



**FAIRLEIGH
DICKINSON
UNIVERSITY**

International School of Hospitality,
Sports, & Tourism Management

Hospitality and Tourism Monthly Newsletter



Autumn Awaits - A Season of Growth and New Beginnings

As autumn paints Stanley Park in vibrant shades of gold and crimson, the crisp air and falling leaves mark the beginning of an exciting new chapter for the International School of Hospitality, Sports, and Tourism Management at Fairleigh Dickinson University, Vancouver.

The fall semester is now underway, and our campus community is embracing this season of change with renewed energy, fresh ideas, and a shared commitment to learning and innovation.

This month's newsletter reflects on a series of impactful events and milestones — from welcoming new MHMS students and celebrating alumni achievements to engaging with industry leaders and showcasing faculty research on both national and international stages. As we transition into the season ahead, we look forward to continued growth, collaboration, and

opportunities that shape the future of hospitality and tourism.

This summer, the Service Management Field Course gave students hands-on experience through visits to key tourism sites, deepening their understanding of service excellence and sustainability. Highlights included the renewal of DQAB consent, Dr. Jarrett Bachman's continued role at Destination BC, and Dr. Michael Lever becoming TTRA Canada President. Dr. Lever also presented research in Galway and at GLOTECH 2025.

The semester began with a Welcome Back BBQ welcoming five new students. Alumnus Shayan Pazhoohi started a new role at Hotel Blu, and Vico Ortiz inspired conversations on identity.

So, take a look at what we've accomplished and what's ahead this October 2025!

Upcoming in Oct 2025

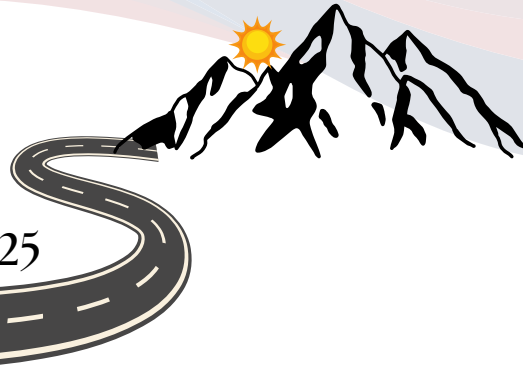
What: Fall Recess
(Thursday-Sunday)
When: Oct 9-12, 2025

What: Thanksgiving
When: Oct 13, 2025
Campus Closed

What: FDU Vancouver Days (Open House)
When: Oct 23, 2025. 3-7 pm
Where: 842 Cambie Street

What: Halloween
When: Oct 31, 2025





Highlights from Summer 2025

Services Management Field Trip

This summer, the Service Management Field Course offered an immersive exploration of the hospitality and tourism industry. **Visits to sites such as the Osoyoos Desert Centre, Nk'Mip Cultural Centre, Spirit Ridge Resort, and wineries, including Nk'Mip Winery, Predator Ridge Resort and Sparkling Hill Resort,** provided firsthand exposure to various operational aspects of the sector. Each location highlighted unique elements, ranging from Indigenous-led tourism initiatives to sustainable farming and wine production practices.

The program effectively bridged the gap between theory and practice, demonstrating how classroom concepts translate into real-world applications. Participants observed service excellence in action and gained valuable insights into community-driven tourism models. In addition to its educational value, the field school fostered meaningful engagement among participants and faculty, enhancing both professional understanding and collaborative learning.

Beyond its educational value, the field school fostered a sense of collaboration and professional growth among participants. **Students and faculty engaged in thoughtful discussions, reflected on key takeaways, and built connections that extend beyond the classroom.** This experiential approach not only deepened participants' understanding of service management principles but also equipped them with practical insights and skills essential for future leadership roles in the global hospitality and tourism industry.





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DESTINATION
BRITISH COLUMBIA®



Renewal of consent from DQAB

We are delighted to announce that the **Degree Quality Assessment Board (DQAB) has successfully renewed consent for our Master's in Hospitality Management Studies (MHMS) program for a full five-year term.** This renewal affirms that our program continues to meet the highest standards of academic quality, curriculum excellence, and student learning outcomes.

This important milestone reflects our institution's unwavering commitment to delivering world-class education and ensuring that our graduates are equipped with the knowledge, skills, and practical expertise required to excel in the global hospitality and tourism industry.

Renewal of Dr. Jarrett R. Bachman as Scholar in Residence at Destination BC

Dr. Jarrett R. Bachman's appointment as Scholar in Residence at Destination BC has been successfully renewed, marking the continuation of his significant contributions to tourism research, industry insights, and strategic collaboration between academia and the tourism sector.

In this renewed role, Dr. Bachman will continue to provide expert guidance on tourism trends, support innovative initiatives, and facilitate knowledge-sharing that benefits both students and industry professionals across British Columbia. His work plays a vital role in enhancing destination management strategies, promoting sustainable tourism practices, and strengthening the connection between academic research and practical industry applications.

This renewal not only recognizes Dr. Bachman's past achievements but also reinforces his ongoing commitment to driving innovation and excellence in the province's tourism and hospitality sector.

Dr. Michael Lever Presents Innovative Research on AI-Generated Travel Itineraries at GLOTECH 2025

On September 19, Dr. Michael Lever presented his latest research at the GLOTECH conference in a virtual format, showcasing an innovative approach that combined storytelling and autoethnography to examine the intersection of technology and tourism experiences. His study explored how AI-generated travel itineraries, while increasingly popular for trip planning, can sometimes lead to heightened stress and negatively impact tourists' well-being. By integrating personal narratives with academic analysis, Dr. Lever's research contributes valuable insights into the evolving relationship between artificial intelligence and human-centred travel experiences.





