

# Welcome, Building Coordinators!

June 18, 2024



Danna Elizarraras  
Director, Customer Relations

## Welcome & Introduction



Magda Brady

Asst VP, Facilities Business Operations &  
Compliance

## Word of Appreciation





**Hilton**  
UNIVERSITY OF HOUSTON



Conrad N. Hilton College of  
Global Hospitality Leadership  
UNIVERSITY OF HOUSTON



## About Us

One of more than 5,700 Hilton hotels worldwide, the Hilton University of Houston serves as the primary teaching facility for the Conrad N. Hilton College of Global Hospitality Leadership, which is housed within the Hotel. Hilton College is the only hospitality program in the world whose teaching facility is an internationally branded full-service hotel. Hospitality students here gain hands-on experience in guest service, hotel operations, and banquet and restaurant service.

- **Location:**
  - Situated within the University of Houston campus.
  - Convenient access to the university's facilities and amenities, while being close to downtown, the Medical Center, and Hobby Airport.
- **Accommodations:**
  - Features 150 rooms that provide comfortable and modern lodging options for guests.
  - Rooms are designed to cater to the needs of both business and leisure travelers.
- **Event and meeting space:**
  - Offers 25,000 square feet of meeting and event space, ideal for conferences, weddings, and other events.
  - Equipped with state-of-the-art facilities to ensure successful events.
- **Dining:**
  - Home to Eric's Restaurant, which offers a variety of dining options featuring American and international cuisine.
  - The new Cougar Grounds coffee shop provides a casual spot for guests and students to enjoy specialty coffee and light snacks.

## History of the Hilton Hotel & College

**1969**

- Hilton College was founded in 1969 by Conrad N. Hilton, the founder of Hilton Hotels, with the vision to create a premier institution for hospitality education.

**1975**

- Hilton College was built, including the hotel and conference center.
- 80 rooms and 24,000 square feet of meeting space.

**1983**

- South wing developed.
- Expanded to 94,000 square feet of education and meeting space.

**2010**

- A \$12.5-million renovation aimed at upgrading the hotel's facilities.
- Created an enhanced experimental learning environment for students.
- Marked the first significant renovation since the hotel's opening in 1975.

