

Lilly W. Jan, Ph.D.

542 Statler Hall, Ithaca, New York 14853 | lillyjan@cornell.edu

EDUCATION

2018	Ph.D.	Iowa State University	Hospitality Management
2012	M.L.A.	Boston University	Gastronomy
2007	Certificate	Boston University	Culinary Arts
2004	B.S.	Boston University	Communications

Certifications

2019-Present	TiPS On-Premise Certification (NY)
2018-Present	Food Safety Preventative Controls Alliance, Food Defense Awareness
2014-Present	American Red Cross AED/CPR Certification
2010-Present	ServSafe® Instructor & Registered Examination Proctor
2010-Present	ServSafe® Massachusetts Certificate of Allergen Awareness Training
2007-Present	ServSafe® Food Protection Manager Certification

Research Interests

- Workplace Training & Career Progression in Culinary
- Restaurant Culture
- Culture & Cuisine
- Food Safety & Food Allergy in Foodservice
- Food & Beverage Operations

PUBLICATIONS

Jan, L. & Naig, A.R. (2020). "Food Allergy Knowledge, Attitudes, Practices, and Training Experiences of Employees in Chinese Restaurants," *Journal of Foodservice Management and Education*, 14(1), 15-24. <https://fsmec.org/wp-content/uploads/2020/08/Jan.pdf>

Under Review

Jan, L., Coleman, S., & Naig, A.R. (2021). "Farmers' market food safety visual-based training."

Naig, A.R. & Jan, L. (2021). "Food Allergen Labeling of Packaged Foods in Chinese Restaurants."

Manuscripts in Development

Jan, L., Reynolds, J. (2020). "Chef Profile: Industry Snapshot."

Jan, L., & Reynolds, J. (2020). "Exploration of Foodservice Professional's Career Progression."

Reynolds, J. & Jan, L. (2020). "COVID-19 & Career Progression in the restaurant industry."

Research in Progress

Jan, L. Food Allergy Training for Employees of Chinese Restaurants: Developing Training Using Andragogy as a Framework.

PRESENTATIONS

- Lavallee, A., Feng, B., Fisk, C., & **Jan, L.** (Aug 2020). *Obstacles and Opportunities for Increasing Culturally Competent Food Safety Messaging and Practices*. Panelist. Centers for Disease Control and Prevention National Conference on Health Communication, Marketing, and Media 2020 Conference, Atlanta, Georgia.
- Reynolds, J., & **Jan, L.** (Jul 2020). *Chef Profile: Industry Snapshot*. 2020 Annual International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference, Phoenix, Arizona.
- Reynolds, J., & **Jan, L.** (Jul 2020). *Exploration of Foodservice Professional's Career Progression*. 2020 Annual International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference, Phoenix, Arizona.
- Jan, L.** & Rajagopal, L. (Jul 2019). *Food Allergen Reference Resource Creation for Packaged Foods in Chinese Restaurants*. 2019 Annual International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference, New Orleans, Louisiana.
- Jan, L.** (May 2019). *Chef Perspectives on Culinary Education: A Phenomenological Study*. 2019 Asia-Pacific Council on Hotel, Restaurant and Institutional Education + Europe Council on Hotel, Restaurant and Institutional Education Joint Conference (4th Global Tourism and Hospitality Conference), Hong Kong SAR, China.
- Jan, L.** & Rajagopal, L. (Mar 2019). *Food Allergy Knowledge, Attitudes, Practices, Training Experiences and Preferences of Employees in Chinese Restaurants*. Foodservice Systems Management Education Council 2019 Conference, Savannah, Georgia.
- Jan, L.** & Rajagopal, L. (Mar 2019). *Preventing Food Allergy Reactions: Knowledge and Training Needs of Chinese Restaurants' Employees*. 2019 Consumer Food Safety Education Conference, Orlando, Florida.
- Jan, L.** & Rajagopal, L. (Jul 2018). *Needs Assessment of Food Allergy Training for Employees of Chinese Restaurants*. 2018 Annual International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference, Palm Springs, California.
- Jan, L.** & Rajagopal, L. (Jul 2018). *Development of Food Allergy Training Program for Foodservice Employees Using Andragogy as a Framework*. 2018 Annual International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference, Palm Springs, California.
- Jan, L.** Coleman, S., Gilman, L., & Rajagopal, L. (Jul 2018). *Development and Assessment of a Visual Educational Food Safety Tool for Farmers' Market Vendors*. 2018 International Association for Food Protection Annual Meeting, Salt Lake City, Utah.
- Jan, L.** & Liang, T. (Jan 2017). *Investigating the Effectiveness of Direct Email Marketing on Service Recovery for Foodborne Illness Outbreaks*. 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Houston, Texas.

