Michael Favata
Introduction to Hospitality
TAT 121
Research Project Job Identification
June 23rd, 2014
a. **What are your career goals and why?**

My career choice is **Park Naturalist**, formerly known as a Forest Ranger. I chose this career because I love the outdoors, and some of my best memories as a youth were spent in the woods at Boy Scout camp. I cannot think of any other job that would be more rewarding or fulfilling, and I truly believe that I would be enthusiastic to go to work every day.

b. **How does your career choice fit (or contrast) with the results of the MBTI assessment?**

As an Introvert, Sensing, Thinking, Perceiving (ISTP), the MBTI lists the following elements for a career to be satisfying to me:

1. Work that is clearly defined and specific in nature, where I master and then use my well-developed skills.
2. The opportunity to work at my own pace, independently, without a lot of restrictions on my activities or demands on my time.
3. An environment that is relaxed and informal, where I work along side other skilled people I respect and who respect me.
4. The opportunity to engage in short-term problem solving, trouble shooting activities, and crisis management.
5. Work that is practical and uses my ability to make sense of things logically; work that applies my technical knowledge of how things work.

Forest Ranger is listed under careers to consider for ISTPs.
How does the information from O*Net Online (Intersets, Work Styles & Values) compare/contrast with the results of the MBTI?

O*Net lists the following elements for Work Styles:

**Adaptability/Flexibility** — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

**Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

**Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

**Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

**Social Orientation** — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.

**Innovation** — Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.

**Integrity** — Job requires being honest and ethical.

**Initiative** — Job requires a willingness to take on responsibilities and challenges.

**Stress Tolerance** — Job requires accepting criticism and dealing calmly and effectively with high stress situations.

**Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.

Paraphrased (https://www.personalitypage.com/ISTP_car.html), the MBTI results state:

- Interested in how and why things work
- Do not function well in regimented, structured environments; they will either feel stifled or become intensely bored
- Constantly gather facts about their environment and store them away
- Have an excellent ability to apply logic and reason to their immense store of facts to solve problems or discover how things work
- Learn best "hands-on"
- Usually able to master theory and abstract thinking, but don't particularly like dealing with it unless they see a practical application
- Action-oriented "doers"
- Focused on living in the present, rather than the future
- Love variety and new experiences
• Highly practical and realistic
• Excellent "trouble-shooters", able to quickly find solutions to a wide variety of practical problems
• Results-oriented; they like to see immediate results for their efforts
• Usually laid-back and easy-going with people
• Risk-takers who thrive on action
• Independent and determined - usually dislike committing themselves
• Usually quite self-confident

The results from O*Net are almost identical to those obtained by the MBTI.
Michael Favata
Introduction to Hospitality
TAT 121
Career Research
June 30th, 2014

(Information obtained from www.onetonline.org and www.bls.gov)
a. Describe the work/environment/nature of work.

The following duties are typical for Park Naturalists:

- Provide visitor services, such as explaining regulations, answering visitor requests, needs and complaints, and providing information about the park and surrounding areas.
- Conduct field trips to point out scientific, historic, and natural features of parks, forests, historic sites or other attractions.
- Prepare and present illustrated lectures and interpretive talks about park features.
- Perform emergency duties to protect human life, government property, and natural features of park.
- Confer with park staff to determine subjects and schedules for park programs.
- Assist with operations of general facilities, such as visitor centers.
- Plan, organize and direct activities of seasonal staff members.
- Perform routine maintenance on park structures.
- Prepare brochures and write newspaper articles.
- Construct historical, scientific, and nature visitor-center displays

Work Context:

- Frequent face-to-face discussions with other staff members and the general public.
- Daily telephone contact with government employees and the general public.
- Wide latitude in decision making freedom without supervision.
- Office work is performed indoors in environmentally controlled conditions.
- Daily use of email in this job.
- Work with groups or teams is important in this job.
- Work in an enclosed vehicle or equipment takes place about 5 percent of the time in this job.
- This job often requires working outdoors, exposed to all weather conditions.
- This job requires workers to be in contact with others (face-to-face, by telephone, or otherwise) daily.

b. What are the requirements (specifications) for this career (formal and informal education, experience, certification, etc.)?
Knowledge:

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Biology** — Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
- **Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Geography** — Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **History and Archeology** — Knowledge of historical events and their causes, indicators, and effects on civilizations and cultures.