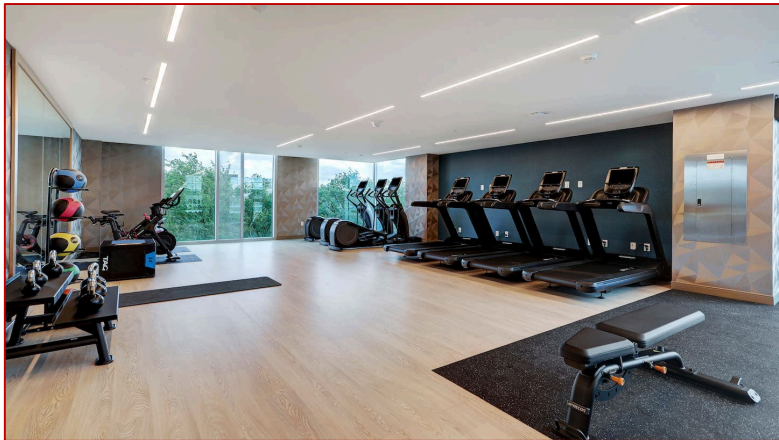
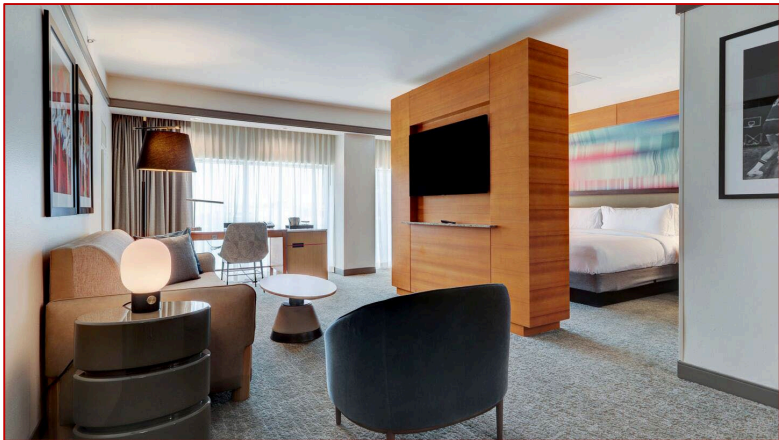
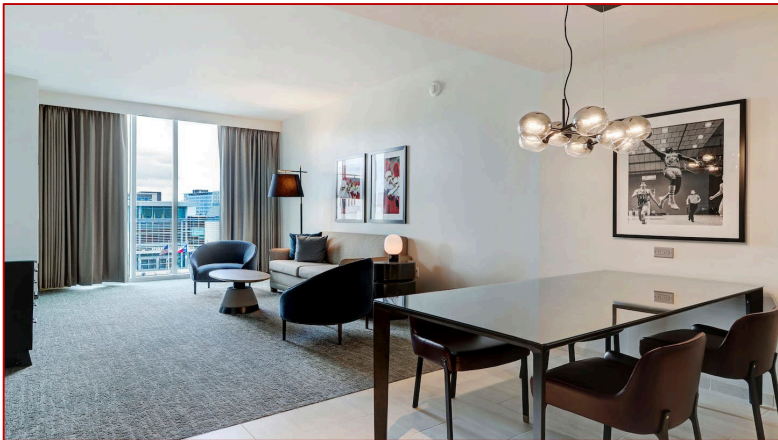
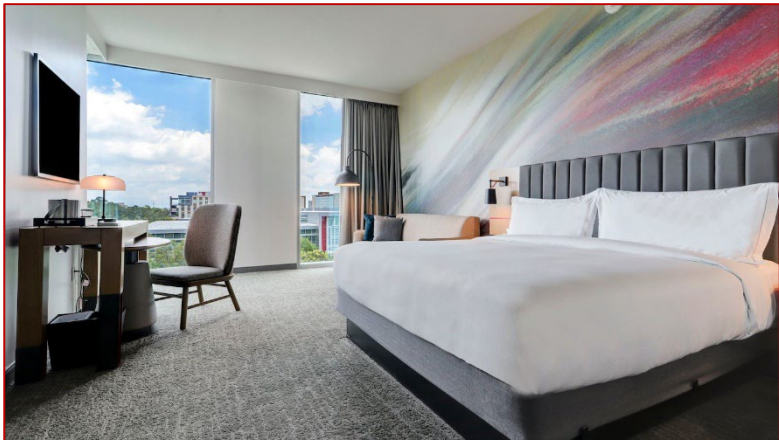
**2022**

- A \$30.4 million expansion and renovation to build a 70-room tower, expanding accommodation capacity.
- Added a new location for the Cougar Grounds coffee shop.
- Established the Center for Student Success to support the educational needs of hospitality students.





Guest Rooms & Fitness Center





## Meeting Rooms, Restaurant, and Banquet Space

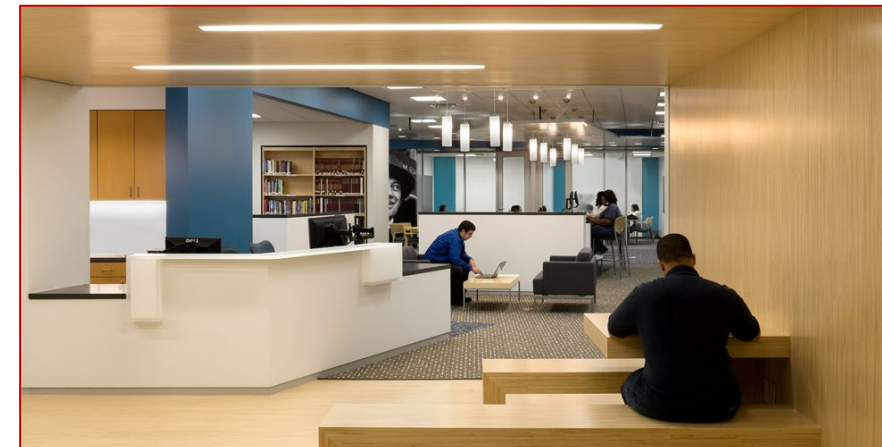




# Additional Facilities

## Massad Family Library Research Center and Hospitality Industry Archives

The Hospitality Industry Archives is a unique and wide-ranging collection of corporate papers, historical documents, photographs, film, and memorabilia that attracts scholars, educators, hospitality industry professionals, and media outlets from around the world.





