

Nicole Britton Gaillard | Curriculum Vitae

2177 Jefferson Street | Auburn, AL 36830 | (334) 663-8916 | nbgillard@gmail.com

Education

Doctorate of Philosophy in Adult Education Auburn University – Auburn, Alabama	Coursework Completed
Master of Science in Nutrition and Food Science Auburn University – Auburn, Alabama <ul style="list-style-type: none">Emphases in Hotel and Restaurant Management	August 1999
Bachelor of Science in Hotel and Restaurant Management Auburn University – Auburn, Alabama	March 1996

Teaching Experience

Lecturer, Auburn University Department of Nutrition, Dietetics and Hospitality Management	August 2017 – present
HOSP1010: Introduction to Hospitality Management-Fall 2017, Spring2018	
HOSP 2600: Event Operations- Spring 2018	
HOSP 2940: Professional Development in Hospitality- Fall 2017, Spring 2018	
HOSP 5461: Catering and Event Management (Co-instructor) – Fall 2017	

Other teaching, Auburn University

UNIV/IDSC 2190: Foundation of Interdisciplinary Studies (Co- Instructor or guest lecturer)- Spring 2010 – Spring 2017	
U100/1000: The Auburn Experience- Winter Quarter 1999, Fall Semester 2001, Spring Semester 2009	
U1050: Success Strategies- Summer 2008 (Co-instructor), Fall 2008	

Instructor, Auburn University 70% appointment May 2002- August 2005 Full-time appointment August 2005- August 2008 Department of Nutrition and Food Science	May 2002 – August 2008
NUFS 1010: Introduction to Hospitality Management- Fall, Spring and Summer Semesters 2002- 2007	
NUFS 2300: Hospitality Law –Summers 2003, 2004 and Spring Semesters 2003-2008	
NUFS 3400: Hospitality Marketing - Fall Semesters 2002 and 2003	
NUFS 3600: Service Management –Fall Semesters 2000, 2006, 2007	
NUFS4900: Independent Study-Fall 2009	
NUFS 4900/5460: Special Events and Catering- Spring Semesters 2005-2008	

NUFS4920: Internship in Hospitality- Fall 2004

NUFS 4960: Hospitality Practicum- Fall Semester 2007, Spring Semesters 2007-2008

NUFS 5590: Recreational Food Service- Fall 2005

Advising Experience

Advisor — University College, Interdisciplinary Studies Program (IDSC) January 2015- August 2017

University College

Auburn University- Auburn, Alabama

- Lead advisor for University College
- Advise all prospective (approximately 90 students per academic term) and current IDSC students (approximately 110 students); including assisting with curriculum development, referral to appropriate campus colleagues, academic credit checks, processing of GAPS and transient forms, athletic and VA certifications, academic credit checks and graduation clearance, maintain in-house and banner records
- Manage the three minors housed under University College; meet with prospective students, process minor declaration forms and minor completion form upon graduation, maintain in-house and banner records.
- Represent University College at campus, local, in-state and Georgia (Atlanta) Office of Admissions Recruiting Events, and other on-campus events in place of the Director of the IDSC program
- Serve as liaison to IDSC Advisory Board and facilitate distribution of all applications

Advisor — Office of Undergraduate Studies

June 2009 – January 2015

Academic Counseling and Advising Center

Interdisciplinary Studies Program

Auburn University- Auburn, Alabama

- Advise and maintain academic and demographic records for approximately three hundred (300) academically at-risk students
- Work with a team for intrusive holistic advising intervention for academically at-risk students
- Assist in the creation of programs and procedures for new Interdisciplinary Studies Degree- develop forms, coordinate graduation reception
- Gather information for and maintain Interdisciplinary Studies Program and Academic Counseling and Advising Center (commonly referred as The Cater Center) websites
- Co-teach UNIV2190-Foundations of Interdisciplinary Studies
- Serve on committees as appointed and represent the Director of the Interdisciplinary Studies Program as needed
- Write letters of recommendation for students seeking scholarships and other forms of campus/industry involvement

Graduate Assistant Academic Advisor

August 2008- June 2009

Educational Support Services

Office of Academic Support

Auburn University- Auburn, Alabama

- Assisted the Cater Center Academic Advisor with advising of academically at-risk students
- Counseled and advised students about academic matters
- Consulted with academic advisor on student cases
- Maintained student records in C3M
- Referred students to team members for additional support
- Served as College of Human Sciences Learning Community Representative
- Taught U1050 –Success Strategies for the College of Human Sciences Learning Community
- Taught U1000- Auburn Experience