Skills:

- **Speaking** — Talking to others to convey information effectively.
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
• **Social Perceptiveness** — Being aware of others’ reactions and understanding why they react as they do.

• **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

• **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

• **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

• **Service Orientation** — Actively looking for ways to help people.

• **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

• **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Education:**

Park Naturalists typically need a bachelor’s degree in forestry or a related field, such as agricultural science, rangeland management, or environmental science. Although graduate work is not generally required, some conservation scientists and foresters get a master’s degree or Ph.D.

Most forest and conservation technology programs are accredited by the Society of American Foresters. There are accredited programs in every state.

Many colleges and universities offer degrees in forestry or a related field. Bachelor’s degree programs are designed to prepare conservation scientists and foresters for their career or a graduate degree. Alongside practical skills, theory and education are important parts of these programs.

c. What are your current strengths and how do they pertain to this career?
My best attribute is leadership, and to be a great Park Naturalist, leadership is a must. I have a Masters Degree in Human Relations, am a certified Professional in Human Relations with 20 years of leadership, management, and training experience as a United States Naval Officer. Additionally, I am a strategic and tactical thinker, and my abilities to problem solve and make difficult decisions quickly will serve me well in this endeavor. My direct supervisory, departmental and directorate leadership experience gives me the ability to earn trust and teamwork through personal and professional development of subordinates.

d. What areas would you need to strengthen/learn to better prepare for this career?

I need to work on doing a better job of dealing with people, particularly the members of the public. A Naval Officer automatically commanded a great deal of respect from the vast majority of the public; Park Naturalists do not appear to be held in such high regard. Making the mental transition to the point where I would have to start all over again to earn the respect of park patrons, one at a time, will be a challenge for me.

e. What salary can you expect to earn (based on the location you intend on performing it in) once you possess the qualifications/requirements?

A Park Naturalist working for the State of New York can expect to earn $49,610 per year.

f. What is the job outlook (percentage of increase or decrease from 2012-2022 and opportunity/competition for jobs)?

The competition for Park Naturalist jobs is keen in New York State, and the projected increase in this career field between 2012 - 2022 is small, at nine percent. This translates to roughly 20 potential job openings over 10 years, or two per year.
Michael Favata
Introduction to Hospitality
TAT 121
Trade Resources/Publications
July 2nd, 2014
Trade Publication #1: *Ranger: The Journal of the Association of Park Rangers*

a. **What information does this resource provide?**

This resource provides information pertinent to Park Naturalists across the country. The Fall 2013 issue discusses the significant issues facing Park Naturalists as a result of shrinking budgets and scant resources.

b. **How would someone in this career benefit from subscribing to this resource?**

Park Naturalists would benefit from this publication as it contains lessons learned from contemporaries across the United States. For example, Park Naturalists in New York may be facing the same issues as Park Naturalists in Wisconsin. The sharing of ideas precludes professionals having to “reinvent the wheel” with respect to problem solving and issue resolution.

c. **Publication Information.**

*Ranger, The Journal of the Association of National Park Rangers*, Fall 2013, Published by the National Association of Park Rangers

Trade Publication #2

a. **Name of Publication:** Leader Online

b. **Publishing Company:** www.akron.com
c. **Title of Article Selected:** Why Hike With a Ranger?

d. **Describe in one or two paragraphs what the article is about.**

As this title indicates, this article speaks to the benefits of hiking the Cuyahoga Valley National Park with a Ranger (or Park Naturalist, as they are now known). The article does an outstanding job of explaining both the need for, and purpose of, park rangers, including their validity and usefulness throughout the history of our country. Visitors to local, state or national parks often see Rangers, and simply look past them. This article makes one stop and think about why that would not be a wise choice.

e. **Discuss in another paragraph or two why someone in your field would benefit from this information.**

Often times jobs because it becomes routine; people show up, perform a function, and collect a paycheck. Park Naturalists have the unique opportunity to make positive, lasting impressions on members of the public every day. This article drives this particular point home, and serves as a reminder to each and every Park Naturalist that what they do is a lot more than punching a clock. It states that “rangers specialize in the nature and history of parks, as well as turning that information into stories and experiences that reveal, fascinate and inspire.” This particular specialty is powerful, especially to the children that come to her/his park. An appreciation and respect for nature learned at a young age will reap myriad benefits in the future, for individuals, and society as a whole. To be a part of that tree of learning would be incredible.
a. **Organization/Association #1 Name, headquarters location (address) and web address.**

Name: Association of National Park Rangers (ANPR).

