

**SWATHI RAVICHANDRAN, MBA, PhD**

316K White Hall, Kent State University

Kent, OH - 44242

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**EDUCATION**

**Ph.D., Food Service and Lodging Mgmt.,** Iowa State University, Ames, IA, August 2005

**M.B.A., Business Administration,** Iowa State University, Ames, IA, December 2002

**B.Com, Commerce,** University of Madras, Chennai, India, May 1999

**PROFESSIONAL EXPERIENCE**

**Program Coordinator and Associate Professor, Hospitality Management, Kent State University, August 2013 – Present**

- Teach undergraduate (*Hospitality Practicum, Hospitality Human Resources Management, Hospitality Legal Issues, and Hospitality Meetings Management*) and graduate (*Hospitality Human Resources Management and Hospitality Meetings Management*) courses
- Establish a program of research and published actively in peer-reviewed scholarly journals and presented regularly in professional meetings
- Advise undergraduate and graduate students
- Serve as Director of Master's Theses and Committee Member for students in Hospitality and Tourism Management
- Serve as faculty advisor for KSU Chapter of Professional Convention Management Association (PCMA)
- Prepare curricular proposals
- Prepare annual Accreditation Commission of Programs in Hospitality Administration (ACPHA) reports and participate in external site visits
- Plan multiple events including the Annual Schwebel Guest Lecture Series, Annual Career Fair, and multiple industry and student networking events
- Developed a study abroad internship program with hospitality properties in Florence, Italy
- Coordinate meetings of the Hospitality Management Advisory Board
- Undertook development of new bylaws to make the current advisory board a contribution-centered body
- Update content and maintained the Hospitality Management website
- Provide service to university, community, industry and supported on-going program growth and development

**Associate Professor, Hospitality Management, Kent State University, August 2011 – Present**

- Taught courses in the baccalaureate Hospitality Management degree program including *Hospitality Legal Issues, Hospitality Marketing, Hospitality Human Resources Management, Hospitality Meetings Management, and Strategic Lodging Management*
- Taught courses in the masters Hospitality and Tourism Management degree program including *Hospitality Marketing, Hospitality Human Resources Management, Hospitality Meetings Management, and Strategic Lodging Management*

- Developed and taught *Hospitality Marketing* and *Hospitality Legal Issues* online utilizing Blackboard Learn and Camtasia Studio®
- Established a program of research and published actively in peer-reviewed scholarly journals and presented regularly in I-CHRIE conference
- Advised undergraduate students in Hospitality Management
- Served as Director of Master's Theses for students in Hospitality and Tourism Management
- Served as faculty advisor for KSU Chapter of (PCMA)
- Provided service to university, community, industry and supported on-going program growth and development
- Served on school and college advisory committees that advises the school director and dean of the college of Education, Health, and Human Services in addition contributing to reappointment, tenure, and promotion decisions

**Assistant Professor, Hospitality Management, Kent State University, August 2005 – Present**

- Developed and taught courses in Hospitality Management including *Hospitality Legal Issues, Hospitality Marketing, Hospitality Human Resources Management, Hospitality Purchasing, Hospitality Meetings Management, and Strategic Lodging Management*
- Established a program of research and published actively in peer-reviewed scholarly journals and presented regularly in I-CHRIE and ISTTE conferences
- Advised students
- Started KSU chapter of PCMA and served as faculty advisor for the student group
- Provided service to university, community, industry and supported on-going program growth and development
- Appointed to graduate faculty status

**Research Associate, Project title: Managing small hospitality businesses in Tanzania, 2004-05**

- Created and maintained project website
- Assisted with literature review, developing survey instrument, and planning workshops
- Assisted with entry of perceptual and financial data

**Front Desk Supervisor, Memorial Union Hotel and Conference Center, Summer 2003-04**

- Made hotel reservations and checked-in and checked-out hotel guests
- Communicated effectively with housekeeping, custodians, and other staff
- Served hotel guests' needs during their stay and maintained high level of customer service

**Events Manager, Memorial Union Hotel and Conference Center, 2002-04**

- Planned, coordinated, and supervised daily activities of general service department including set up of meeting rooms and audio-visual equipment
- Assisted in hiring, training, supervising, and evaluating 20-25 employees
- Was accountable for successful evening and weekend operations

**Tourism Intern, FTI-North America, Orlando, Florida, Summer 2001**

- Prepared budget for 30 different bus tours covering different parts of the US, and Canada involving millions of dollars
- Approved invoices for payment; prepared final account summaries
- Corresponded with suppliers in the US and Canada regarding payment disputes
- Corresponded with the accounting head office located in Malta

**Administrative Assistant**, International Education Services, Iowa State University, 2001-02

- Developed and coordinated various multi-cultural programs
- Planned and conducted orientation sessions for incoming international students
- Checked in scholars, students, and post-doctoral fellows and prepared I-9

## PUBLICATIONS

### Refereed Journal Articles

#### *In Press*

Ulicney, M., **Ravichandran, S.**, & Karpinski, A. (2016). Utilization of database marketing in the private club industry. *International Journal of Hospitality and Tourism Administration*, 17(1).

**Ravichandran, S.**, Carter, L., Gwin, C., & Phelan, K.V. Event history and housing contract clauses for a dual-citywide event: The 2014 Gay Games. *Journal of Hospitality and Tourism Cases*.