Related Experience

Graduate Assistant

August 2008 – June 2009

20 hour appointment

Hotel and Restaurant Management Program

Department of Nutrition and Food Science

Auburn University- Auburn, Alabama

- Developed and facilitated Customer Service Training to all Alabama State Park Employees
- Provided training follow-up report to Director of the Alabama State Parks system

Graduate Assistant/Academic Coach

May 2008 – August 2008

20 hour Appointment

S.T.E.P. Program

Auburn University- Auburn, Alabama

- Served as academic mentor/ advisor to STEP students
- Provided individualized academic coaching
- Provided teaching assistance in U1050 Success Strategies course
- Assisted in STEP program assessment
- Served as point of contact for counselors and monitored study hours

Coordinator, Diversity Initiatives/Advisor - Black Student Union

June 2002 - October 2005

30% Appointment

Office of Student Life

Auburn University- Auburn, Alabama,

- Coordinated diversity related programming for the Office of Student Life and Division of Student Affairs
- Developed and facilitated the "Learning for Life" Diversity Sessions at Camp War Eagle and Successfully Orienting Student Programs
- Facilitated Service Culture Training for the Division of Student Affairs
- Served as Advisor to the Black Student Union Organization, one of the Auburn University SAP's (Student Activity Projects)
- Chaired and advised the P.E.A.C.E. (Programs Emphasizing Acceptance Change and Education) and P3 committees
- Assisted in the development and facilitation of Division of Student Affairs Professional Development Training
- Disseminated information to the Department of Public Safety, Library, Office of Information Technology and Recreational Services and granted University access privileges to the Campus Ministers of recognized student organizations

Program Advisor/Director of Event Services/Advisor-Black Student Union

October 1999 – June 2002

Full-Time Appointment

James E. Foy Student Union

Auburn University – Auburn, Alabama

- Managed conferences and reservations of Foy Student Union, including supervision of Reservations Coordinator
- Developed and facilitated the Quality Assurance Program (Customer Service Training) of all Foy Student Union employees
- Served as Advisor to the Black Student Union Organization, one of the Auburn University SAP's (Student Activity Projects)

- Assessed operations and student programming areas in Foy Student Union, with the production of a quarterly report and served as department contact on the Student Affairs Retention and Assessment Committee
- Served as University Liaison to the Campus Ministers Association
- Implemented and revised the Employee Recognition Program
- Created new methods of revenue for Foy Student Union, produced a monthly revenue report, and monitored revenue producing activities

Graduate Assistant

September 1998 – August 1999

James E. Foy Student Union

Auburn University – Auburn, Alabama

- Assessed level of customer service offered by Foy Student Union staff and made recommendations for improvement
- Assisted the reservations coordinator in facilitating room reservations and set-ups in Foy Student Union for on and off campus groups
- Prepared quarterly room utilization reports
- Responsible for reservations in regard to the University Chapel, Graves Amphitheater, and the Concessions Trailer
- Processed payments and made reservations for patio vendors

Assistant Food and Beverage Director

February 1997 - June 1998

Robert Trent Jones Golf Trail- Oxmoor Valley

Birmingham, AL

- Managed all areas of staff hiring, management and development including, but not limited to scheduling and payroll processing for 20-30 staff members
- Scheduled and billed all catered events ranging from 10 to 400 people

Management Intern

June 1996 - February 1997

Greystone Golf and Country Club, Birmingham, AL

- Responsible for management of 19th hole (quick turn grill facility), including scheduling, inventory maintenance, activity planning and production, occasional food prep and distribution.

Undergraduate Intern

March 1996 - June 1996

Greystone Golf and Country Club, Birmingham, AL

- Gained exposure to all areas of the country club house related and course related management
- Rotations included: Food and Beverage (front and back of the house), Pro-shop, golf course maintenance, club house maintenance, finance department, sales, shadowing of all management in respective areas, assisting General Manager with the planning of the Bruno's Memorial Classic Senior Tour Golf Tournament

Publications

Crawford, A., Hubbard, S., Gaillard, N.B & Waln, M. (2009) Strategies for on-campus recruitment: A decade later. The Consortium Journal of Hospitality and Tourism. Vol. 13-2

Britton, N. (2004). "Diversity: The Culture of Auburn University". The Auburn Experience, 3rd Edition. Pearson Custom Publishing; Boston. pp.35-38.