Jan, L. & Rajagopal, L. (Apr 2016). *Foodservice Industry Expectations of Culinary Students for Entry-Level Positions*. 2016 North East North American Federation International Council of Hotel, Restaurant, and Institutional Educators Conference, Boston, Massachusetts.

TEACHING EXPERIENCE

- 2019-Present Lecturer, Food and Beverage
School of Hotel Administration, Cornell SC Johnson College of Business
Cornell University, Ithaca, New York
Courses Taught:
Restaurant Management (3cr) – Fall 2019, Spring 2020, Fall 2020, Spring 2021
Foodservice Facilities Design (3cr) – Spring 2020, Spring 2021
Culture & Cuisine (3cr) – Fall 2020
Seminar in Foodservice Industry (3cr) – in development
- 2010-2017 Adjunct Faculty/Chef Instructor
School of Culinary Studies (Previously Roger A. Saunders School of Hotel & Restaurant Management)
Newbury College, Brookline, Massachusetts
Courses Taught:
Seminar in Culinary Operations (3cr) - Fall 2014, Fall 2015, Fall 2016
Food Concepts for Hospitality (lab) (3cr) – Fall 2011, Spring 2012, Spring 2016
Service Management for Hospitality (lab) (3cr) – Fall 2012, Fall 2013, Fall 2014
Restaurant Management Case Study Thesis (3cr) – Spring 2013, Fall 2017
Special Topics in Food Studies: China (lab) (3cr) – Spring 2014
Food and the Media (lab) (3cr) – Spring 2015
Wines & Spirits (lab) (3cr) – Spring 2017
Culinary Concepts & World Flavors (lab) (3cr) – Fall 2010
Culinary Arts Internship (online) (3cr) – Summer 2011
Dining Room Service (lab) (1cr) – Spring 2017
Curriculum Development:
CU430 Seminar in Culinary Operations, co-developed
FS102 Food Concepts for Hospitality (lab), co-developed
HR355 Service Management for Hospitality (lab), developed
CU490 Restaurant Management Case Study Thesis, developed
CU353 Special Topics in Food Studies: China (lab), developed
CU322 Food and the Media (lab), co-developed
CUXXX Purchasing and Storeroom Management, developed
- 2015-2017 ServSafe Instructor & Proctor
Massachusetts Restaurant Association, Massachusetts
- 2014 Adjunct Faculty
Le Cordon Bleu, Cambridge, Massachusetts
Course Taught:
Public Speaking (3cr) – Spring 2014

2007-2012 Chef Instructor
Create-A-Cook, Newton, Massachusetts

2008-2017 Chef Instructor
Boston University, Boston, Massachusetts
Classes Taught:
Chinese Food Day
Cooking Up Culture: Chinese

PROFESSIONAL EXPERIENCE

2008-Present Private Chef & Culinary Consultant
Boston, Massachusetts

Provided menu and recipe development, food styling and photography, online marketing and social media campaigns, and culinary operations management consulting services for a variety of foodservice operations including for a variety of commercial foodservice operations including a recreational cooking school, fast casual foodservice and retail concepts, food delivery start-up, food truck, and food media website. Private chef services for various client events ranging from intimate dinners for four to buffets and events for 100+ and private cooking classes and demonstrations.

2013-2017 Director of Culinary Operations
School of Culinary Studies (Previously Roger A. Saunders School of Hotel & Restaurant Management)
Newbury College, Brookline, Massachusetts

2011-2013 Weltman Dining Room Manager
Roger A. Saunders School of Hotel & Restaurant Management
Newbury College, Brookline, Massachusetts

Managed and maintained food operations for a private, independent, professionally focused college with five commercial teaching kitchens, on-campus restaurant and smart kitchen facilities, coordinating with vendors and government agencies. Oversaw and forecasted day and continuing education culinary program's annual operating budget, including capital, food, and equipment and labor costs. Responsible for part-time staff, and Federal Work Study employees for culinary and hospitality programs. Directed campus special events, panels and other programs for the Office of the President, Board of Trustees, Cabinet members, Student Affairs and additional stakeholder groups for the College community.

2009 Culinary and Marketing Director (Contract)
Cardullo's Gourmet Shoppe
Cambridge, Massachusetts

Managed culinary operations and marketing strategy for a \$2M+ per year gourmet food retail and quick-service operation. Grew sales by +8% year-over-year, creating an aggressive strategy for building a new local and national customer base through using social media and special events in 90 days; and spearheaded gourmet food store re-branding both on- and offline, helping redevelop the e-commerce website, as well as revising in-store merchandising policy. Redesigned prepared food section with new recipes and ready-to-eat items, revised existing menus, created new supplier partnerships with local businesses, and restructured commercial kitchen space for improve workflow and food safety.