## Spec's Beverage and Food Appreciation Laboratory

The Specs Wine Lab at the Hilton College is a state-of-the-art facility dedicated to wine sensory analysis and research. Equipped with professional tasting stations and tools, it provides students and industry professionals with hands-on training, research opportunities, and industry collaboration, enhancing understanding and expertise in the world of wines and beverages.



## Sysco Student Kitchen

The 1,920-square-foot Sysco Student Kitchen made its official debut during a special ribbon-cutting and donor recognition open house held on March 19, 2019. This was the first major renovation to our instructional kitchen lab since it opened its doors in 1989. The “extreme makeover” began late in 2018. The entire space was completely gutted and rebuilt from the ground up.





## Cougar Grounds Coffee Shop

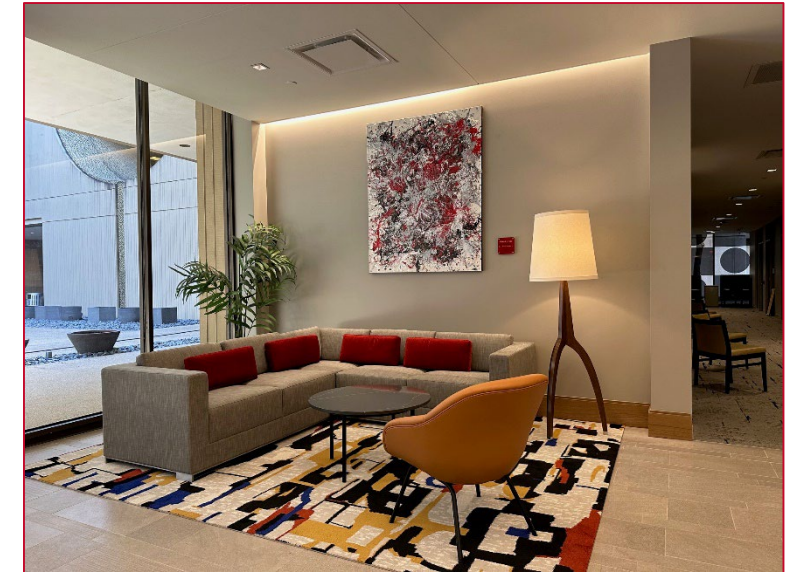
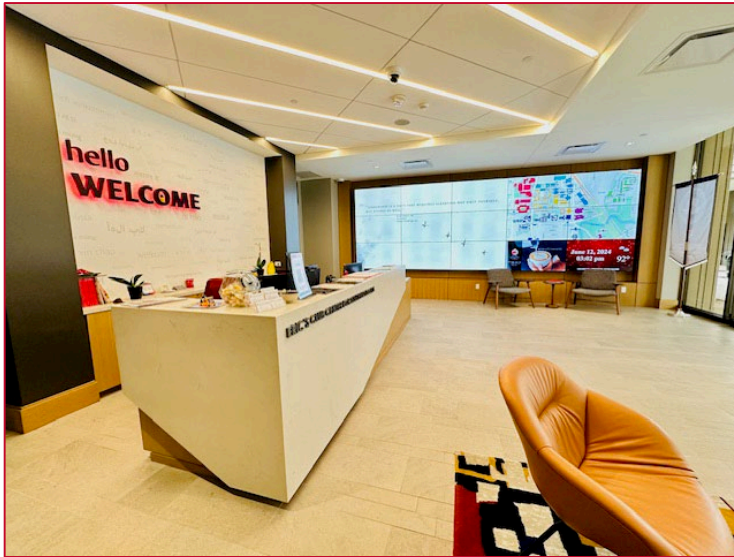
Being a student at Hilton College comes with a fantastic perk: hanging out at our student-operated coffeehouse, Cougar Grounds®. Since our "Cougar-istas" began crafting the finest gourmet coffee, smoothies, and deluxe teas in 2008, our menu's quality and creativity have gained immense popularity across campus. The demand grew so much that Cougar Grounds needed a bigger space, leading to the opening of our new location in 2022. Additionally, you can find another Cougar Grounds in the Health Building on campus.