Britton, Nicole C. and Hubbard, Susan S.(2000). "University Student Unions: Exploring Employment Opportunities for Hospitality Graduates". The Journal of the National Association of College and University Food Services, Vol.22, pp. 58-63.

Conference Presentations

Hallford, J., Gaillard, N. (2015) New Advising Professional: Transitioning to the Other Side of the Advising Table. National Academic Advising Association 38th Annual Conference: Las Vegas, NV.

Jarvis, K., Jackson, J, Gaillard, N, Bernard, N, & DiRamio, D. (2012) Success With A Different Song: Challenges of Students in Career Foreclosure. National Academic Advising Association 36th Annual Conference: Nashville, TN.

Gaillard, N.B. , & Jackson, J. (2010) Advising Academically At-Risk Students: A Four-Pronged Approach. 34th Annual Conference on Academic Advising: Orlando, FL.

Gaillard, N.B., Holley, P.W. & McMullan, W.R. (2006) Interdisciplinary Collaborative Educational Experiences: A Case Study of Construction Management and Hospitality Curricula. Southeast Council on Hotel, Restaurant, and Institutional Education Conference: Atlanta, GA.

Gaillard, N.B. & Shumate, S.R. (2006) An Exploration into the African-American Recruitment Practices in Hospitality Education. Eleventh Annual Hospitality and Tourism Graduate Student Education and Research Conference: Seattle, WA.

Gaillard, N.B. , Rivera, D. & Shumate, S.R. (2006) The Utilization of Bitner's Servicescape Model to Examine Employee Approach Behaviors and Job Loyalty. Eleventh Annual Hospitality and Tourism Graduate Student Education and Research Conference: Seattle, WA.

Britton, N., Shumate, S. and Martin, D. (2005) "The African-American Experience in the Hospitality Industry: A Phenomenological Study". 10th Annual Hospitality and Tourism Graduate Student Education and Research Conference: Myrtle Beach, SC.

Arnold, P., Morton, C., Britton, N. (2002)"Latest Trends in Student-Staff Development". Association of College Unions International 82nd Annual Conference: Albuquerque, NM.

Britton, N., Hubbard, S.S. & Kent, W.E. (July, 2000). "University Student Unions: Yet Another Career Option for Hospitality Graduates?" International Council of Hotel, Restaurant and Institutional Education 2000 Annual Convention: New Orleans, LA.

On-Campus Presentations

- Panelist, Auburn University Advisor Training Series, "Resources and Referrals", 2014
- Presenter, Auburn University Advisor Training Series, "Suspension and Appeals", 2014
- Presenter, Summer Bridge Program, "Academic Advising: The High School vs College Transition", 2014
- Presenter, Summer Bridge Program, "Helpful Tips for Navigating Academic Advising at Auburn University", 2013
- Panelist, T. Bowden's UNIV1000 Course, Academic Advisor's Panel, Fall and Spring Semesters, 2012-present
- Panelist, HIED7260- Counseling and Advising in Higher Education, "The Roles of Advising in Higher Education", 2013
- Panelist, Advisor Professional Development Day , "Best Practices", 2013
- Presenter, Pre- Health Orientation Class, "Resources to Help Students Achieve Academic Success", Fall 2011- present

- Presenter, Division of Student Affairs Speaker Series, “Who Cares About Customer Service on a College Campus?!” , 2011
- Presenter, Summer Enrichment Program, “ College Etiquette 101”, 2011

Awards

- NACADA Outstanding Advising Award Certificate of Merit Recipient, 2015
- NACADA: The Global Community for Academic Advising
 - Outstanding Professional Advisor Award Recipient, Auburn University, 2015
- Successfully Orienting Students (S.O.S) Faculty Honoree, 2003
- Who’s Who Among America’s Teachers, 2002, 2004
- Who’s Who Among American College and University Students, 1999
- Eta Sigma Delta – National Hotel and Restaurant Management Honor Society Inductee, 1998

