

## CURRICULUM VITAE

### FOR

DIANA LEE HERON

#### BIOGRAPHICAL INFORMATION

Address: 125 MacDonald Hall  
SUNY Delhi  
Delhi, NY 13753  
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#### EDUCATION AND TRAINING

- 2009 PhD Organizational Behavior, NorthCentral University, currently enrolled
- 2007 Masters Business Administration, Tiffin University, Tiffin, Ohio
- 1988 Bachelors of Science in Business Administration-Specializing in Hospitality, Bowling Green State University, OH
- 1986 Associates in Business, Lorain County Community College, Ohio

#### RESEARCH INTERESTS

Human Resources-The Aging Population in Hospitality and the Business Environment  
Technology in the Hospitality Environment  
Marketing in the Service Industry

#### PROFESSIONAL ACTIVITIES

- 1987-1988 Member Bowling Green State University Hospitality Club
- 2007 Advisor, Hotel Management Society Club SUNY Delhi
- 2007 Advisor, Outdoor Club-SUNY Delhi

#### TEACHING INTERESTS

Hospitality – Introduction  
Hotels/Motels – Front Office, Housekeeping and General Operations  
Principles of Marketing  
Salesmanship in Marketing  
Services Marketing  
Hospitality Law  
Resorts and Hotel Management  
Hospitality Human Resources

## TEACHING EXPERIENCE

### Course Instructor:

- 2008            Hospitality Law (SUNY Delhi)  
                  Class Size: 28-30 students.
- Front Office Operations (SUNY Delhi)  
                  Class Size: 28-30 students.
- Accommodations Management (SUNY Delhi)  
                  Class Size: 28-30 students.
- Hospitality Management (SUNY Delhi)  
                  Class Size: 28-30 students.
- 2007            Resort and Hotel Management (SUNY Delhi)  
                  Class Sizes: 25-30 students.
- Hospitality Law (SUNY Delhi)  
                  Class Sizes: 25-30 students.
- Front Office Operations (SUNY Delhi)  
                  Class Sizes: 25-30 students.
- Hospitality Human Resources (SUNY Delhi)  
                  Class Sizes: 25-30 students.
- 2005-2007    Managing Service in Food and Beverage Operations (Lorain  
                  County Community College)  
                  Class Sizes: 10-15 students        Online
- Management of Food and Beverage Operations (Lorain County  
                  Community College)  
                  Class Sizes: 10-15 students        Online
- Introduction to Marketing (Lorain County Community College)  
                  Class sizes: 20-35 students.
- Salesmanship in Marketing (Lorain County Community College)  
                  Class sizes: 10-25 students.    Online and in the classroom.

World Leisure Destinations (Lorain County Community College)  
Class sizes: 6-15 students.

Introduction to Hospitality (Lorain County Community College)  
Class sizes: 15-25 students. Online.

Managing Technology in the Hospitality Industry (Lorain County Community College)  
Class sizes: 15-20 students. Online

Front Office and Housekeeping in Hotels (Lorain County Community College)  
Class sizes: 10-15 students.

Teaching evaluations available upon request

#### INDUSTRY EXPERIENCE/SKILLS

August 2006-May 2007

Lorain County Joint Vocational School, Oberlin, Ohio

Substitute Teacher

July 1988 – Oct. 2003

Marriott International, Middleburg Heights, Ohio

General Manager, Courtyard by Marriott and Towneplace Suites by Marriott

\*"Opening" General Manager for a 154 room business-oriented hotel and a 95 room extended stay hotel.

\*Interviewed and hired 60 Associates and trained in their specific department.

\*The hotel was in the top 10% in terms of "Guest Tracking" of all Courtyard by Marriott hotels every quarter, 1999-2003.

\*Hotels achieved budgeted house profit dollars each year even with a sluggish economy.

\*Reduced turnover from over 100% to 25% in 2 years.

Marriott International, North Olmsted, Ohio

General Manager, Courtyard by Marriott

\*"Opening" General Manager for a 121-room business oriented hotel.

- \*Interviewed and hired 40 Associates and trained in their specific department.
- \*This hotel was "OPENING HOTEL OF THE YEAR" in 1997.
- \*"General Manager" of the Midwest Region, 1998.
- \*1999, hotel was "Hotel of the Quarter", Quarter 1, 1999.
- \*1997-1999, hotel was in the top 10% of all Courtyard by Marriott hotels.
- \*Hotel made budgeted profit dollars and sales dollar 1997-1999.
- \*Turnover rate was 15-19% for this hotel for those 2 years.

Marriott International, Washington, DC  
Bench General Manager, Courtyard by Marriott and Fairfield Inn by Marriott  
\*Responsible for filling in for any hotel that did not have a General Manager.

Marriott International, Fort Myers, Florida  
Assistant General Manager, Courtyard by Marriott

Marriott International, Atlanta, Georgia  
"Opening" Housekeeping Manager, Courtyard by Marriott

Marriott International, Ft. Lauderdale, Florida  
Housekeeping Manager, Courtyard by Marriott

Marriott International, Fort Myers, Florida  
"Opening" Front Desk Supervisor, Courtyard by Marriott

#### Current Skills:

- Toolsets: Microsoft Office software (WORD, EXCEL AND POWERPOINT), OLS online Software and Angel online software.

#### PROFESSIONAL REFERENCES

Available upon request.