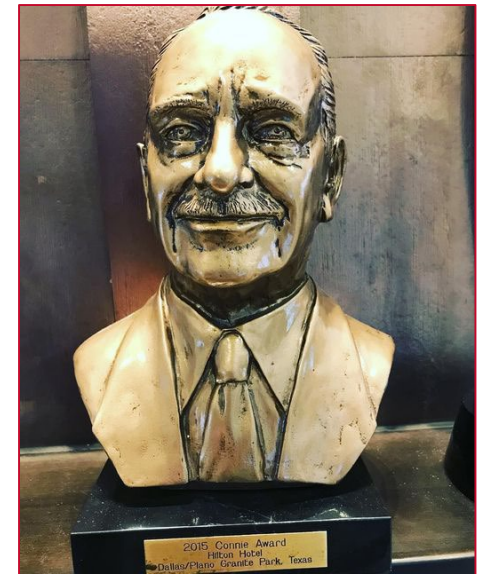
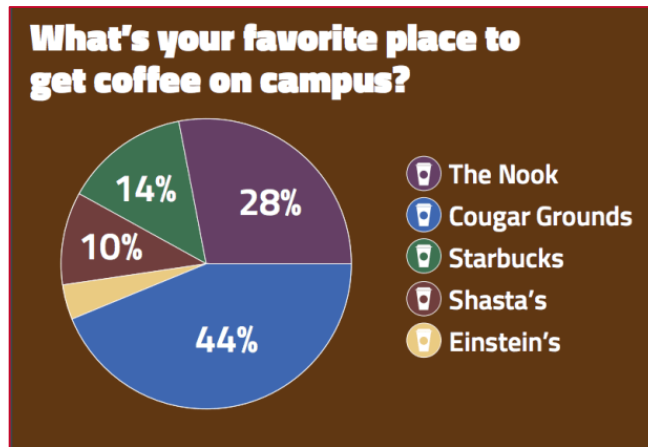
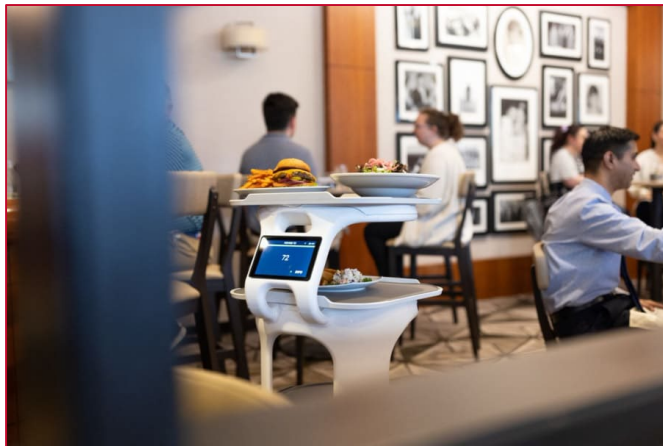
## Eric's Club Center for Student Success

Located next door to Cougar Grounds is our Eric's Club Center for Student Success, a one-stop shop for recruitment and enrollment, undergraduate academic services, and career development.



## Fun Facts About Us

- We are proud to be ranked #3 out of 265 Hilton Hotels in our region for guest satisfaction, #2 for cleanliness, and #1 for room quality.
- Our goal for 2024 is to become the top Hilton hotel in the Americas by winning the prestigious Connie Award with our "Coogs for Connie 2024" campaign.
- We are one of the first Houston restaurants to feature a robot server.
- 70% of our hotel staff are students in our hospitality program.
- Cougar Grounds has been voted the best coffee on campus by The Daily Cougar.