#### *In Print*

**Ravichandran, S.**, Cichy, K.E., Powers, M., & Kirby, K. (2015). Exploring the training needs of older workers in the foodservice industry. *International Journal of Hospitality Management*, 44, 157-164. Doi: 10.1016/j.ijhm.2014.10.003

Clem, T.N., **Ravichandran, S.**, & Karpinski, A.C. (2013). Understanding golf country club members' loyalty: Factors affecting membership renewal decisions. *Hospitality Review*, 31(1), Article 4. Retrieved from <http://digitalcommons.fiu.edu/hospitalityreview/vol31/iss1/4>

Suresh, S., Ganesan, P., & **Ravichandran, S.** (2012). Consumer expectations, attitude, and user occasion of wellness services and its effect on wellness center loyalty. *The IUP Journal of Marketing Management*, 11(2), 7-26.

Suresh, S., **Ravichandran, S.**, & Ganesan, P. (2011). Understanding wellness center loyalty through lifestyle analysis. *Health Marketing Quarterly*, 28(1), 16-37.

**Ravichandran, S.**, & Suresh, S. (2010). Using wellness services to position and promote Brand India. *International Journal of Hospitality and Tourism Administration*, 11(2), 200-217.

Suresh, S., & **Ravichandran, S.** (2010). Using Lifestyle Analysis to Develop Wellness Marketing Strategies for IT Professionals in India. *Health Marketing Quarterly*, 27(1), 1-20.

**Ravichandran, S.**, & Arendt, S.W. (2008). How to increase response rates when surveying hospitality managers for curriculum-related research: Lessons from past studies and interviews with lodging professionals. *Journal of Teaching in Travel and Tourism*, 8(1), 47-71.

Suresh, S., Ganesan, P., & **Ravichandran, S.** (2008). Behavioral segmentation of wellness clients. *Journal of Travel and Tourism Research*, 8(1), 131-150.

Sharma, A., Sneed, J., & **Ravichandran, S.** (2007). Spatial analysis of small hotel activity in Tanzania. *International Journal of Contemporary Hospitality Management*, 19(7), 589-599.

**Ravichandran, S.**, & Gilmore, S.A. (2007). Formation of organizational citizenship behaviors in students employed in university dining services: Impact of manager and co-worker behaviors. *Journal of Foodservice Business Research*, 10(2), 19-50.

Arendt, S.W., **Ravichandran, S.**, & Brown, E. (2007). Hospitality and tourism journal matrix. *Journal of Hospitality and Tourism Education*, 19(2), 44-50.

**Ravichandran, S.**, Gilmore, S.A., & Strohbehn, C. (2007). Organizational Citizenship Behavior research in the hospitality industry: Current status and future research. *Journal of Human Resources in Hospitality and Tourism*, 6(2), 59-78.

**Ravichandran, S.**, & Gilmore, S.A. (2006). To empower or not to empower: The case of students employed in one Midwestern university's dining services. *Journal of Foodservice Management and Education*, 2.

#### *Under Review*

**Ravichandran, S.**, Israeli, A.A., Sethna, F., Bolden, E.D., & Ghosh, A. Evaluating hospitality managers' human resource practices of labor-related immigration laws. *Journal of Human Resources in Hospitality and Tourism*

Hammond, R.K., Gnilka, P.G., & **Ravichandran, S.** Perfectionism and Burnout among the Millennial Hospitality Workforce. *Career Development Quarterly*.

#### **Refereed Conference Proceedings**

Salehi-Esfahani, S., **Ravichandran, S.**, & Israeli, A. (2015, July). Researching consumers' information adoption tendencies of restaurants' user-generated content utilizing a modified information adoption model. *In Proceedings of the 69<sup>th</sup> Annual I-CHRIE Conference, Orlando, FL.*

**Ravichandran, S.**, Israeli, A., Sethna, F., & Ghosh, A. (2015, May). Evaluating hospitality managers' human resource practices related to immigration laws. *In Proceedings of the 21st Asia Pacific Tourism Association Annual Conference, Kuala Lumpur, Malaysia.*

**Ravichandran, S.**, Cichy, K.E., Powers, M., & Kirby, K. (2014, June). Exploring the training needs of older workers in the foodservice industry. *In Proceedings of the 7<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality, & Leisure, Istanbul, Turkey.*

Clem, T., **Ravichandran, S.**, & Karpinski, A. (2012, May). Understanding country club members' loyalty: Factors affecting membership renewal decisions. *In Proceedings of the 2<sup>nd</sup> Annual Advances in Hospitality & Tourism Marketing and Management, Corfu Island, Greece.*

Slevitch, E., **Ravichandran, S.**, Njite, D., & Park, Y. (2008, October). Environmentally-friendly practices in the U.S. lodging industry: Hotels' profiling and segmentation. *In Proceedings of the ISTTE Annual Conference, Dublin, Ireland.*

**Ravichandran, S., & Suresh, S.** (2008, October). Wellness positioning: Rationale for promoting Brand India. *In Proceedings of the ISTTE Annual Conference, Dublin, Ireland.*

**Ravichandran, S. & Arendt, S.W.** (2007, July). Increasing response rates when surveying hospitality managers for curriculum-related research: Lessons from past studies De and interviews with lodging professionals. *In Proceedings of the 61<sup>st</sup> Annual I-CHRIE Conference, Dallas, TX* (pp. 357-364). Washington, DC: CHRIE.

Sharma, A., Sneed, J., & **Ravichandran, S.** (2007, July). Comparative Analysis of Small Hotel Geographic Clusters in Tanzania. *In Proceedings of the 61<sup>st</sup> Annual I-CHRIE Conference, Dallas, TX* (pp. 425-432). Washington, DC: CHRIE.

