

## KATHRINE M. GINAPP

Lecturer

Conrad N. Hilton College of Global Hospitality Leadership  
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## EDUCATION

Iowa State University

### **M.S. in Hospitality Management**

2015

Thesis: "Meeting Student Expectations in a Quantity Food Production Lab/Simulated Restaurant Environment"

Advisor: Eric Brown, Ph.D., Associate Professor, Hospitality Management

Iowa State University

### **B.S. in Hotel, Restaurant, and Institution Management**

2013

## ACADEMIC EXPERIENCE

University of Houston, Lecturer

2021 – Present

### **Foodservice Operations (GHL 3420)**

*Manager's role of the operation of restaurants and foodservices. A systems approach to menu management, purchasing, production, purchase orders, marketing, service and evaluation procedures.*

### **Catering Management (GHL 4326)**

*Catering operations and management, catering in the hospitality industry and the various catering disciplines. Marketing, sales operations, technology and innovations.*

### **Hospitality Procurement & Purchasing (GHL 3349)**

*Procedures and practices in the purchasing function for acquiring hospitality services, food, beverages, equipment and supplies.*

Iowa State University, Assistant Teaching Professor

2017 - 2021

### **Quantity Food Production Management (HSPM 380L)**

*Application of quantity food production and service management principles and procedures in the program's foodservice operation.*

### **Fine Dining Management (HSPM 487/587)**

*Exploration of the historical and cultural development of the world food table. Creative experiences with U.S. regional and international foods. Application of management and financial principles in food preparation and service in fine dining settings.*

### **Introduction to University Dining Management (HSPM 189)**

*Overview of management concepts and distinct features of university dining services.*

### **U.S. Field Study – Event Management (AESHM 380F)**

*Study and tours of areas of interest to majors in the majors in the Event Management program. Trip to the National Restaurant Association Show in Chicago, Illinois.*

### **Non-Alcoholic Beverages & Café Operations (HSPM 280)**

*Advanced knowledge, preparation, and service of non-alcoholic beverages applied for café operations.*

### **Introduction to Foodservice Operations (HSPM 225) – In Development**

*Introduction to food service operations within the hospitality and event industry. Management concepts, distinct features, sustainability, current issues, and trends.*

### **Food Safety Certification (HSPM 133) – In Development**

*ServSafe® Certification course*

Iowa State University, Graduate Teaching Assistant (3 Semesters)

### **Quantity Food Production Management (HSPM 380L)**

2014 – 2015

*Application of quantity food production and service management principles and procedures in the program's foodservice operation.*

OPERATIONAL EXPERIENCE

VenuWorks, Iowa State Center

**Catering Manager**

August 2015 – July 2017

*Directed all front and back of house operations during events, set up, and teardown.  
 Ordered event food and beverage items, linens, and uniforms.  
 Conducted monthly bar, grocery, and supply inventory.  
 Responsible for all hiring, firing, and evaluations of service staff.  
 Organized all backstage catering events at CY Stephens Auditorium.  
 Coordinated scheduling of all service staff.*

ISU Catering, Iowa State University

**Student Assistant Manager/Bar Manager, Wedding Coordinator, Sales**

August 2010 – May 2015

*Assisted with all front and back of house operations during events.  
 Conducted bartender training and evaluations.  
 Processed customer orders and prepared menu estimates for events.  
 Performed wedding consultations and taste tests for wedding clients*

CERTIFICATIONS

Certified Hospitality Educator (CHE)	2021 - Present
ServSafe Allergen Certificate (#4847456)	2020 - Present
ServSafe Food Protection Manager Certification (#13838291)	2010 - Present
ServSafe Instructor and Proctor Certificate (#3252791)	2018 - Present
ServSafe Alcohol Advanced Certificate (#15689909)	2013 - Present
Trained Crowd Manager Certification	2016 - Present
CPR/AED/First Aid Certification	2018 – Present

PROJECTS AND RESEARCH

Joan Bice Underwood Tearoom Renovation

*Created a renovation proposal for the Joan Bice Underwood Tearoom dining room.  
 Implemented a Point of Sale & Transaction System, including training staff and students.  
 Developed custom inventory documents and point of sale reports.  
 Created and distributed customer feedback survey to guide menu development.*

**Case Study: The Weight of Unfinished Food in the Iowa State University Joan Bice Underwood Tearoom**

*Consult with P.I. and graduate students on questions pertaining to the Joan Bice Underwood Tearoom.  
 Revise case study write-up for accuracy.  
 Assist with food production, service, and food waste measurement post-event.*

WORKSHOPS

AESHM Department Workshop on Dinner Etiquette

Spring 2020

*Developed a 5-part workshop pertaining to etiquette in a dinner interview setting.  
 Workshop includes mini-lectures, videos, Q&A, worksheets, & quizzes.*

