



Jeri Mae Rowley

600 Alice Drive

Great Falls, Montana 59405-3708

406-781-7206 (phone)

406-453-1258 (fax)

jerimae@jmrowley.com

www.jmrowley.com

EDUCATION and CERTIFICATION

Currently Enrolled: Doctor of Education, Education Leadership
University of Montana

Master's of Social Science: Human Resource Management, 1991
Utah State University

Bachelor of Science: Business Management, 1981
University of Idaho, "Outstanding Senior of the Year"

Montana Commerce Department, 1992-Present
Certified Trainer, Travel Montana Superhost: Customer Service Seminars

Montana Commerce Department, 2000-Present
Certified Instructor, NxLevel Business Entrepreneurship Training

Educational Institute, American Hotel and Lodging Association, 1988-Present
Certified Instructor, Rooms Division Management and Hospitality Marketing

PROFESSIONAL EXPERIENCE

Professional Trainer, Facilitator and Speaker, 2003-Present
Self-employed

Provide leadership, communications and customer service training for businesses and organizations. Also serve as a facilitator for meetings, public involvement sessions and retreats. Keynote speaker for regional, state and provincial conferences.

College Instructor, 1993-2003

Flathead Valley Community College (FVCC), Kalispell, Montana

Full-time instructor of Hospitality and Tourism Management, Human Resource Management, and Small Business Management courses at FVCC. Received tenure in 1997. Responsible for curriculum development, program development, supporting adjunct instructors, and advising students in three program areas. Provided oversight for development of a new Culinary Program and Food and Beverage Internships.

Statewide Travel Montana Superhost Coordinator, 1998-2003

College Workforce Training Coordinator, 1998-2000

Flathead Valley Community College (FVCC), Kalispell, Montana

- Served a two-year term, half-time assignment with the FVCC Continuing Education to enhance the Workforce Training Department. Increased FVCC workforce training enrollment by over 430% delivering training for a variety of Montana employers. Responsibilities included training needs assessment, curriculum development, trainer recruitment, training delivery, and building community partnerships.
- In 1998, awarded a \$90,000 multi-year contract with Travel Montana to deliver annual Superhost Customer Service training statewide to over 2,000 Montana travel industry employees, and managers. Wrote a successful grant to develop the Montana Teens in Tourism program in partnership with MSU Extension, 4-H. The curriculum assisted high school students interested in exploring careers in the tourism industry.

Hospitality and Tourism Internship Coordinator, Instructor, 1992-1993

Part-time at Flathead Valley Community College, Kalispell, Montana.

Cultivated and supervised college internships for business management, hospitality, and secretarial students. Instructor for Hospitality and Business courses. Advisor for all Hospitality majors. Developed a two-year Hospitality Management curriculum with certification from the Educational Institute of the American Hotel and Lodging Association.

JERI MAE ROWLEY

Grant Coordinator, Carl Perkins Leadership Grant, 1993

Part-time for Community Education, Flathead Valley Community College

Created leader's guides, participant workbooks, and related instructional materials for 15, four-hour workshops. Workshop topics included Supervision, Quality Management, Teamwork, Delegation, Communications, Meeting Management, Conflict Resolution, Change Leadership and Customer Service.

Instructor of Hospitality and Tourism, 1988-1991

Stevens-Henager College of Business, Ogden, Utah

Developed core curriculum and served as full-time instructor for a new Associate's degree in Hospitality and Tourism. Program adopted in five states. Also coordinated externship experience opportunities for the Tourism students.

Adjunct Instructor, 1988

Part-time, Flathead Valley Community College, Kalispell, Montana

Instructed Salesmanship course for night-school students.

Special Promotions Coordinator, 1987

Part-time, The Daily InterLake, Kalispell, Montana

Developed special advertising promotions for daily newspaper.

Retail Manager , 1981-1987

Ray Holes Saddle Company, Grangeville, Idaho

Advertising manager, buyer, and retail sales manager for a family-owned saddle manufacturing and western retail store. Developed a 72- page mail order catalog. Trained retail staff. Promoted business at trade events in the Western United States.

ACHIEVEMENTS AND ACTIVITIES

- Business Writer, *Montana Woman Magazine*
- Executive Producer, *Lewis and Clark: Montana's Story*, Educational Video
- Lewis and Clark Bicentennial Commission, Education Committee, Member
- 2000 Governor's Tourism Person of the Year, Glacier Country
- 1998 National Visiting Scholar Award, National Tourism Association Foundation
- Member, National Tourism Foundation Education Advisory Board
- President, Flathead Convention and Visitor Bureau
- President, Flathead Valley Community College Faculty Senate
- Co-Chair, Flathead Valley Community College Outcomes Assessment Committee
- Member, Glacier Country Tourism Region
- Member, Kalispell Community Tourism Assessment Program
- Member, Society of Human Resource Managers
- Member, Flathead County Community Economic Development Survey Committee
- Advisor, Flathead Valley Community College Student Government 1997-2001
- Member, Self Study and Outcomes Assessment Committees
- Advisory Board Member for Small Business Development Centers at Flathead Valley Community College and Lewis Clark State College
- Successful Grant Writer for Carl Perkins Leadership, Lewis and Clark Bicentennial, and Idaho Travel Council Grants

PROFESSIONAL DEVELOPMENT

Continuously participate in professional development training opportunities. Attended training most recently in Artful Facilitation, Grant Writing, Research Change Leadership, Facilitating On-line Learning, Successful Business Management, Customer Service, Labor Law, Train the Trainer, Negotiation and Conflict.