Professional Association Memberships and Conference Attendance

- Member, Meeting Professionals International
 - Attendee, WEC 2018
- Advisory Board (Annual Conference), National Academic Advising Association (NACADA), Chair, 2018- 2020, member, 2016-2018
- Poster Chair, NACADA Annual Conference, Atlanta, GA, 2016
- Conference Co-Chair, NACADA Region 4 Annual Conference, Auburn, AL, 2015
- Attendee, NACADA National Conference-2010, 2012,2013, 2015,2017 State Drive-in -2009 (Alabama), 2014 (Georgia)
- Attendee, Georgia Tech University GTAAN Advisor’s Conference, 2012
- Hospitality Lawyers Annual Conference, 2005–2007
- Hospitality and Tourism Graduate Student Education and Research Conference, 2005-2008
- Member, American Hotel & Lodging Association, 2004 - present
- Member, Council on Hotel, Restaurant, and Institutional Education, 2002- present
 - Attendee National Conference, 2004 and Regional Conferences, 2003-2005
- Member, National Association of Student Personnel Administrators, 1999-2004
- Attendee National Conference 2004 and State Conferences, 1999-2001
- Member, Association of College Unions International, 1999-2002
 - Attendee National Conference, 2000-2002
- Member, Club Managers Association of America, 1994-1996
 - Attendee National Conference, 1995, State and Regional Conferences, 1994-1996
 - President, Student Chapter, 1995-1996
- National Restaurant Association
 - Attendee National Conference, 1994-1995

Professional Development

- Active Learning Event, Auburn University: Featuring Dr. Erik Mazur, 2014
- Safe Zone Training ER500- Auburn University Human Resources Training, 2014
- Advising for Academic and Career Success AD100- Auburn University Human Resources Training, 2013
- Active Shooter Response EM303- Auburn University Human Resources Training, 2013
- Introduction to Outlook-PC970- Auburn University Human Resources Training, 2011
- StrengthsQuest LD650- HRD- Auburn University Human Resources Training, 2010
- Above and Beyond Customer Service Training Seminar, 1994 & 1995

University/Committee Responsibilities

- Member, Advisory Board, Interdisciplinary Studies Program
- Advisor, Student Hospitality Advisory Board
- Member, Search Committee, Associate Director of the University College/Director of the Interdisciplinary Studies Program, 2016
- Member, Search Committee, Director of Academic Support, 2015
- Member, Search Committee, Academic Advisor I/II for the College of Science and Mathematics, 2015
- Member, Search Committee, NEP Extension Specialist, Nutrition and Evaluation Coordinator, 2014
- Chair, Search Committee, Academic Advisor I/II for Academic Counseling and Advising Center, 2014
- Member, Search Committee, Academic Advisor I/II for the Harbert College of Business, 2014
- Member, Search Committee, Assistant/Associate Professor in Hospitality, Department of Nutrition, Dietetics and Hospitality, 2013
- Member, Search Committee, Academic Counselor, Academic Counseling and Advising Center, 2013
- Member, Search Committee, Director of Didactic Program in Dietetics, 2013
- Member, Search Committee, Assistant/Associate Professor in Nutrition, Department of Nutrition, Dietetics and Hospitality, 2012
- Member, Search Committee, Assistant/Associate Professor Human Nutrition and Social Health Extension Specialist, Nutrition, Department of Nutrition, Dietetics and Hospitality, 2012
- Member, Search Committee, Career Counselor for Academic Counseling and Advising Center, 2011
- Conference Paper Reviewer, 17th Annual Graduate Conference in Hospitality and Tourism, 2011
- Member, Search Committee for Office of Undergraduate Studies IT Specialist, 2011
- Member, Student Affairs Residence Life Transition Team, 2011
- Member, Search Committee for Assistant/Associate Professor Department of Nutrition, Dietetics and Hospitality, 2010
- Secretary, Auburn University Advisor's Caucus, 2010-2011
- Member, Search Committee for Academic Advisor for Educational Support Services, 2008
- Member, Committee on Fraternities and Sororities, 2006-2008
- Trainer, Auburn University Human Resources "Just Be Fair" Diversity Training, 2007-2008
- Member- College of Human Science Diversity Committee, 2006 -2008
- Trainer, Auburn University Human Resources Customer Service Training, 2003-2004
- Chair, Dean of Students Award Selection Committee, 2005
- Member, College of Human Sciences War on Hunger Committee of 19, 2004-2005
- Member, Minority Recruitment and Retention Team Committee, 2002-2004
- Member, Algernon Sydney Sullivan Award Selection Committee, 2002-2006; 2008-2013;2015,2016
- Member, Student Affairs Retention and Assessment Committee, 2000- 2002
- Chair, Search Committee for Foy Student Union Reservations Coordinator, 2000
- Chair, Search Committee for Program Advisor, Panhellenic and Student Government Association, 1999
- Chair, Foy Student Union Quality Assurance Committee, 1999