#### **Invited Blog posts in Foodservice @ Work for Restaurant Hospitality Magazine**

**Ravichandran, S.** (2015, May 29). Do you check your work email after hours? *Restaurant Hospitality*. Retrieved from <http://restaurant-hospitality.com/blog/do-you-check-your-work-email-after-hours>

**Ravichandran, S.** (2015, January 28). Dos and don'ts of employee disciplinary action. *Restaurant Hospitality*. Retrieved from <http://restaurant-hospitality.com/blog/dos-and-don-ts-employee-disciplinary-action>

**Ravichandran, S.** (2014, September 25). Three tips for complying with immigration laws. *Restaurant Hospitality*. Retrieved from <http://restaurant-hospitality.com/blog/three-tips-complying-immigration-laws>

**Ravichandran, S.** (2014, April 28). 5 steps for writing an effective job description. *Restaurant Hospitality*. Retrieved from <http://restaurant-hospitality.com/blog/5-steps-writing-effective-job-description>

**Ravichandran, S.** (2014, February 19). Why recruiting older workers makes sense. *Restaurant Hospitality*. Retrieved from <http://restaurant-hospitality.com/blog/why-recruiting-older-workers-makes-sense>

**Ravichandran, S.** (2013, November 26). Sexual harassment: Can it happen in my restaurant? *Restaurant Hospitality*. Retrieved from <http://restaurant-hospitality.com/blog/restaurants-often-vulnerable-sexual-harassment-charges>

#### **Invited Blog posts in Easy Ice**

**Ravichandran, S.** (2015, May 26). How to write an employee disciplinary policy. *EasyIce.com*. Retrieved from <http://www.easyice.com/how-to-write-an-employee-disciplinary-policy/>

**Ravichandran, S.** (2015, January 22). Employment termination: What's legal, what's wrongful. *EasyIce.com*. Retrieved from <http://www.easyice.com/employment-termination-legal-wrongful/>

**Ravichandran, S.** (2014, September 11). Foreign workers, immigration status in hospitality industry. *EasyIce.com*. Retrieved from <http://www.easyice.com/foreign-workers-immigration-status-hospitality-industry/>

**Ravichandran, S.** (2014, May 9). Top 5 Reasons to Update Job Descriptions for Your Restaurant. *EasyIce.com*. Retrieved from <http://www.easyice.com/5-reasons-update-job-descriptions-restaurant/>

**Ravichandran, S.** (2014, March 31). Top five reasons for high employee turnover in the hospitality industry. *EasyIce.com*. Retrieved from <http://www.easyice.com/restaurants-employee-turnover-5-tips/#>

### Invited Report

Suresh, S., & **Ravichandran, S.** (2008, May). Assessing wellness quotient amongst back office employees in India. A report prepared for Union of Information Technology Enhanced Services (UNITES) Professionals.

### Learning Materials

**Ravichandran, S.** (2013). Case study: Planning Indian Weddings. Prepared for *Professional Meeting Management: Comprehensive Strategies for Meetings, Conventions and Events* (5<sup>th</sup> ed.). Dubuque, IA: Kendall/Hunt Publishing Company.

## PRESENTATIONS & PUBLISHED ABSTRACTS

### Refereed International Professional Meetings

Israeli, A., & **Ravichandran, S.** (2015, December). Managing foreign workers in the US hospitality industry: An importance performance analysis. Stand-up presentation at the 3<sup>rd</sup> World Research Summit for Tourism and Hospitality, Orlando, FL. (accepted)

**Ravichandran, S.** (2015, July). Event history and housing contract clauses for a dual-citywide event: The 2014 Gay Games. Stand-up presentation at the 69<sup>th</sup> Annual I-CHRIE Conference, Orlando, FL.

Salehi-Esfahani, S., **Ravichandran, S.**, & Israeli, A. (2015, July). Researching consumers' information adoption tendencies of restaurants' user-generated content utilizing a modified information adoption model. Poster presentation at the 69<sup>th</sup> Annual I-CHRIE Conference, Orlando, FL.

**Ravichandran, S.**, Israeli, A., Sethna, F., & Ghosh, A. (2015, May). Evaluating hospitality managers' human resource practices related to immigration laws. Poster presentation at the 21<sup>st</sup> Asia Pacific Tourism Association Conference, Kuala Lumpur, Malaysia.

**Ravichandran, S.**, Cichy, K.E., Powers, M., & Kirby, K. (2014, June). Exploring the training needs of older workers in the foodservice industry. Stand-up presentation at the 7<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality, & Leisure, Istanbul, Turkey.

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**Ravichandran, S., & Wang, P.** (2013, July). Developing an evaluation model for theme park attractiveness: Application of Analytical Hierarchy Process. Poster presentation at the 67<sup>th</sup> Annual I-CHRIE Conference, St. Louis, MO.

Wang, P., & **Ravichandran, S.** (2013, July). A tale of two mice: Assessments of desire to visit Hong Kong and Shanghai Disney Parks. Poster presentation at the 67<sup>th</sup> Annual I-CHRIE Conference, St. Louis, MO.

James, A., & **Ravichandran, S.** (2013, July). Using lifestyle segmentation to develop hotel packages for staycation travelers. Poster presentation at the 67<sup>th</sup> Annual I-CHRIE Conference, St. Louis, MO.

