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Earned Degrees

M.B.A. The Wharton School, University of Pennsylvania
Finance and Economics
May 1987

B.S. The Pennsylvania State University
Finance
May 1980

Certifications

Hay Group Emotional Intelligence Facilitator and Feedback Coach. 2009

Academic Experience

Sept 1996 - present Director, Hospitality Leadership Institute
School of Hospitality Management
The Pennsylvania State University
University Park, PA 16802

Jan 1995 - Present Instructor
School of Hospitality Management
The Pennsylvania State University
University Park, PA 16802

Courses Taught (all 3 credits):

HRIM 442 - Hospitality Advertising
HRIM 443 - Hospitality Sales and Marketing
HRIM 435 - Hospitality Finance
HRIM 490 - Hospitality Strategic Management
HRIM 350 - Hospitality Operations Decision Making

Teaching Philosophy

My Teaching philosophy and approach are driven by two key beliefs: Students learn quantitative skills best thru repetition and practice and students remember quantitative and qualitative skills by linking them to practical, real world applications.

In my lesson plans you will find ample time built in the lectures to practice word problems and case studies, similar to how we would approach industry professionals in the classroom. Through the use of video case studies and the significant experience I've gained working with industry I can build a strong case for the application and use of principles taught in the class-room. I prefer individual assignments to group work to promote individual responsibility to learn principles. I also include attendance as part of the grade since I believe the classroom provides an invaluable opportunity to learn from me and others in the class. In the classroom I am able to stimulate much discussion around the practical applications of material and it serves to create a very encouraging and engaged atmosphere. This was extremely evident in all of my evaluations. I am enthusiastic about the content, even if they aren't, and work very hard to motivate the students' engagement. My exams are essay/ problems based and tend to be very comprehensive and challenging such that only the few who has completely mastered the content will earn an A. I am available to discuss issues with students outside of class and enjoy the mentoring process. I also like to learn from

my colleagues and often seek their advice on best ways to facilitate in the undergraduate arena.

Administrative Experience:

Director, Hospitality Leadership Institute: The HLI provides educational programs and services aligned with its partner organizations competitive priorities. Primary responsibilities are to: create educational partnerships with those organizations seeking to create competitive advantage through service quality leadership, operations management, and a customer-driven workforce; design and deliver programs for commercial, government and military organizations, professional associations and service organizations, to enhance their employees' abilities to support the strategic direction of their respective entities; financial oversight of more than \$1MM in contracts; and, coordinate faculty and staff support of over 15 weeks professional development program delivery to more than 450 participants per year. Additional responsibilities included the delivery of on-line supervisory and leadership education programs in hotel and restaurant management.

Instructor: Course development; syllabus and calendar. Meet with students to review course materials, identify career paths and make referrals for support/personal issues.

Professional Experience

Sept 1994 - August 1996

Director of Client Relations
Penn State Executive Programs
Smeal College of Business
University Park, PA 16802

August 1993 - August 1994

Sales Manager
The Penn Stater (Scanticon)
115 Innovation Blvd.
University Park, PA 16802

November 1989 - April 1993

Director of Trade Show Productions
Houston Astrodome
6000 Kirby Drive
Houston, TX

March 1987 - August 1989

Owner Operator
Kenny's Korner Deli
Camden, NJ 08034

June 1980 - March 1987

Senior Financial Analyst
Sun Company
1300 Market Street
Philadelphia, PA 19443

University Service:

SHM Diversity Committee 2005- Current
SHM Outreach Committee 2005 - Current.

Community Service;

Beagle Rescue, Volunteer
PAWS, Volunteer.