

Major strengths:	
Good passion	She is enthusiastic in class, which is inspiring.
Good presenter, keeps student's attention throughout class.	Cheri is entertaining to listen to and she's good at keeping our attention and getting people to participate.
Cost distribution to the class (including textbook).	Textbooks were inexpensive and were actually used extensively in and out of class. The non-textbook format is also very nice.
She is very sociable, entertaining, and connects with us well.	She gives examples of current things that we can connect easily to.
strong format	Very clear directions and assignments and procedures set
Great stories that apply to what we are learning and keep the class engaged.	Front desk story of her colleague in New York.
Really relatable person and is able to relate to the content	She is very down to earth and gives relevant examples; gives examples that we are all able to understand
She is entertaining, engaging, but still informative. Conducts the class well.	She is very approachable, relatable, and is up to date on current facts, but still knows the history.
Fun read, not textbook read.	It was more relatable and entertaining for us.
Fun projects	Dinner project was fun and different. Excited for hotel service evaluation project.
Engaging and funny in class discussions.	Controls mood of the classroom very well and keeps people focused and on task.
She incorporates many different techniques.	She uses powerpoint, the white board, discussion, activities, twitter, and fun learning book.
We are pushed to go outside of our comfort zone	Forced to disclose and spend the night with our professional team.
Takes steps to eliminate our distractions	Making us go "topless"
comfortable environment	easy to ask questions in class, she is very approachable
Group work.	She put a lot of emphasis on making sure that our groups work well and taught us the importance of making sure that our groups work. Nt relative to the class, but it is a very important life skill.
Engaging, funny.	She keeps her students entertained while educating. Relates well to her students.
Clear instructions and expectations	Cheri always lets us know exactly what it expected during the class and for projects. Always asks and answers questions in the beginning of class.
Uses multiple sources to promote in class learning.	Combination of online resources, twitter, textbook, and in class discussions facilitate exceptional learning.
She uses personal experiences to explain concepts. She makes what we are learning more real life.	she said she used to work the front desk and got paid \$15 an hour, and she told us techniques that her colleagues taught her.
Cheri overall is a very talented speaker	she has great stories, examples, and feedback
Real world homework!	Staying in a hotel & GM interview. As well as reading Heads in Beds which applies and is interesting
actually caring, helpful and invested in her students	when she walks into class she acknowledges and addresses students and asks how they are doing that day.
Non-traditional textbook.	Both HIB and the Tips are non-traditional, easy to read books. They are more engaging and applicable opposed to just reading facts.

Recommendations	
Go more in depth in topics.	Just go a little deeper into the topic we're discussing.
Too much random reading, Twitter.	Twitter is pointless and time consuming. There are too many posts for her to expect us to keep up with. Also, they should not be present in midterm exam because it is not stated in the syllabus as a "reading assignment". email if she wants us to absolutely read a tweet.
Sometimes she tells us things that we should know after we should know them. Told us what we need to look for in Heads in Beds after we read it. She told us what kind of disclosure she wanted after we turned in the paper.	Tell us upfront what is expected of us.
More direction on what to expect for the exam.	Possibly a study guide or review session on past material. We have so much instruction on other course work.
give more applicable examples	be more detailed; focused more on entry level management
Give more guidance for what to look for in reading ahead of time.	It would have been useful to know what to look for in HIB before we were already deep into the book. It feels like now we need to re-read to prepare for this upcoming test.
Allow a break.	We normally don't get a solid break, so it would be nice to stretch our legs.
Unclear expectations for critical components of assignments and too much focus on the non-critical components.	Focus assignment expectations on the critical issues of the project. Eliminate the "fluff."
Inform us when the tangents will be put on the exams	These tangents are interesting but how much of them will be tested on
It is overwhelming the number of places where homework/readings are assigned.	Is it possible to compile the homework to one place. We like that your tweets are current and relevant but we never see the tweets and they are easy to forget. Leaving a lot of catch up reading.
Get things more streamlined	we are using blackboard, tophat, twitter, we're reading 2 books; it would be easier if we had fewer sites to navigate through
Too many tweets.	We appreciate getting the tweets on current issues, but the amount of them is overwhelming. We would live to have a few less tweets per week.
Tell us what tweets to focus on/ read or tell us when she's tweeting.	It's difficult to keep on top of the tweets, so it would be nice to have a notification or a routine schedule so we can check up on all of the tweets.
Very elaborate assignments and not enough time to complete it.	give us more time, especially when there are multiple group members involved.
Excessive amount of information on twitter and requiring the creation of a twitter account is unreasonable.	In some cases, an extra hour or two of reading is required on twitter, but the information is never covered in class (if briefly).
We do not receive a break.	We would like a 5-10 minute break
It feels that some of the assignments are busy work.	The requirements of the assignments are very overwhelming.
Service Evaluation Project	There are money concerns for students. Some people feel uncomfortable with it.

Comments:

Good job! Keep it up!

overall a good class

My comments:

Good voice control: loud/soft, fast/slow, pauses

Writing on board with red pen is impossible to see from opposite side of room/back of room

Action Plan	
Changes to make this quarter:	Future:
<ol style="list-style-type: none">1. Include reading guides for books2. Collapse Tweets into a single email and include a problem-solving component to students can apply their knowledge to a real situation3. Provide a break. Ask a student to tell you when it's time for the break.4. Replace whiteboards with projected Word document so all students can see information normally written on board.	<ol style="list-style-type: none">1. Restructure the second half of the course around three group interests to go more in-depth. Groups can do projects to inform other students about the topics so students have access to the breadth of knowledge.2. Conduct projects around tweets.3. Revise use of TopHat.