Ozarslan, L., **Ravichandran, S.**, & Chuang, N. (2013, July). Understanding boutique hotel consumers through lifestyle segmentation. Poster presentation at the 67<sup>th</sup> Annual I-CHRIE Conference, St. Louis, MO.

**Ravichandran, S.**, & Sneed, J. (2012, July). *Older workers' perceptions of training in foodservice organizations*. Poster presentation at the 66<sup>th</sup> Annual I-CHRIE Conference, Providence, RI.

**Ravichandran, S.**, & Harris, R. (2012, July). *Casino member loyalty: Does participation in a loyalty scheme matter?* Poster presentation at the 66<sup>th</sup> Annual I-CHRIE Conference, Providence, RI.

Qian, R., & **Ravichandran, S.** (2012, July). *How can Hong Kong Disneyland visitor satisfaction affect future attendance after Shanghai Disneyland?* Poster presentation at the 66<sup>th</sup> Annual I-CHRIE Conference, Providence, RI.

Clem, T., **Ravichandran, S.**, & Karpinski, A. (2012, May). *Understanding country club members' loyalty: Factors affecting membership renewal decisions*. Stand-up presentation at the 2<sup>nd</sup> Annual Advances in Hospitality & Tourism Marketing and Management, Corfu Island, Greece.

Hammond, R., Gnilka, P., & **Ravichandran, S.** (2011, July). *Relationship between perfectionism traits and stress for the millennial hospitality industry workforce*. Poster presentation at the 65<sup>th</sup> Annual I-CHRIE Conference, Denver, CO.

Jaworksi, C., & **Ravichandran, S.** (2011, July). *The impact of training, employee benefits, and incentives on job satisfaction and commitment in part-time hotel employees*. Poster presentation at the 65<sup>th</sup> Annual I-CHRIE Conference, Denver, CO.

Cometa, L., & **Ravichandran, S.** (2011, July). *Consumer perceptions of green extended-stay hotels*. Poster presentation at the 65<sup>th</sup> Annual I-CHRIE Conference, Denver, CO.

Clem, T., & **Ravichandran, S.** (2010, July). *Influence of behavioral and demographic factors on country club member retention*. Poster presentation at the 64<sup>th</sup> Annual I-CHRIE Conference, San Juan, Puerto Rico.

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Ulicney, M., & **Ravichandran, S.** (2010, July). *Implementation of Database Marketing in the Country Club Industry*. Poster presentation at the 64<sup>th</sup> Annual I-CHRIE Conference, San Juan, Puerto Rico.

Slevitch, E., **Ravichandran, S.**, Njite, D., & Park, Y. (2008, October). *Environmentally-friendly practices in the U.S. lodging industry: Hotels' profiling and segmentation*. Stand-up presentation at the 2008 Annual International Society of Travel and Tourism Educator's Conference, Dublin, Ireland.

**Ravichandran, S.**, & Suresh, S. (2008, October). *Wellness positioning: Rationale for promoting Brand India*. Poster presentation at the 2008 Annual International Society of Travel and Tourism Educator's Conference, Dublin, Ireland.

Slevitch, E., & **Ravichandran, S.** (2008, July). *Segmenting and profiling environmentally conscious "green" lodging consumers*. Poster presentation at the 62<sup>nd</sup> Annual I-CHRIE Conference, Atlanta, GA.

**Ravichandran, S.** (2008, May). *Instructional Pedagogy*. Round Table facilitator at the 2008 International Symposium on Sport, Exercise, and Leisure: Scholarship of Curriculum and Instruction, Shijiazhuang, China.

**Ravichandran, S.** (2008, May). *Model for teaching a Hospitality Meeting Planning course*. Stand-up presentation at the 2008 International Symposium on Sport, Exercise, and Leisure: Scholarship of Curriculum and Instruction, Shijiazhuang, China.

**Ravichandran, S.** (2008, May). *Model curriculum for a Master of Science degree in Hospitality and Tourism*. Stand-up presentation at the 2008 International Symposium on Sport, Exercise, and Leisure: Scholarship of Curriculum and Instruction, Shijiazhuang, China.

**Ravichandran, S.** (2008, May). *Segmenting and profiling wellness clients based on behavior and lifestyle factors*. Stand-up presentation at the 2008 International Symposium on Sport, Exercise, and Leisure: Scholarship of Curriculum and Instruction, Shijiazhuang, China.

Sharma, A., Sneed, J., & **Ravichandran, S.** (2007, July). *Comparative Analysis of Small Hotel Geographic Clusters in Tanzania*. Stand-up session presented at the 61<sup>st</sup> Annual I-CHRIE Conference, Dallas, TX.

**Ravichandran, S.**, & Gilmore, S. (2006, July). *Are hospitality programs preparing graduates for the lodging industry? Understanding perspectives of hospitality program directors and hotel managers*. Poster session presented at the 60<sup>th</sup> Annual I-CHRIE Conference, Washington, DC.

**Ravichandran, S.**, & Suresh, S. (2006, July). *Segmenting and profiling wellness tourists*. Poster session presented at the 60<sup>th</sup> Annual I-CHRIE Conference, Washington, DC.



**Ravichandran, S., & Gilmore, S.** (2005, January). *Job search patterns of undergraduate hospitality students*. Poster session presented at the 10<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC.

**Ravichandran, S., & Gilmore, S.** (2005, January). *Student employee perceptions of employee relations at university conference centers*. Poster session presented at the 10<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC.