## Fun Facts – Famous People We’ve Hosted

Senator Bernie Sanders



Extreme Makeover Crew



Kenny G



Justice Sotomayor



Eva Longoria



John Quiñones



Diane Guerrero



Soledad O'Brian



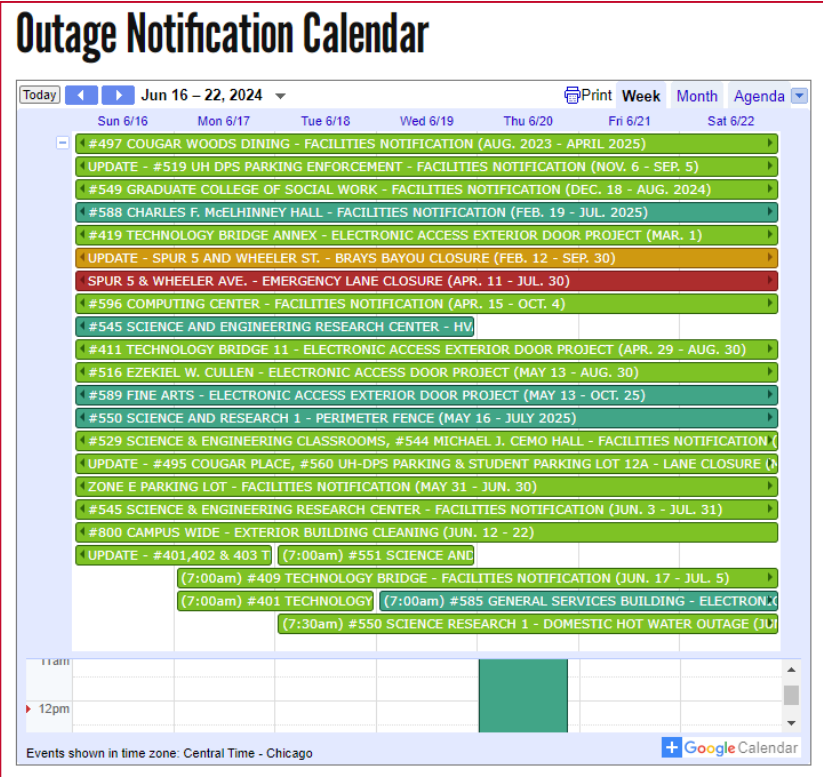
Hilton Foundation



## How has the BC Program helped us?

As the building coordinator for Hilton College since its inception over a decade ago, it’s helped us:

- 1. Streamline outage notifications relevant to our needs.
- 2. Facilitate communication about projects and outages on campus.
- 3. Establish a single point of contact for each building on campus creating a supportive network.



