernie was not able to be officially inducted during the 2020 regional conference, as it, like so many other gatherings, was cancelled. Instead, and as a fitting alternative, NENA honored Ernie as its legendary guest speaker during the inaugural ICHRIE 2020 Zoom Around the World event and was interviewed by Damien Duchamp. Ernie was the chair of the hospitality program since 2005 at University of Maryland Eastern Shores until retirement. He retired in 2020, and remains active with ICHRIE, specifically as the co-chair of the history subcommittee of the 75th Anniversary Task Force.

Years of Tradition

As we highlighted the milestones in each Legacy Lecturer's accomplishments above, we also asked them to provide some advice for those of us who are continuing to teach, hopefully, in their footsteps. Here are some of their thoughts:

“Lessons of the past that will be relevant for educators in the future are to encourage students to think broadly in becoming educated to live and succeed in a constantly changing world. They should see their education as a lifelong process that will be constantly expanding their career horizons and opportunities.”

~ Nick Hadgis

“I think that most educators need to realize that it’s not about them, in this today world and the trials we are all going through together it behooves educators to think about students and programs first. Students need an education and are paying a large price to get the benefit of their teachers. Teachers need to be real about the industry and if they don’t have any real-world experience go out and get some. It’s the application of the knowledge that will help them and their students to go forward. Sharing those experiences with others (students and colleagues) brings all to a higher level. It doesn’t matter which generation you are from. If you call yourself an educator your job is to educate. If you call yourself a professor then you need to have what you profess to be relevant to your audiences. The role of NENA ICHRIE is to help those educators to gain value in both subject and leadership roles.”

~ Caroline Cooper

“Three lessons that stay with me include: How there is such great joy in pursuing the intellectual curiosity that comes with learning and teaching. What sustains me is learning the new and transliterating it into a pedagogical perspective that adds context-- this adds to the magic of inspiring students. Teaching is always a creative act, and if isn’t, try more coffee. Second lesson: It’s amazing how much we can learn from one another when we work together on a common task, for the greater good, whether it’s a committee, curriculum, a new program, a task force, a conference, or a joint research paper. Allow yourself to learn from others. Third lesson: My experience at several institutions of higher education showed me that the universe only gives you challenges and opportunities that you are ready for even if you think you are not prepared for them. If you trust the process and your colleagues, it will all work out for the best. So, embrace the new and the next with excitement.”

~ Fred Mayo

“Number one and the only one, as far as I’m concerned, would be the eternal importance of HIGH TOUCH! At the end of the day, humans will always be positively responsive to the personal service rendered by other humans. So, despite the advances of technology in supporting the requirement of fulfilling home-away-from-home fantasies that is the stock in trade of hospitality/tourism professionalism, people will continue to place a high premium on people-to-people contact. Even with the current COVID-19 situation, creative hospitality operations are finding ways to enhance personalization. The relevance is that we must continue to teach HOSPITALITY as an Art and Science. This is separate and apart from the nuts and bolts of frozen cocktails, wedding flowers, Posturepedic beds and robust ADRs. As I see it, great customer service is not a course but a way of life within the academic program.”

~ Ernest Boger



Legacy Lecture Series: Fred Mayo interviewing Nick Hadgis, March 2016
Photo Credit: Suzanne Bagnera



Legacy Lecture Series: Suzanne Bagnera interviewing Caroline Cooper, March 2017
Photo Credit: Paul Bagdan



Legacy Lecture Series: Donna Quadri-Felitti interviewing Fred Mayo, March 2019
Photo Credit: Suzanne Bagnera



Legacy Lecturer, Ernest Boger, 2020
Photo Credit: Ruth Lee O'Rourke

Bio

Suzanne Markham Bagnera



The Beginning: Instructor, 2008



Today: Clinical Assistant Professor, School of Hospitality Administration,
Boston University, 2020

Donna Quadri-Felitti



The Beginning: Clinical Assistant Professor, 2004



Today: Marvin Ashner Director and Associate Professor, School of Hospitality,
Pennsylvania State University, 2020