Gilmore, S., & **Ravichandran, S.** (2004, July). *Do lodging operations courses meet industry needs?* Poster session presented at the 58<sup>th</sup> Annual I-CHRIE Conference, Philadelphia, PA.

**Ravichandran, S., & Gilmore, S.** (2004, January). *Service Quality Gaps at Select University Conference Centers in the Mid-West*. Poster session presented at the 9<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.

#### **Invited Presentation**

**Ravichandran, S.** (2013, October). *Patient Protection and Affordable Care Act and its implications for restaurants*. Presentation for Cleveland Independents – as association of locally-owned, independent restaurants, Cleveland, OH

**Ravichandran, S.** (2013, October). *Patient Protection and Affordable Care Act and its implications for restaurants*. Presentation for Cleveland-area restaurateurs at Fahrenheit, A Rocco Whalen Restaurant, Cleveland, OH

**Ravichandran, S., Parsons, J., & Petrovic, A.** (2008, March). *Intern today, meeting planner tomorrow: Strategies for increasing student involvement in the meetings & events industry*. Presentation at the MPI Mid-America Conference, North Canton, OH.

#### **Refereed Regional Professional Meeting**

**Ravichandran, S., & Scheule, B.** (2007, April). *Model for teaching an event and meeting management course in cooperation with hospitality operations*. Stand-up session presented at the Great Lakes Hospitality and Tourism Educators Conference, Charleston, IL.

#### **Non-refereed Local Professional Meeting**

**Ravichandran, S.** (2015, April). *Strategies to Address English-language Writing Challenges Faced by International Students in the US*. Stand-up presentation at Faculty Appreciation Week, Kent, OH.

**Ravichandran, S.** (2009, October). *Experiential learning in the field of event planning*. Poster session presented at the University Teaching Council Annual Conference, Kent, OH.

**Ravichandran, S.** (2006, November). *Wakonse Teaching Conference*. Poster session presented at the University Teaching Council Annual Conference, Kent, OH.

**Non-refereed National Professional Meeting**

**Ravichandran, S., & Rajaram, R.** (2006, May). *Tips for new faculty*. Panel discussion presentation at the 17<sup>th</sup> Annual Wakonse Conference on College Teaching, Shelby, MI.

**TEACHING, CURRICULUM DEVELOPMENT, & SUPERVISION****Kent State University, 2005-15***HM 43027 Hospitality Human Resources Management*

Lecture (writing-intensive course), 3 credit hours, Face-to-face and Polycom®  
 Fall 2005, Spring 2006, Fall 2006, Spring 2007, Fall 2007, Spring 2008, Fall 2008,  
 Spring 2009, Fall 2009, Spring 2010, Spring 2011, Fall 2011, Fall 2012, Fall 2013,  
 Fall 2014, Fall 2015

*HM 5/43025 Hospitality Marketing (online and face-to-face)*

Lecture, 3 credit hours  
 Fall 2005, Fall 2006, Fall 2007, Fall 2008, Spring 2009, Fall 2009, Spring 2010,  
 Fall 2010, Spring 2011, Fall 2011, Spring 2012, Fall 2012

*HM 5/43043 and 5/43192 Hospitality Meetings Management & Hospitality Meetings Management Practicum*

Lecture, 2 credit hours and Lab, 2 credit hours  
 Spring 2007, Spring 2009, Spring 2011, Spring 2012, Spring 2014, Spring 2015

*HM 33028 Hospitality Purchasing*

Lecture, 3 credit hours  
 Spring 2006

*HM 33020 Hospitality Legal Issues*

Lecture, 3 credit hours  
 Fall 2007, Fall 2010, Spring 2012, Summer 2012, Summer 2013, Spring 2014,  
 Summer 2014

*HM 5/43040 Strategic Lodging Management*

Lecture 2 credit hours and Lab, 1 credit hour (utilized Hotel Management simulation titled *Hotel Operations Tactics and Strategy (HOTS)*)  
 Spring 2008, Spring 2010, Fall 2012

*HM 43092 Hospitality Management Practicum*

Practicum, 3-6 hours  
 Summer 2009, Summer 2010, Summer 2011, Summer 2012, Summer 2013, Summer 2014, Summer 2015

**New courses developed at Kent State University***Hospitality Human Resources Management – Graduate Component of slash course*

Lecture, 3 credit hours

*Hospitality Marketing – Graduate Component of slash course*

Lecture, 3 credit hours

*Hospitality Meetings Management – Undergraduate and Graduate Components* of slash course

Lecture, 2 credit hours and Lab, 2 credit hours

*Hospitality Financial Policy - Undergraduate and Graduate Components* of slash course

Lecture, 3 credit hours

*Strategic Lodging Management – Undergraduate and Graduate Components* of slash course

Lecture 2 credit hours and Lab, 1 credit hour (utilized Hotel Management simulation titled *Hotel Operations Tactics and Strategy (HOTS)*)

### **Courses taught – Iowa State University, Fall 2004 – Spring 2005**

*HRI 438 Hospitality Human Resources Management*, Taught selected lectures

Lecture, 3 credit hours

*HRI 433 Hospitality Managerial Accounting*, Taught selected lectures

Lecture, 3 credit hours

*HRI 333 Foodservice Operations Control*, Taught selected lectures

Lecture, 3 credit hours

*HRI 352 Lodging Operations I*, Taught stand-alone lab and selected lectures

Lecture & Lab, 3 credit hours

*HRI 287 Principles of Hospitality Management*, Taught selected lectures

Lecture, 3 credit hours

### **Curriculum development**

- Created templates for three courses as consultant for the Curriculum Development Group of John Wiley & Sons
- Wrote a major curriculum revision for the B.S. in Hospitality Management degree program in 2014
- Wrote a major curriculum revision for the M.S. in Hospitality and Tourism Management degree program in 2013
- Member of team that hosted the ACPHA accreditation site team while the Hospitality Management program sought reaccreditation in 2010
- Member of committee which developed a M.S. degree in Tourism and Hospitality Management within the College of Education, Health and Human Services
- Co-wrote three major curriculum revisions for the HM program during 2005-06, 2007-08, and 2011-12

