



Crisis Management: Successfully Managing the Unexpected

Gary A Hamilton, JD

Crisis management is the process of dealing with an unexpected event that threatens to negatively impact your organization, its stakeholders, and its assets. The potential for disaster – in multiple forms – threaten every private club today.

This workshop focuses on the dynamics and life cycle of a crisis and presents effective strategies to prepare club managers and their boards to successfully deal with the unexpected, protect key club assets, and continue to meet the needs of their members while managing the public relations side of the issue.

Three elements are common to all crisis situations: (a) a threat, (b) the element of surprise, and (c) a critically short time to make decisions. In contrast to risk management, crisis management involves dealing with threats before, during, and after they have occurred and understanding the portfolio of management skills and techniques needed to identify, assess, understand, and cope with situations that could damage the very fabric of your club.

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Westfield, NJ 07090

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One Golf Lane
Deal, NJ 07723

Tuesday, May 12, 2015

Hopewell Valley Golf Club
114 Hopewell Pennington Rd
Hopewell, NJ 08525
(609) 466-3000

Host Manager: Jill Stabile, CCM

2:30 p.m. Registration

3:00 p.m.–6:00 p.m. Program

6:00-8:00 p.m. Network /Hors D'oeuvres/Cocktails

Wine tasting:

Robert Thomas from Deutsch Family Wines
Barone Fini Pinot Blanc
Girard Sauvignon Blanc
The Calling Chardonnay
Josh Cabernet Sauvignon
Ruta 22 Malbec
The Calling Pinot Noir

Chuck Slack from Allied Beverage will be pouring Coppola Vineyards
Francis Ford Coppola Directors Cut Cabernet Sauvignon
Francis Ford Coppola Diamond Claret
Francis Ford Coppola Directors Chardonnay

Golf is available, contact Jill Stabile, CCM directly.

3 Credits

Register online at www.njcma.org

You are requested to wear your name badge

\$50.00 per person staying for reception

NO charge for those attending the session only.

**Please mail form and check made payable for \$50.00 per person to Hopewell Valley Golf Club,
114 Hopewell Pennington Rd, Hopewell, NJ 08525
by May 5th:**

NAME _____

CLUB _____

GUESTS _____



Gary A. Hamilton is a Professor of Law and Strategic Leadership at one of the country's top academic programs in hotel and restaurant management, California State Polytechnic University, Pomona, located thirty minutes outside of Los Angeles, California. His expertise includes human resource management, strategic planning, operations, and law.

Prior to joining California State Polytechnic University in 1988 as an Assistant Professor and, later, founding Associate Dean, Professor Hamilton served as corporate legal advisor and Assistant Director of Human Resources and Labor Relations for the Pratt Hotel Corporations' Sands Hotel, Casino and Country Club, headquartered in Atlantic City, New Jersey. His responsibilities included directing a staff of 32 human resource specialists in implementing policies and procedures for 3,200 employees. Professor Hamilton, who joined the Sands in 1986, acted as legal counsel in grievances and arbitrations, as well as property representative to the Casino Association during the union strike of September 1986.

At Cal Poly, Professor Hamilton's primary administrative responsibilities have focused on the initial fundraising and construction of the James and Carol Collins Center for Hospitality Management. In his first year at the University, he was honored with the Meritorious Performance and Professional Promise Award, followed by the American Institute of Wine and Food's Chapter award as Outstanding Professor of the Year in 1991 and 1992. He was selected as the School of Hotel and Restaurant's Outstanding Professor in 1991-92, 1997-98, 2002-03, 2003-04, and 2004-05 and honored as one of the University's Outstanding Academic Advisors in 1993-94 and again in 1997-1998.

Professor Hamilton graduated cum laude from the University of Bridgeport with a Bachelor of Science degree in Psychology and Urban Studies, holds a master's degree in Hotel Administration from Cornell University and a Juris Doctor degree from the University of Toledo. Professor Hamilton is a published author and has consulted with and given numerous seminars and presentations (both in academic and industry settings) to such diverse audiences as: the National Restaurant Association, Donald Trump's Taj Mahal Hotel and Casino, the Club Managers Association of America, the Graduate School of Nursing at the Medical College of Ohio, Hilton International, Club Managers Association of America, Lawry's Restaurants, the Educational Institute of American Hotel and Motel Association, and Los Angeles World Airports.

After serving as Executive Director to the Vice President for Finance and Development at Cal Poly, Pomona, Professor Hamilton served as Special Assistant to the President as Coordinator of University Strategic Planning from 1992 to 1995. He currently serves as Special Assistant to the Office of the Provost and Vice President of Academic Affairs.