2009 Television Production (Season 10) & Culinary Development
America's Test Kitchen/Cook's Illustrated
Brookline, Massachusetts

Served as production assistant for America's Test Kitchen television shoot. Assisted test cooks in recipe testing and development for popular national cooking magazine. Supported assistant test kitchen director with culinary production for editorial video and photo shoots.

2008 Account Manager
Newman Communications
Brighton, Massachusetts

Developed and implemented results-oriented consumer-based media relations campaigns for small public relations agency primarily focused on books and authors to generate awareness and garner top-tier national and regional print and television media coverage for multiple books and author clients. Consistently achieved planned campaign objectives for clients in print and broadcast media through extensive media outreach and creative, news-cycle pitches including the creation of news stories to capitalize on relevant news items and trends to raise thought leadership profile of clients. Led and managed team members to execute on publicity strategies and campaigns, including junior staff, coordinating and maintaining internship program and serving as day-to-day manager for interns.

2007 Senior Account Executive
MSR Communications
San Francisco, California

Executed on aggressive media strategies on behalf of agencies for clients in high tech B2B, B2C, and enterprise back-end, to educate media and secure coverage in consumer, business, vertical and trade press for small tech-focused PR agency.

2006-2007 Account Executive
Mansfield Communications
San Francisco, California

Supported branch Vice President for Canadian-based PR agency with daily operations, writing, media outreach, campaign strategy and new business pitches. Analysed quarterly real estate data to create market information on the Bay Area's real estate market for Prudential California/Nevada/Texas Realty, securing coverage in the *Wall Street Journal*, *San Jose Mercury News*, and *Oakland Tribune*. Coordinated and executed on day-to-day and campaign media relations activity for professional poker player, Daniel Negreanu, and online gaming site, FullContactPoker.com.

2005-2007 Bartender & Event Staff
San Francisco, California

Provided event staffing support around the San Francisco Bay Area working as catering staff, server, and bartender for large and small events, ranging from private corporate parties and a PGA Golf Tournament.

2004-2005 Client Staff Assistant
Burson-Marsteller
San Francisco, California

Supported Hewlett-Packard's Enterprise Storage and Enterprise Printing teams' media strategy efforts to increase media hits and raise executive thought leadership through outreach to business and trade press. Secured and managed event attendance and scheduling for executives, media and analysts onsite at HP's largest annual storage conference with 1000+ attendees. Brainstormed and created new business proposals for prospective clients, supported in-person pitch efforts in securing new business.

PROFESSIONAL ACTIVITIES

Editorial Board Membership & Activities

- 2020-Present Founding editorial board member, *The International Journal of Gaming, Hospitality, and Tourism (IJGHT)*
- 2020-Present Ad hoc reviewer, Centers and Institutes, Hospitality Publications, School of Hotel Administration, Cornell University
- 2020-Present Ad hoc reviewer, Journal of Culinary Science & Technology
- 2019-Present Ad hoc reviewer, Journal of Child Nutrition & Management
- 2020 Ad hoc reviewer, International Council on Hotel, Restaurant, and Institutional Education 2020 North East North America Federation Conference
- 2020 Ad hoc reviewer, International Council on Hotel, Restaurant, and Institutional Education 2020 Conference
- 2019 Ad hoc reviewer, International Council on Hotel, Restaurant, and Institutional Education 2019 Conference
- 2018 Ad hoc reviewer, International Council on Hotel, Restaurant, and Institutional Education 2018 Conference

Speaking

- Dec 2020 "Re-Opening F&B After COVID-19: Lessons from Asia" webinar, eCornell & School of Hotel Administration, Cornell University
- Oct 2020 "Fermentation in Chinese Cuisine - History and Use." Invited speaker. Ferment for Food Justice International Event, Community Cultures.
- May 2020 "L.E.A.R.N: COVID-19 Business Reopen and Recovery: Health and Safety" webinar, Tompkins County New York Chamber of Commerce
- May 2020 "Navigating Uncharted Waters: How to Tap into Your Strength" webinar, Office of Student Services, School of Hotel Administration, Cornell University

Selected Media Coverage

- Nov 2020 *The Post-Standard.* "Virus spread quickly among eatery's staff Nearly half of Margaritas Mexican Cantina's employees fell sick with Covid-19"
- Nov 2020 *CNHI.* "Sheriffs' group: Gathering mandate poses tall challenges"
- Nov 2020 *The Counter.* "To survive the pandemic, restaurants are offering subscriptions for bottomless coffee and beer. Will the model last?"
- Nov 2020 *WICZ-TV.* "Cornell Expert Gives Advice to Restaurants Adapting to Latest COVID-19 Regulations"
- Nov 2020 *Hotellies in FLX.* "Stories Then 'til Now, and In Between: The Establishment" podcast.
- Oct 2020 *Washington Post.* "How to safely — and graciously — host friends and family as the weather gets colder"
- Oct 2020 *WSYR-TV.* "How can restaurants keep customers dining outdoors through winter?"