### **University agreements**

#### *International*

- Baccalaureate to Master of Science in Hospitality and Tourism Management with Jincheng College of Sichuan University in Chengdu, China
- Baccalaureate to Master of Science in Hospitality and Tourism Management with Macau University of Science and Technology in Taipa, Macau

*National*

- Prepared 4-year course offerings schedule to enable students to earn a B.S. in Hospitality Management from Kent State University – Ashtabula

**Student Projects Advisement**

- Graduate Faculty Representative, Doctoral Dissertation titled *Writing is worth the challenges: A qualitative study of teachers' beliefs, experiences, and common core tensions with writing instruction across the curriculum in an urban high school* for Mary Nolan (summer 2015)
- Advisor, Master's Thesis titled *Researching consumers' information adoption tendencies of restaurants' user-generated content utilizing a modified information adoption model* for Saba Salehi-Esfahani (summer 2015)
- Advisor, Master's Thesis titled *Using lifestyle segmentation to develop lodging packages for staycation travelers: An exploratory study with college students* for Alexandra James (fall 2014)
- Committee member, Master's Thesis titled *Branding boutique hotels: Management and employees' perspectives* for Lara Ozarslan (spring 2014)
- Advisor, Master's Thesis titled *Implementation of Database Marketing in the Private Club Industry* for Mandy Ulicney (Summer 2011)
- Advisor, Master's Thesis titled *Consumer Perceptions of Green Extended Stay Hotels* for Lisa Cometa (Spring 2012)
- Advisor, Master's Thesis titled *Understanding Country Club Member Loyalty: Factors Affecting Membership Renewal Decisions* for Theresa Clem (Summer 2011)
- Advisor, Master's Thesis titled *The Effect of Training Satisfaction, Employee Benefits and Incentives on Job Satisfaction and Job Commitment in Part-time Hotel Employees* for Caitlin Jaworski (Fall 2012)
- Committee member, Master's Project for Eric Pecherkiewicz (Fall 2009)
- Advisor, Individual Honor's Work for Abigail Kruszynski (Fall 2008)

**GRANTS**

- 2015 University Research Council, Kent State University – “Strategies to address English-language writing challenges faced by international students in the US.” (\$2,500 – not funded)
- 2013 University Research Council, Kent State University – “Older workers’ perceptions of training in foodservice organizations.” (\$2500 – funded)
- 2013 School of Foundations, Leadership & Administration, Kent State University - “Older workers’ perceptions of training in foodservice organizations.” Competitive funding to support a summer research assistant (\$4200 - funded)
- 2013 University Research Council, Kent State University – Professional Conference Support for Dissemination of Research and Scholarship (\$500)
- 2012 CI, College of Education, Health and Human Services (EHHS), Kent State University - EHHS Internal Seed Grant for “Multidimensional Perfectionism and Burnout

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Among the Millennial Hospitality Industry Workforce: Differences Among Perfectionists and Tests of Perceived Stress as a Mediator” (\$5000 - funded)

- 2011 CI, College of Education, Health and Human Services (EHHS), Kent State University - EHHS Internal Seed Grant for “Multidimensional perfectionism and burnout among the millennial hospitality industry workforce: Differences among perfectionists and tests of a stress mediation model (\$5000 – not funded)
- 2011 University Research Council, Kent State University – Professional Conference Support for Dissemination of Research and Scholarship (\$500)
- 2010 University Research Council, Kent State University – Professional Conference Support for Dissemination of Research and Scholarship (\$500)
- 2009 University Teaching Council, Kent State University – Travel and Learning Support Grant (\$500)  
Pay it Forward Grant, Corporation for National and Community Service (\$5000 – not funded)
- 2008 Farris Family Fellowship, Kent State University (\$24,000 – not funded)  
University Teaching Council, Kent State University – Travel and Learning Support Grant (\$500)
- University Research Council, Kent State University – Professional Conference Support for Dissemination of Research and Scholarship (\$500)
- 2007 University Research Council, Kent State University – Professional Conference Support for Dissemination of Research and Scholarship (\$500)  
University Teaching Council, Kent State University – Travel and Learning Support Grant (\$400)
- 2006 Division of Research and Graduate Studies, Kent State University – On-going Research Grant for “Are hospitality programs preparing graduates for the lodging industry? Understanding perspectives of hospitality program directors and hotel managers.” (\$2500)
- Division of Research and Graduate Studies, Kent State University – Summer Research Award for “Are hospitality programs preparing graduates for the lodging industry? Understanding perspectives of hospitality program directors and hotel managers.” (\$6500 – not funded)
- University Research Council, Kent State University – Professional Conference Support for Dissemination of Research and Scholarship (\$500)
- University Teaching Council, Kent State University – Travel and Learning Support Grant (\$500)
- 2005 College of Family and Consumer Studies Research Grant Recipient for Dissertation Research - \$400 (Iowa State University)