# Pop Quiz

**What year was the Hilton College founded and by whom?**



**Hilton College was founded in 1969 by Conrad N. Hilton, the founder of Hilton Hotels.**

**When and where was the piña colada invented?**





**How many guest rooms are there  
at the Hilton University of Houston?**

**Features 150 rooms that provide comfortable and modern lodging options for guests.**



# Questions?



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# Athletics Facilities

James  
Wynkoop

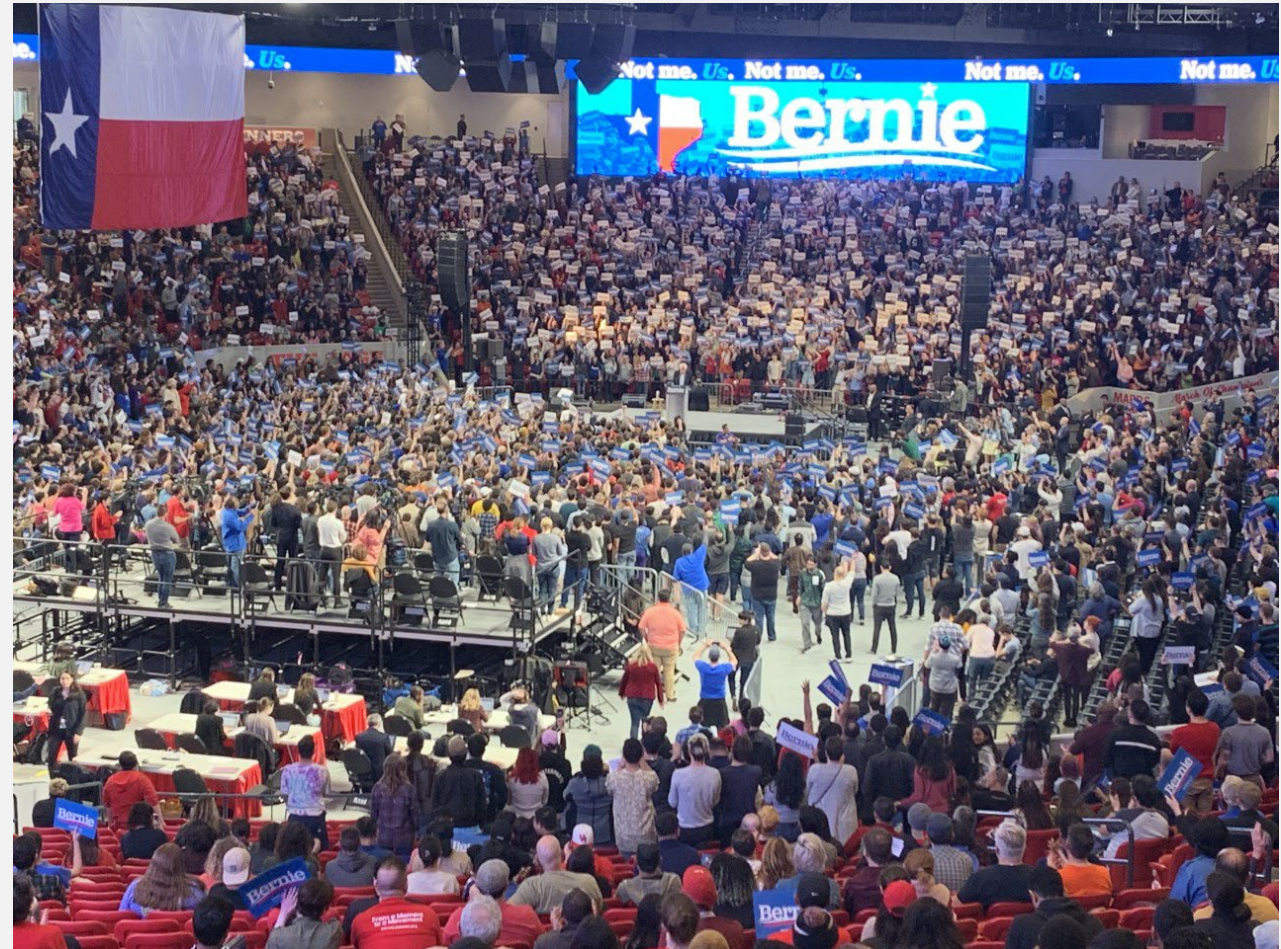
- Venue Operation
- Includes Building Management
- Adds a Couple Elements
  - Crowd Management
  - Revenue/Top Line Focus
  - Emotions



- Building Management
- System Operation
- Preventative Maintenance
- Capital Replacement
- Service Calls

# • Crowd Management

- Queuing/Entry
- Leading Up
- Showtime
- Movement
- Crowd Dynamics
- Security/Awareness





# • Crowd Management

Prepare For:

- Weather/Shelter
- Medical Emergency
- Disorderly Behavior (Field Rush)
- Mechanical Interruptions
- Servicing a Large Crowd





- Revenue/Top Line Driven
- Ticket Sales - Season vs Individual
- Parking - Apps and Processing Speed
- Concessions - Wait time/Speed
- Merchandise
- Donations - Athletic Department Challenges
- Sponsorships

# Revenue/Top Line Driven

- Changes since Covid
- Changes from NIL
- Future of College Sports





- Emotions

- Live Event Impacts on People
  - Cost
  - Participant Incitement
  - Behavior seen can become behavior mimicked
  - Tough loss or last second win
  - Politics/Rallies

# Lost Key Process

Danna Elizarraras

# Lost Key Process

- Return Keys to Key Access Services with key holder's Peoplesoft number
- If department decides to return keys - Please tape the key/s to a blank sheet of paper with the individual's name and Peoplesoft number written on the top.
- KAS will provide a return receipt for each key/keys holder.

Questions?

Danna Elizarraras



# Raffle

FIXIT TEAM



Danna Elizarraras  
Director for Customer Engagement.

## Closing Remarks

# Questions