4H Workshop on Handwashing

Summer 2020, 2021

*Developed a workshop on the importance of handwashing and food preparation.*

GRADUATE STUDENT MENTORSHIP

Marilyn Gasienica, Hospitality Management Master’s student

2019 – 2020

*Oversaw completion of a research project for the Joan Bice Underwood Tearoom, “Implementing Sustainable Disposables: A Tearoom Case Study”.*

DEPARTMENT COMMITTEES

Student Innovation Center Committee, Co-Leader (ISU)

2017 - 2018

Dining Curriculum Committee (ISU)

2017 – 2018

Tearoom Curriculum Committee (ISU)

2017 – 2018

Undergraduate Scholarship Committee (ISU)

2019 – Present

Hospitality Management Recruitment/Retention Committee (ISU)

2020 - Present

## UNIVERSITY COMMITTEES

Student Innovation Center Multimedia Sub-Committee (ISU) 2018 – 2020

## UNIVERSITY FOCUS GROUPS

LeBaron Hall Replacement: HSPM Research (ISU) 2020 – Present  
 LeBaron Hall Replacement: HSPM Teaching Labs (ISU) 2020 – Present  
 LeBaron Hall Replacement: Tearoom (ISU) 2020 - Present

## MEMBERSHIPS

Eta Sigma Delta Honor Society 2014 – Present  
 Society for Hospitality and Foodservice Management 2020 - Present

## SELECTED AWARDS, ACTIVITIES, &amp; PROFESSIONAL DEVELOPMENT

**2023 – University of Houston**

TRACC Academic Advisor  
 CIA Experience Faculty Advisor  
 Hilton College Summer Camp Director  
 Gourmet Night Kitchen Manager Mentor  
 THLA Summer Camp Workshop Presenter  
 Faculty Retreat Co-Organizer

**2022 – University of Houston**

TRACC Academic Advisor  
 Spring Open House Presenter  
 Cougar Cupboard Workshop Co-Presenter  
 Texas DECA State Competition Volunteer  
 Middle School Workshop Presenter – Healthy Snacks  
 CIA Experience Faculty Advisor  
 Hilton Summer Camp Director  
 Gourmet Night Kitchen Manager Mentor  
 Hilton Ambassadors Mocktail Workshop Guest Presenter  
 NACE Speed Networking Event Guest Presenter

**2021 – University of Houston**

TRACC Academic Advisor  
 Gourmet Night Kitchen Manager Mentor  
 Fall Open House Presenter (postponed)  
 Cougar Cupboard Thanksgiving Workshop Co-Presenter  
 Hilton Ambassadors Mocktail Workshop Guest Presenter  
 Beverage Appreciation Class Guest Speaker  
 Texas Restaurant Association Awards Gala Volunteer  
 Hilton College Open House Guest Presenter  
 NACE Speed Networking Event Guest Presenter

**2021 – Iowa State University**

Engaging Students Online Workshop, CELT Programming @ Iowa State  
 Etiquette Dinner Speaker, AESHM Department  
 DECA Judge, Hospitality & Tourism Career Cluster  
 Iowa State Covid Vaccination Clinic Volunteer  
 Faculty Marshal, Spring Convocation  
 CELT Summer Course Design Institute Participant  
 Youth 4H Conference Workshop Host – Summer 2021  
 AHLEI Certified Hospitality Educator Workshop (In Progress)

**2020 – Iowa State University**

Ames ProStart Faculty Ambassador  
 Hospitality & Tourism Certification Workshop, FAU  
 Inclusive Classroom Training, CELT Programming @ Iowa State  
 Etiquette Dinner Speaker, AESHM Department  
 DECA Judge, Hospitality & Tourism Career Cluster  
 Science Bowl Volunteer  
 Greek Week Judge  
 Society of Hospitality & Foodservice Management Student Chapter, Student Organization Advisor (Pending)  
 Experience Iowa State, Faculty Ambassador

Youth 4H Conference Workshop Host

**2019 – Iowa State University**

Etiquette Dinner Speaker, AESHM Department

4H Youth Conference Workshop on Food Safety & Handwashing – Presenter

Faculty Marshal, Spring Convocation

DECA Judge, Hospitality & Tourism Career Cluster

Science Bowl Volunteer

ISU Homecoming Judge

Campus Visits Academic Partner Workshop

Experience Iowa State, Faculty Ambassador

**2018 – Iowa State University**

Faculty Marshal, Spring & Fall Convocation

DECA Judge, Hospitality & Tourism Career Cluster

CAC Funding Recipient, Funding for new POS technology in the Tearoom

Green Dot Bystander Training

National Restaurant Association Show, Booth Volunteer

Experience Iowa State, Faculty Ambassador

**2017 – Iowa State University**

Faculty Marshal, Fall Convocation