Oct 2020 *Cornell Chronicle*. “Silver linings: Innovation, kits, tech animate a hybrid semester”
 Jul 2020 *CNN*. “From coast to coast of the United States, scenes from reopened restaurants in the coronavirus era”
 Jun 2020 *San Diego Business Journal*.
 Jun 2020 *CNN*. “New restaurants are mad crazy to be opening right now -- or are they?”
 Feb 2019 *Apartment Therapy*. “Why I Deep Clean Before Chinese New Year (and You Should Too)”
 Nov 2014 *Deseret News National*. “On Thanksgiving, are friends the new family?”
 Jan 2014 *Boston Public Radio* “Chef Lilly Jan Tells Us How To Celebrate The Chinese New Year”
 Feb 2013 *Boston Magazine*. “How to Eat a Soup Dumpling (a.k.a.. Xiao Long Bao)”

Industry Engagement

Dec 2020 “Resetting the Food System from Farm to Fork: Setting the Stage for the 2021 U.N. Food Systems Summit” attendee, The Barilla Foundation & The Food Tank
 Aug 2020 “The Future of On Premises Dining” webcast attendee, Restaurant Development & Design
 Jul 2020 Virtual National Food Policy Conference attendee, Consumer Federation of America
 2020 Food Insights + COVID webinar series attendee, Dataessential
 2020 Fermentology Mini-Seminars attendee, Department of Applied Ecology, North Carolina State University
 May 2020 Massachusetts Restaurants United Virtual Townhall attendee
 Apr 2020 "A Conversation with Former Yum! Brands CEO Greg Creed" webinar attendee, SEVENROOMS
 Jan 2020 Faculty Immersion Trip – Washington, D.C. attendee, School of Hotel Administration, Cornell University
 Nov 2019 Operator Roundtable Webcast attendee, Foodservice Equipment & Supplies
 Nov 2019 The Hotel Experience® 2019 attendee, New York, NY

Service

Sep 2020 Moderator, F&B Industry Engagement webinar, Hospitality Educators Success Program, School of Hotel Administration, SC Johnson College of Business, Cornell University
 2020-Present Faculty Advisor, The 180, School of Hotel Administration, SC Johnson College of Business, Cornell University
 2020-Present Member, Conference Planning Committee, International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) North East North America (NENA) Federation 2021 Conference
 2020-Present Member, Conference Planning Committee, ICHRIE 75th Anniversary 2021 Conference
 Spring 2020 Interviewer, Lecturer of Property Development Faculty Search, School of Hotel Administration, SC Johnson College of Business, Cornell University
 2019-2020 Member, Conference Planning Committee, ICHRIE 2020 Conference
 2017-2019 Board Member, Massachusetts Restaurant Association Educational Foundation
 2017 Competition Judge, ProStart High School Culinary, Rhode Island
 2017 President, Administrative Council, Newbury College
 2016 Search Committee Member, Dean of Academic Affairs, Newbury College
 2016 Vice President, Administrative Council, Newbury College
 2015-2017 Committee Member, Resource, Outreach, Prevention & Education, Newbury College

2013-2017 Competition Judge, ProStart High School Culinary, Massachusetts
2011-2012 Committee Member, Social Media Committee, Newbury College

Professional Development

Aug 2020 “Leading Effective Discussions Online with Zoom” webinar, Center for Teaching Innovation, Cornell University
Jan 2020 Center for Teaching Innovation consultation, Cornell University
2019-2020 New Faculty Development Program, School of Hotel Administration, Cornell University
2019 New Faculty Institute workshop, Center for Teaching Innovation, Cornell University
2019 Teaching & Learning in the Diverse Classroom course, Center for Teaching Innovation, Cornell University

Memberships & Affiliations

2017-Present Member, The Honor Society of Phi Kappa Phi
2017-Present Member, Phi Upsilon Omicron
2017-Present Member, Women Chefs & Restaurateurs Organization
2015-Present Member, Foodservice Systems Management Education Council (FSMEC)
2015-Present Member, International Council on Hotel, Restaurant, and Institutional Education North East North American Federation (ICHRIE-NENA)
2015-Present Member, International Council on Hotel, Restaurant, and Institutional Education (ICHRIE)
2015-Present Member, National Centre for Faculty Development & Diversity
2015-Present Member, Eta Sigma Delta
2014-2017 Dame, Les Dames des Escoffier, Boston Chapter
2009-2016 Member, Association for the Study of Food and Society

HONORS & AWARDS

2018 Professional Development Grant, Graduate and Professional Student Senate, Iowa State University
2017 Professional Development Grant, Graduate and Professional Student Senate, Iowa State University