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Wakonse Teaching Fellow - \$700 (Iowa State University)

2004 International Association of Conference Centers - \$3000

## **SERVICE AND CITIZENSHIP**

### **University Committees**

#### ***Kent State University***

2013 – Present Member, Student Awards Committee

Member, FPDC Re-design Steering Committee Advisory Board

### **College Committees**

#### ***Kent State University* – College of Education, Health, and Human Services**

2013-Present Advisory Board Member, Office of Diversity Outreach and Development

2012 Member, Search Committee for Two Academic Advisors

Member, Graduate Assistant Guidelines Committee

2011 – 2012 Member, College Advisory Committee

2010 – 2011 Member, Center for International and Intercultural Education Committee

2008 – 2010 Member, EHHS Marketing Committee

Member, Faculty Recruitment Committee

2008 - 2009 School of Family and Consumer Studies (FCS) representative,  
Undergraduate Council

2007 - 2008 School of FCS representative, Technology Advisory Committee

### **School/Department Committees**

#### ***Kent State University* – Foundations, Leadership, and Administration**

2014 Member, School Director Search Committee

2011 – 2012 Member, Faculty Advisory Committee

2009 – 2010 Hospitality Management (HM) representative, Curriculum Committee

#### ***Kent State University* – Family and Consumer Studies**

2008 – 09 Chair, FCS Curriculum Committee

2007 - 08 HM program representative, FCS Handbook Review Committee

2005 – 10 Hospitality Management program representative, Curriculum Committee

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Member, Faculty Advisory Committee and Graduate Studies Committee

2005 – 07 Member, FCS Scholarship Selection Committee

***Iowa State University***

2003 - 05 Member, Graduate Council

Member, College of Family and Consumer Sciences Curriculum Committee

Member, Graduate Student Association of Hospitality Management

2000 - 02 Member, MBA Association

**Program-area Committees**

***Kent State University* - Hospitality Management Program**

2013 – Present Program Coordinator, Hospitality Management Bachelor's degree program and Hospitality and Tourism Management Master's degree program

2013 Member, Hospitality Management Tenure-Track Faculty Search Committee

2013 – 2015 Member, Curriculum and Academic sub-committee of the Hospitality Management Advisory Board

2010-2012 Member, Hospitality Management Tenure-Track and Non-Tenure-Track Faculty Search Committee

2009 – 2010 Chair, Hospitality Management Tenure-Track Faculty Search Committee

2007 – Present Faculty advisor, KSU Chapter of Professional Convention Management Association (PCMA)

2006 – 2012 Member, Marketing sub-committee of the Hospitality Management Advisory Board

2005 - Present Member, Hospitality Management Advisory Board

**Ad Hoc Committee**

2005 - 06 Faculty and Staff Development – Ad-hoc Committee

**Involvement in Professional Organizations**

**International Organizations**

2015 Moderator, 21<sup>st</sup> Asia Pacific Tourism Association Conference, Kuala Lumpur, Malaysia

2014 Room audit volunteer, Gay Games 9, Cleveland, Ohio

2014 - Present Member, International Special Events Society (ISES) Membership Committee

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- Member, PCMA Faculty Task Force
- 2014 Die Hard, PCMA Convening Leaders Conference
- Moderator, 7<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality, & Leisure, Istanbul, Turkey
- 2013 - Present Member, PCMA Student Advisory Group
- Site Visit Team Member, Accreditation Commission for Programs in Hospitality Administration (ACPHA)
- Member, Marketing Committee, International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE)
- 2010-2011 Member, Board of the Refereed Papers Committee, I-CHRIE
- Track Chair, Tourism, Leisure, and Recreation Track for the I-CHRIE conference
- 2009 – 2010 Member, PCMA Faculty Task Force
- 2008 – 2010 Member, International Society for Travel and Tourism Educators (ISTTE)
- 2006 - Present Member, PCMA
- 2009 – Present Member, I-CHRIE
- 2006 - 07 Member, I-CHRIE
- National Organizations**
- 2004 – Present Member, Phi Upsilon Omicron-Family and Consumer Sciences National Honors Society
- 2002 – Present Member, Beta Gamma Sigma – Business National Honors Society
- State Organizations**
- 2005 – Present Member, Ohio Hotel and Lodging Association (OH&LA)
- University Organizations**
- 2006 - 07 Member, Kent Academic Support and Advising Association (KASADA)
- Editorial Board and Review Activity**
- Editorial Board member, *Journal of Human Resources in Hospitality and Tourism* (2014 – Present)
- Reviewer, *Professional Meetings Management*, 6<sup>th</sup> edition
- Reviewer for two book chapters (2014)