Physical Address: Varies. Meetings take place at various national parks across the country.

Web Address: [http://www.anpr.org](http://www.anpr.org)

b. **Representation:** National level.

c. **What is the purpose of this organization/association (why do they exist?).**

Per its mission statement, “ANPR is an organization created to communicate for, about and with National Park Service employees of all disciplines; to promote and enhance the professions, spirit and mission of NPS employees; to support management and the perpetuation of the NPS and the National Park System; and to provide a forum for professional enrichment.”

d. **How does one become a member?**

Membership is obtained through online registration. An annual membership runs from Jan. 1 to Dec. 31. Active membership (for current and former National Park Service employees is $35 per year for seasonal, intern and volunteer employees, and $75 per year for permanent and retired employees. Membership for full-time students costs $75, and membership for libraries and other organizations costs $100.
e. **What are the benefits for becoming a member?**

Per the ANPR website, benefits of membership include:

- Development of job-related and career-enhancing skills;
- Keeping in touch with friends and colleagues; attendance at the annual Ranger Rendezvous;
- Participation in the organizations mentoring program as a protege or mentor;
- Gain training (during the annual Rendezvous) specifically tailored for an individual’s professional needs;
- Securing professional liability insurance at discounted rates for permanent and seasonal NPS employees;
- Receiving *Ranger* magazine ~ the quarterly journal by and for professional park employees;

a. **Organization/Association #2 Name, headquarters location (address) and web address.**

Physical Address:
California State Park Ranger Association (CSPRA)
P.O. Box 10606
Truckee, CA 96162

Web Address: [http://www.cspra.com](http://www.cspra.com)

b. **Representation:** State level.

c. **What is the purpose of this organization/association (why do they exist?).**

Per its website, CSPRA is an organization of park professionals dedicated to advancement of the highest principles of public service, established to support and preserve California State Parks for present and future generations.

For 50 Years, CSPRA has been the professional organization that truly cares first about protecting and preserving the values of California's State Park System. CSPRA is the
organization for every State Park Professional.

d. **How does one become a member?**

Membership is available by calling the CSPRA Office and asking for an application by mail or by mailing in a membership application. CSPRA is governed by a responsible and responsive Board of Directors, elected annually by the voting membership. Active Membership (voting) is available to all current or retired, permanent or permanent intermittent employees of the California State Parks Department. Supporting, Benefactor and Organization Membership (non-voting) is open to all others who support CSPRA's goals and philosophy.

e. **What are the benefits of becoming a member?**

Per the website, membership helps to:

- Provide exchange of professional thought;
- Defend State Park System integrity;
- Support quality department effort;
- Sponsor professional training;
- Make recommendations on California park management issues.
Interview Questions

Who:

Where: Name of the organization and location

When: June 26th, 2014

What: What is their title? What do they do?

Why did they choose this career?

How often do you have to have face-to-face discussions with individuals or teams in this job?

How often do you have telephone conversations in this job?

How much decision making freedom, without supervision, does the job offer?

How often does this job require working indoors in environmentally controlled conditions?

How often do you use electronic mail in this job?
How often does this job require working indoors in non-controlled environmental conditions (e.g. warehouse without heat)?

How important is it to work with others in a group or team in this job?

How often does this job require working in a closed vehicle or equipment (e.g. car)?

How often does this job require working outdoors, exposed to all weather conditions?

How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?
Please detail what a “typical” day looks like for you, i.e. your daily schedule, responsibilities, meetings, etc.
Do your daily duties change as the seasons change? How?

What was the best day you’ve had in this career? What was the worst day you’ve had in this career?

