

**Peder Hagglund, PhD.**  
1319 Foxton Lane, Oviedo, FL 3765. Cell: (407) 247-4822. Email: Hans.Hagglund@ucf.edu

## EDUCATION

### **University of Central Florida, Orlando Florida**

#### **PhD Education (Hospitality Track), 2013, Rosen College of Hospitality Management**

Dissertation Title: A Sustainability “Green” Certification Audit of Foodservice Operations and the Development of a Restaurant Sustainability Instrument.

Major Professor: Dr. Dana Tesone

#### **M.S. Engineering Management, 1998, Department of Industrial Engineering and Managerial Systems**

### **Endicott College, Beverly, Massachusetts**

#### **B.S. Restaurant Administration, 1995, Endicott College**

### **Les Roches International School of Hotel Management, Bluche, Switzerland**

#### **Diploma, 1994, Hotel Management**

## EXPERIENCE

- Mar 2014 – Current **Lecturer & Associate Director of Food Service**  
Rosen College of Hospitality Management  
Responsibilities include: Food and Beverage Labs, Three Pillars Cafe, Catering operations, purchasing and storeroom. Managing the daily operation of all the labs, café and catering.  
Teaching: Techniques of Food Preparation, Restaurant Management, Franchising, Lodging Management, Hospitality Facilities Management.
- Oct 2004 – Mar 2014 **Food Production Laboratory Manager & Adjunct Professor**  
Rosen College of Hospitality Management  
Responsibilities include: Food and Beverage Labs, Three Pillars Cafe, Catering, purchasing and storeroom. Managing the daily operation of all the labs, café and catering.  
Teaching: Techniques of Food Preparation, Restaurant Management, Franchising, Lodging Management, Hospitality Facilities Management.
- Jan 2002- Sept 2004 **Assistant & Interim Director (Food and Nutrition)**  
*Morrison Management Specialists*, Tampa General Hospital, Florida Medical Center, Delray Medical Center (DMC) and Palmetto General Hospital (PGH), Boca Raton Regional Hospital, Shands Jacksonville.

Responsibilities include: Cafeteria, catering, purchasing and storeroom. Short and long-term sales and strategic planning, managing the daily operation.  
Accomplishments include: 1. Increased sales by 27% in my last month at PGH compared to the previous year.  
2. Increased customer satisfaction from 80 to 85% at PGH.  
3. Re-organized and facilitated the inventory process at PGH.

Oct. 2000-Jan 2002 **Director of Restaurants**

*The Galt House Hotel, (1300 rooms)*

Responsibilities include: 1. Scheduling, payroll, hiring, training, short and long-term sales and strategic planning, managing the daily operation, meeting with conference coordinators, weekly department meetings.  
2. Planning and executing the budget.  
3. Responsible for implementing and maintaining high service standards

Accomplishments include: 1. Reduced labor costs during the economic downturn (2001) without laying off staff while strengthening teamwork and labor flexibility by training staff in all service areas.  
2. Recorded the highest guest satisfaction in the last 3 years.

Jan 1999-Oct. 2000 **Assistant Outlet & Room Service Manager**

*Walt Disney World Swan and Dolphin Hotel (2300 rooms)*

Responsibilities include: Scheduling, payroll, hiring and training of cast members. Amenity deliveries, club lounge operation, and daily operation. Daily ordering / inventory,

Accomplishments include: Recorded the highest daily sales ever in this outlet. Increased average guest satisfaction scores from 64% to 85% over a 6 months period.

Aug. 1997-Jan. 1999 **Process Analyst**

*UCF 21 - University of Central Florida*

The objective of the UCF-21 Operational Excellence Initiative was to develop a solid understanding of all aspects of student services, identify systems level opportunities for improving the delivery of student services including the possibility of reengineering the student services system, recommend changes, and develop appropriate implementation plans to effect those changes. It is expected that this initiative will be a multi-year effort.

Responsibilities include: Conduct surveys and observational studies, research student services processes, collect data and conduct statistical analyses, develop recommendations, prepare written reports and presentations.

Accomplishments include: Developed a systems level analysis of the University student services identifying potential service and process improvements. Completed analysis of major non-electronic information sources at UCF. Conducted detailed analysis of the late add/withdrawal process. Served as principal analyst supporting the non-curricular information student services improvement team

Published Reports (<http://oeas.ucf.edu/ucf21/UCF21History.html>)  
Documentation of the relationship among student services (1998)  
Evaluation of UCF website (1998)  
An inventory of student services and processes at UCF (1998)  
Student registration analysis fall 1997 (1997)

### **PUBLISHED**

2013 Dissertation: A Sustainability “Green” Certification Audit of Foodservice Operations and the Development of a Restaurant Sustainability Instrument.

Student Registration Analysis Fall 1997, Eriksson, Mitra, Hagglund, Peder Reilly H Charles  
UCF 21-TR-97-004, October 31, 1997

An Inventory of Student Services and Processes at UCF; Hagglund, Peder, Eriksson, Mitra, Reilly, Charles, Pet-Edwards, Julia  
UCF 21-TR-98-003, March 1998

Evaluation of UCF Website  
Hagglund, Peder, Eriksson, Mitra, Pet-Edwards, Julia, Armacost, Robert  
UCF 21-TR-98-007, June 1998

Documentation of the relationships among student services  
Eriksson, Mitra, Hagglund, Peder, Pet-Edwards, Julia  
UCF 21-TR-98-009, June 1998

### **ACADEMIC STANDING COMMITTEES**

2014 – 2015 Faculty Assembly  
2014 – 2015 Rosen College Strategic Planning Committee