**Heidi Hoart, M.S., F.M.P.
Instructor of Professional Practice**

School of Hospitality and Tourism Management, Spears School of Business
heidi.hoart@okstate.edu 405-144-8661

**EDUCATION**

M.S. New Mexico State University, Las Cruces, New Mexico
 Master of Science – Family and Consumer Science
 Emphasis: Hotel, Restaurant and Tourism Management

B.S. Colorado State University, Ft. Collins, Colorado

 Bachelor of Science – Forestry
 Emphasis: Outdoor Recreation

**ACADEMIC EXPERIENCE**

2001- present **Instructor of Professional** **Practice**

 School of Hotel and Restaurant Administration, Spears School of Business

 Oklahoma State University, Stillwater, Oklahoma

1997–2001 **Clinical Faculty**

 School of Hotel, Restaurant and Tourism Management

 New Mexico State University, Las Cruces, New Mexico

1996-1997 **Graduate Teaching Assistant**

 School of Hotel, Restaurant and Tourism Management

 New Mexico State University, Las Cruces, New Mexico

1995–1996 **Instructor**

 Luna Vocational-Technical Institute

 Las Vegas, New Mexico

**CERTIFICATIONS**

Various educational and public service certifications including Cvent, Micros, Oracle CS Gold, Serv Safe, Hazcom, Canadian and American Red Cross.

**PROFESSIONAL EXPERIENCE**

Thirty years of food, beverage and resort experience including Penderies Golf and Country Club (NM), Rancho de Chimayo (NM), Rocky Mountain Oyster/Mangey Moose (WY), Whiskey Hill (CO), Vail Associates (CO), C Lazy U Guest Ranch (CO), South Fork Resort (CO), Paradise Ranch (WY). Positions help include sous chef, executive chef, bar manager, food and beverage manager, guide, outfitter, resort manager.

Three years with the New Mexico Restaurant Association as a part-time instructor and NMRA trade show assistant.

**INSTRUCTION**

**Oklahoma State University**

**Courses Taught**

HRAD 3573 Quick Service Software Systems

HRAD 4213 Sales and Catering

HRAD 3573 Franchising and Quick Service

HRAD 4365 Food Production Management
HRAD 4561 Hospitality Management Seminar
HRAD 2533 Hospitality Information Technology
HRAD 3533 Purchasing for Hospitality
HRAD 3623 Food Service Cost Control
HRAD 4850 Menu Analysis and Design

**New Mexico State University**

**Courses Taught**

Quantity Food Production
Club Management
Introduction to Hospitality

Introduction to Marketing
Introduction to Technology

**RESEARCH**

**Published Articles**

Breiter, D. & Hoart, H. (2000). Competencies in Foodservice Information Technology Expected By the Foodservice Industry of Graduates of Hospitality Bachelor’s Degrees Programs in the United States. *Hospitality and Tourism Educator* 12(2), 11–17.

**Presentations**

Hoart, H. (2001). Understanding Hospitality Information Technology Systems. Poster Presentation, All College Conference, College of Agriculture, New Mexico State University, Las Cruces, New Mexico

Mandabach, K., Hoart, H. & Bloomquist, P. (1999). Technology Education, The Hidden Agenda. Paper presented at the Annual Conference of the Council on Hotel, Restaurant, and Institutional Education, Albuquerque, New Mexico.

Hoart, H. (1991). Serving Alcohol Responsibly. Information session on alcohol server training, New Mexico State Legislature Task Force on Alcohol Abuse in the State of New Mexico, Santa Fe, New Mexico.

Hoart, H. (1990). Customer Service: Principles and Techniques. Annual Trade Show, New Mexico Restaurant Association, Albuquerque, New Mexico.

**SCHOLARLY AND CREATIVE ACTIVITIES**

**Scholarly Activities**

Wrote and continually updated workbooks for hospitality specific software including ChefTec, Micros, online purchasing (US FOODS), and Opera.

Created standard operating procedures for Westside Café.

Created videos showing preparation and presentation instructions for menu items created in the Taylor’s lab

**Creative Activities**

Published twenty-one magazine articles in Stillwater Living, showcasing an HRAD student, recipes, and fun stories.

**Projects**

Westside Cafe

Collaborated with Human Sciences Nutrition Department linking QR codes to nutritional information on the Westside menu.

Collaborated with DHM (Human Sciences) to provide 3-D renderings of design basics using Revit.

Participated in compost trials for refuse from operations of Westside Café. In partnership Waste Management Specialists from the Department of Agriculture, participated in compost trials for refuse from operations of Westside Café.

Reduce, Reuse, Recycle: Westside Café. Made changes to operations resulting in a 72% decrease in trash created by the Café.

Hazcom

With the CMAA student club created a video explainingTornado Evacuation Procedures for Westside and Taylor’s.

**GRANTS**

Ryan, B., Hancer, M., Leong, J., & Hoart, H. (August 2007-July 2008). Economic and Social Value of Oklahoma State park System on Local Communities and the State of Oklahoma,
$37,406. Oklahoma Tourism and Recreation Department.

Hoart, H. (2008). MICROS Systems, Inc**.** Investor Relations and Business Development Grants, Peter J. Rogers, Jr., Columbia, MD, $100,700.

Hoart, H. (2008). Tulsa Cash Register Educational Development Grant, Tulsa, OK, $16,200,

**SERVICE**

**Oklahoma State University**

Served on committees at the department, college and university level, including
University Technology Committee, Human Sciences Technology Committee (Chair),

Scholarship Committee (Human Sciences) HRAD, HTM (Chair), Hazcom Communication Committee (HS)

**School**

Faculty Advisor – OSU Student Restaurant Association and Club Managers Association of America.

.

Other Activities
Member – College of Human Sciences, Strategic Planning Development Committee, Extension, Hazcom Instructor, Production Supervisor Distinguished Chef Series, Production Advisor Distinguished Chef Series, Volunteer Cochon555, Volunteer Wine Forum

**Community**, Stillwater, Oklahoma
President of the Board of Directors, St. Andrew’s Thrift Shop

Chair – St. Andrew’s Episcopal Church Art Festival

Volunteer – Mission of Hope,

Volunteer – Action Inc

**OUTREACH**

Meridian Vocational Technical Institute, FCCLA Team Coach state and national culinary competition,

Board of Advisors –Meridian Technology Center, Stillwater, Oklahoma, 2007–present

Guest Speaker – Meridian Technology Center, Stillwater, Oklahoma, 2010 & 2011

Faculty Advisor – Harvest Festival Chili Cook-off, 2012

Consultant – Daily Grind, Ponca City, Oklahoma, 2012

Member – Oklahoma Restaurant Association

Member – National Restaurant Association

**PROFESSIONAL DEVELOPMENT**

Continuing education includes ITLE, Preparing the Online Instructor, Micros POS Touchscreen Design, Oracle CS Gold Basic Operations, ChefTec Inventory & Recipe Management, Sketchup (VR software) Webinars, InnRoad and M3 Hotel Simulation Webinar, Cvent Online Training and Certification.