What is it about this career that makes you come back to work day after day, week after week?

If you had to do things over again, would you still choose this career? Why or why not?

What trade resources/professional publications/resources do you use in the course of your duties?
Michael Favata
Introduction to Hospitality
TAT 121
Interview Industry Professional
June 30th, 2014
a. **Who**: Mr. Frederick Stannard.

b. **Where**: Million Dollar Beach, Lake George, New York.

c. **When**: June 28th, 2014.

d. **What**: (What is their job title? What do they do?): Mr. Stannard’s title is Conservation Recreational Facilities Supervisor. He is responsible for the safety, security and physical well being of patrons to Prospect Mountain, Lake George Battlefield and Lake George (Million Dollar) Beach. He has 14 subordinates, including a cadre of eight lifeguards. He works 3.5 days on and then has 3.5 days off. His work is seasonal, from April until October each year.

e. **Why (Why did they choose this career?)**: Mr. Stannard chose this career because he loves the outdoors, he grew up around Lake George, and has felt the call to serve the public for his entire adult life. He retired as both a Police Officer, and an Environmental Conservation Officer. He still wanted to work, and his current position became open in 2007. He applied for the job and was selected.

f. **Additional Questions**:

   i. **How often do you have face-to-face discussions with individuals or teams in this job?**

      Daily.

   ii. **How often do you have telephone conversations in this job?**

      Daily. In the course of our hour long interview, Mr. Stannard’s telephone rang 17 times.

   iii. **How often do you use electronic mail in this job?**

      Daily.

   iv. **How much decision making freedom, without supervision, does the job offer?**

      Mr. Stannard has significant autonomy, as he is the “on scene commander” for the three aforementioned facilities. His supervisor is located in Warrensburg, over one hour away.
v. How often does this job require working indoors in environmentally controlled conditions?

The majority of Mr. Stannard’s work takes place outside. That said, the regional Emergency Action Plan dictates that his office must be continuously manned while facilities are open. He has to take his turn at the phone like everyone else, and when that happens, his work is indoors.

vi. How important is it to work with others in a group or team in this job?

It is extremely important. A cohesive team is critical to maintain focus on public service.

vii. How often does this job require working in a closed vehicle or equipment (e.g. car?)

Mr. Stananrd spends very little of his time (less than five percent) in vehicles in the performance of his duties. The time spent in the vehicles is in transit between locations to open and close them daily.

viii. How often does this job require working outdoors, exposed to all weather conditions?

Daily. Proper weather appropriate clothing is critical.

ix. What is your daily schedule on a typical day?

7:00 am Open Prospect Mountain and Lake George Battlefield.

8:00 am Open Beach House, and check facility.

9:30 am Check for debris in parking lot.

10:00 – 5:30 pm Serve public.

5:30 pm Announce that the beach is closing at 6:30 pm.

7:00 pm Close up all facilities.
x. Do your duties change as the seasons change?

Not really. The facilities are closed for most of autumn, winter and part of spring.

xi. What trade resources/professional publications/resources do you use in the course of your duties?

The most important publication used in the performance of Mr. Stannard’s duties is the 2014 New York State Summer Recreation Water Safety Manual. This manual is the standard operating procedure for the beach facility. It is comprehensive, and well written, and he and his crew are held responsible for following it to the letter.

xii. What was the best day you’ve had in this career?

Most days are great, and have no significant issues.

xiii. What was the worst day you’ve had in this career?

In the summer of 2013 a thunder storm rolled in quickly, and two senior citizens in their 70’s were up in the air parasailing. The wind was so bad, the couple had tremendous difficulty landing safely. When they did land, it was on hard land, and they hit the ground very hard. Mr. Stannard and his crew were surprised both people walked away from that landing, and felt completely powerless because they could do nothing to help the couple land safely.

xiv. What is it about this career that makes you come back to work day after day, week after week?

Mr. Stannard keeps coming back to work because he loves to serve the public.

xv. If you had to do things over again, would you still choose this career? Why or why not?

While Mr. Stannard has no regrets pertaining to his current career, he did state that he would have pursued a career in law enforcement at the federal level. He also said that the best thing about his job is that each day gives him the ability to start fresh.