



SUSAN AMSTER, BBA '79, is managing director of WTAS LLC in Los Angeles. She consults with closely held businesses and wealthy families on income tax, charitable giving, and succession planning. It's the kind of job best suited to a rational thinker, so it's no surprise that Amster's favorite line from a film was spoken by Steve Guttenberg's Edward "Eddie" Simmons in *Diner*: "You're dealing with a rational girl; that's your problem." Amster is a certified public accountant with more than 25 years of experience in managing the tax consulting and compliance needs of individuals, trusts, estates, exempt organizations, and closely held businesses. She is a contributing author of *Tax Economics of Charitable Giving*, and she appears at tax institutes as a speaker on individual tax planning. In addition, Amster is a member of the Ross School's Alumni Board of Governors.

1 What did you want to be when you were a kid?

A pilot, so I could fly to wherever I wanted to go.

2 What's one of the last books you read?

Into the Wild by Jon Krakauer.

3 What's the first album/CD you bought?

Déjà Vu by Crosby, Stills & Nash.

4 What's on your iPod?

Bruce Springsteen, U2, the Who, the Rolling Stones, Tom Petty, and Led Zeppelin ... good ol' rock 'n' roll.

5 Guilty pleasure?

Periodic massages.

6 Who is your personal hero (and why)?

My father. Since I was a child he told me the world would be my oyster provided I worked hard and put forth the effort.

7 What's the most thrilling/adventurous thing you've ever done?

Took a walking safari in Kenya. Despite the armed guard, I still worried that a lion might attack from behind the next bush.

8 First job?

Tax staff at Arthur Andersen.

9 Favorite sport to watch?

Football, when my son's team is playing.

10 What advice would you give to yourself 10 years ago?

Be patient, slow down, and enjoy the ride ... even if you hit a few bumps in the road.

11 What is the one thing you learned in business school that you'll never forget?

Debts are by the window.

12 What is the most important room in your home?

The gym. It helps me maintain my sanity.

13 First website you access in the morning?

nytimes.com.

14 Favorite comfort food?

Pralines and cream ice cream.

15 If you had a theme song, what would it be?

"I Won't Back Down" by Tom Petty & the Heartbreakers.

16 Favorite line from a movie?

"You're dealing with a rational girl; that's your problem." —Steve Guttenberg (as Edward "Eddie" Simmons), *Diner*.

17 Three people, living or dead, you'd have over to dinner?

John Wooden, Morrie Schwartz (*Tuesdays with Morrie*), and Benjamin Franklin.

18 Pet peeve?

Dirty dishes in the kitchen sink because the dishwasher is right there.

19 If you could read anyone's mind, whose would it be?

My 18-year-old son's, so I could better anticipate what is coming next.

20 Why do you give to Ross?

When I think of all the doors Ross has opened for me, I want to help open doors for others.

PHOTO BY MAX S. GERBER

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MICHAEL JENSEN, ASSOCIATE PROFESSOR OF STRATEGY, is a former table tennis champ who studies the role of social structures in markets. Current projects explore the role of identity in the creation of markets for illegitimate products, and in what kinds of markets robust market identities are most effective. He serves on the editorial boards of the *Academy of Management Journal*, *Administrative Science Quarterly*, and *Strategic Management Journal*. Jensen received the 2003 BBA Student Award for Teaching Excellence.



- 1 What keeps you up at night?** Nothing. I sleep pretty well.
- 2 What's one of the last books you read?** *The Historian* by Elizabeth Kostova. The author's sister, Victoria Johnson, is my favorite colleague. And *The God Delusion* by Richard Dawkins. It should be mandatory reading.
- 3 What's the first album/CD you bought?** *Ring Ring* by ABBA ... I still like Agnetha the most.
- 4 What's on your iPod?** I don't have an iPod.
- 5 What's the most thrilling/adventurous thing you've ever done?** That is clearly not fit to share.

- 6 Guilty pleasure?** 1970s exploitation movies (but I don't really feel guilty about it).
- 7 Who is your personal hero (and why)?** My grandmother. No education but wiser than most.
- 8 First job?** Delivery boy in an accounting firm. I learned that hierarchy is often more important than merit.
- 9 How do you motivate your students?** They are pretty self-motivated.
- 10 Biggest management myth?** That CEOs deserve their high salaries, stock options, and bonuses for getting fired.

- 11 Best business decision?** To become an academic.
- 12 What advice would you give to yourself 10 years ago?** Do what you like, not what other people would like you to do.
- 13 What is the most important room in your home?** The bathroom ... the one room you could not be without.
- 14 First website you access in the morning?** Danish newspapers.
- 15 Favorite comfort food?** Popcorn ... no butter.
- 16 If you had a theme song, what would it be?** Schiller's "Ode to Joy" (in Beethoven's 9th).
- 17 Favorite line from a movie?** The opening line in Woody Allen's *Hannah and Her Sisters*: "God, she's beautiful." —Michael Caine as Elliot.
- 18 Three people, living or dead, you'd have over to dinner?** The historical Jesus, Muhammad, and Buddha.
- 19 Best trophy/award you ever won?** Table tennis championship in sixth grade ... only because I beat a very good friend and rival in the semi-final.
- 20 What did you want to be when you were a kid?** A forensic examiner. I loved the TV show *Quincy M.E.* with Jack Klugman.

MICHAEL ZARRILLI JR., MBA '09, is pursuing a career in management consulting and private equity. "I chose to get my MBA at Ross because I appreciated the intimate, collegial, and collaborative environment of the business school," he says. Zarrilli contributed to that environment as a Ross student ambassador for the Office of Admissions and as a student adviser to the Wolverine Venture Fund. In addition, he is a member of the Consulting, Emerging Markets, and Travel & Tourism clubs, and was elected president of the Ross chapter of Habitat for Humanity. He is pictured on an M-Trek in Iceland.



- 1 What keeps you up at night?** I worry too much.
- 2 What's the first album/CD you bought?** A Spin Doctors CD.
- 3 What's on your iPod?** Jack Johnson, Coldplay, the Kooks, Modest Mouse.
- 4 What's the most thrilling/adventurous thing you've ever done?** Trip around the world: 10 countries and 65.5 hours of flight time, not including delays.
- 5 Guilty pleasure?** Pictures of commercial airplanes. I am lame.

- 6 Who is your personal hero (and why)?** My dad. Great guy, great businessman, and he knows how to have fun.
- 7 First job?** Lifeguard.
- 8 What advice would you give to yourself if you were applying to business school again?** Have a game plan and show your true character in the interviews, essays, etc.
- 9 Three people, living or dead, you'd have over to dinner?** Warren Buffett, Robin Williams, and Barack Obama.

- 10 What is the one thing you've learned in business school that you'll never forget?** Life is fun! Not that I didn't already know that, but it has just been reinforced.
- 11 What is the most important room in your home?** Bedroom.
- 12 First website you access in the morning?** wsj.com.
- 13 Favorite comfort food?** Nachos.
- 14 Best trophy/award you ever won?** 2007 MBA Games at Ross. Seriously, it was a great comeback.
- 15 If you could read anyone's mind, whose would it be?** Warren Buffett's (smart man) or Jim Cramer's (crazy man!).
- 16 What is your favorite "haunt" in Ann Arbor?** No Thai!
- 17 Pet peeve?** Poorly constructed PowerPoint slides.
- 18 Favorite sport to watch?** NFL football.
- 19 What did you want to be when you were a kid?** A police officer.
- 20 Best business decision so far?** To make sure that I have fun.