Recent Graduate Begins Exciting New Role at Hotel Blu

We are proud to celebrate the success of recent program graduate, **Shayan Pazhoohi**, who has begun an exciting new chapter in his hospitality career at Hotel Blu, located just across the street from our Vancouver campus. Shayan has joined the front office team in a front desk role, where he is responsible for welcoming guests, assisting with check-ins and check-outs, handling inquiries, and ensuring a smooth and enjoyable guest experience.

His new position allows him to apply the knowledge, skills, and hands-on training gained during his time in the program directly to a professional hospitality setting. Shayan's success is a testament to the dedication, professionalism, and guest service excellence cultivated through our curriculum, and we are confident he will continue to grow and make meaningful contributions to the industry.

Congratulations to Shayan on this exciting milestone, and we look forward to following his continued achievements in hospitality.



Dr. Michael Lever Presents Research On Accessible Tourism In Ireland

This summer, Dr. Lever represented our program on an international stage by presenting his research on accessible tourism and technology at the prestigious **Travel and Tourism Research Association (TTRA) International Conference held in Galway, Ireland**. His presentation explored how technological innovation can enhance accessibility within the tourism industry, creating more inclusive travel experiences for people of all abilities.

By sharing insights on the intersection of technology and accessibility, Dr. Lever contributed to vital conversations about inclusivity, innovation, and the future of global tourism. His work not only highlights the importance of designing travel experiences that are equitable and welcoming but also reflects our program's ongoing commitment to advancing research with real-world impact. Dr. Lever's participation at this international conference showcases the strength and relevance of our academic community on the global stage.





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FDU Hosts Award-Winning Actor and Activist Vico Ortiz for an Inspiring Talk

On September 17, the Vancouver Campus of Fairleigh Dickinson University hosted an inspiring session with award-winning actor, activist, and storyteller **Vico Ortiz, known for their roles in Our Flag Means Death, Lucifer, and American Horror Story: 1984. Vico shared their journey as a Latine/x non-binary performer**, highlighting how storytelling can celebrate identity and drive social change.

Through powerful narratives and an engaging Q&A, Vico discussed navigating the entertainment industry, advocating for queer and Latine/x representation, and using art as a form of activism. The event concluded with light refreshments and meaningful conversations, leaving attendees inspired by Vico's authenticity and passion. **A special thank-you to Dr. Bachman for organizing this impactful and enriching session.**



MHMS Students Commence the Academic Semester with a Welcome Back BBQ at David Lam Park

The Master of Hospitality Management Studies (MHMS) students marked the beginning of the new academic semester with a refreshed approach to the traditional welcome back gathering. Organized by the ISHSTM Vancouver faculty, the Welcome Back BBQ was held at David Lam Park, a scenic location just a short walk from campus, providing an ideal setting for community building and engagement. Prior to the event, students assembled for an official group photograph, which will be featured in Vancouver Is Awesome magazine, highlighting the dynamic and diverse cohort that defines the MHMS program. The afternoon provided an excellent opportunity for students, faculty, and staff to reconnect after the summer term, foster new relationships, and strengthen the sense of academic community. This event not only celebrated the start of the academic semester but also reinforced the program's commitment to creating meaningful experiences that support both professional and personal growth.





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BACK TO SCHOOL

MHMS Welcome Back Event and Welcoming the New Students Starting With the Fall Semester 2025

On September 17, the Master of Hospitality Management Studies (MHMS) program officially began the Fall 2025 semester with a warm and engaging Welcome Back event, bringing together returning students, faculty, and staff to celebrate the start of a new academic term. Hosted by the ISHSTM Vancouver faculty, the gathering provided an excellent opportunity for the MHMS community to reconnect after the summer break, exchange ideas, and set the tone for a semester filled with learning, collaboration, and growth.

This year's event was made even more special as the program welcomed five new students to the MHMS cohort. Their addition brings fresh perspectives, diverse experiences, and renewed enthusiasm to the classroom and beyond. The event not only celebrated the return of continuing students but also marked the beginning of an exciting academic journey for the newest members of our MHMS community.



Upcoming Events

FTRLNK On November 6th, 2025



FTRLNK is more than an event - it is a career journey. Sponsored by Partners in Tourism, this initiative gives students direct access to Networking opportunities with top industry professionals and hotel leaders, Real stories, advice, and career tips about the industry and Pathways to internships and career opportunities

Date: Thursday, November 6th, 2025

Time: 9:00 AM – 12:30 PM

Location: Junior Ballroom (North Tower), Sheraton Vancouver Wall Centre, 1000 Burrard St,
Vancouver, BC V6Z 2S3

How to Register: [FTRLNK - Series 1 Fall 2025 Tickets, Thu, 6 Nov 2025 at 9:00 AM | Eventbrite](#)



TTRA Canada Annual Conference to Be Held in Kamloops — Dr. Lever to Present

TTRA Canada brings its annual conference to British Columbia, hosted at the Thompson Rivers University campus in Kamloops. The conference takes place October 14–16, 2025. As the current President of the Chapter's Board of Directors, **Dr. Lever will be showcasing his latest research at the conference, joined by his co-author from Royal Roads University, Dr. Moira McDonald.**



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Thank you for reading!