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- Reviewer, Interdisciplinary Tourism Research Conference  
Reviewed 10, 2000-word abstracts for determining best paper award (2014)
- Reviewer, Council on Hotel, Restaurant, and Institutional Education (CHRIE) Conference  
Reviewed proposals for research presentations and poster sessions for the summer national conference in the *Marketing Management and/or Education* tracks (2015, 2014, 2013, 2012, 2010, 2009, 2008, 2007, 2006, 2005)
- Reviewer, Council on Hotel, Restaurant, and Institutional Education (CHRIE) Conference  
Reviewed proposals for research presentations and poster sessions for the summer national conference in the *Human Resources Management* track (2013)
- Reviewer, APacCHRIE (Asia Pacific CHRIE) Conference  
Reviewed proposals for research presentations and poster sessions for the conference (2009)
- Ad Hoc Reviewer, *International Journal of Contemporary Hospitality Management*  
Reviewed research manuscripts (2015)
- Ad Hoc Reviewer, *International Journal of Hospitality Management*  
Reviewed research manuscripts (2014, 2013, 2011, 2010, 2009)
- Ad Hoc Reviewer, *International Journal of Hospitality and Tourism Administration*  
Reviewed research manuscripts (2015, 2011)
- Ad Hoc Reviewer, *Journal of Quality Assurance in Hospitality and Tourism*  
Reviewed research manuscripts (2013, 2010, 2009)
- Ad Hoc Reviewer, *Tourism Management*  
Reviewed research manuscripts (2014, 2013, 2012, 2011)
- Ad Hoc Reviewer, *Tourism Management Perspectives*
- Reviewer, Graduate Student Research Conference in Hospitality and Tourism  
Reviewed proposals for research presentations for the spring national conference (2010, 2009)
- Ad Hoc Reviewer, *Journal of Foodservice Business Research*  
Reviewed research manuscripts for a special issue in Human Resources Management (2005)

## Media

Research study titled “Exploring the training needs of older workers in the foodservice industry” featured in *Restaurant Hospitality*, July 28, 2015

Interviewed by *Restaurant Hospitality* for article titled “Owners start to navigate Affordable Care Act”, October 29, 2013

*Daily Kent Stater* article, December 4, 2008  
“Programs replacing school textbooks with computers”

### **Professional and Program Development Activities**

#### PCMA

Planned April 2015 POWER Chapter Education Event titled “Sharing your industry knowledge: Molding future leaders”

#### PCMA

PCMA POWER Chapter presents Social Media and Marketing, 2014

#### ISES Cleveland

ISES Cleveland celebrates with David Tutera, 2013

Festival Planning, 2013

South Asian Wedding Trends, 2010

#### IACC, 2010

Reviewed scholarship applications for IACC Conference Center Industry Award and Future Leaders Award

#### Hospitality Management program

Wrote HM tenure-track faculty advertisement, 2013

Co-wrote HM tenure-track faculty position request, 2009

#### PCMA (2008 – 2011; 2014 - 2015)

Attended various PCMA Annual Conference professional development sessions. Networked with meeting and events industry leaders. Served as faculty advisor for KSU Chapter of PCMA. Assisted with development of standardized meetings management curriculum. Updated course content for *HM 5/43043 Hospitality Meetings Management*

#### Event Planners Expo, 2007

Attended the Event Planners Expo held in Cleveland during April 2007 with students registered in the *Hospitality Meetings Management* class. Developed industry contacts and assisted in placing students in internship positions

#### Undergraduate Academic Advising Workshop Series, 2006-07

Received certificate of completion

#### Council on Hotel, Restaurant, and Institutional Education (CHRIE)

Received certificate of completion for I-CHRIE’s Research Consortium (2010, 2006)

#### Indian Student Organization, 2006

Created and costed-out menu for 400 attendees of “Diwali Night”

#### OHLA, 2006

Attended professional development sessions at the OHLA conference in November 2006 and developed lodging industry contacts

Hospitality Management program & PCMA, 2006 – Present

Learned Macromedia Contribute™ and CommonSpot™ to create and maintain content for HM website; benchmarked with leading Hospitality Management program websites to offer input into creation of new program website; developed content for HM marketing materials.

Hospitality Management Curriculum Sub-Committee, 2012 – 2015

Completed comprehensive benchmarking of curriculum at leading hospitality management programs. Researched academic literature related to preparation of hospitality management graduates and spoke to industry leaders about expectations of hospitality management graduates.

Hospitality Management Marketing Sub-Committee Lead, 2006 - 2012

Created Marketing survey and administered to HM majors to gather data on student demographics, and decision-making process for selecting major; coordinated meeting and conference calls

## AWARDS AND COMMENDATIONS

### Kent State University

- 2015 2015 Meetings Trendsetter, Conferred by *Meetings Focus*
- 2015 Recipient, 2<sup>nd</sup> prize, ICHRIE Johnson and Wales Case Study Competition
- 2015 Honoree, Named one of “Ohio’s Finest Educators” by members of the Senate of the 131<sup>st</sup> General Assembly of Ohio
- 2015 Fellow, Faculty Professional Development Center, Kent State University
- 2015 Recipient, PCMA *Convening Leaders* Faculty Scholarship Award
- 2014 Recipient, PCMA Distinguished Educator of the Year Award
- 2014-15 Recipient, ISES Cleveland Academic Professional Scholarship
- 2014 Recipient, HERS (Higher Education Resource Services) Denver Fellowship
- 2014 Recipient, PCMA *Convening Leaders* Faculty Scholarship Award
- 2014 Finalist, PCMA Educator of the Year Award
- 2013 Recipient, ICHRIE Outstanding Scientific Paper Reviewer (selected out of 122 reviewers)
- 2012 Recipient, Graduates Appreciation Letter of Achievement for making a difference in the life of a KSU graduate from 2011 graduates
- 2011 Recipient, Greek Life Outstanding Faculty Award, Kent State University

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- 2011 Recipient, PCMA Faculty Scholarship Award
  - 2011 Recipient, Graduates Appreciation Letter of Achievement for making a difference in the life of a KSU graduate from 2010 graduates
  - 2010 Recipient, Graduates Appreciation Letter of Achievement for making a difference in the life of a KSU graduate from 2009 graduates
  - 2010 Recipient, Graduates Appreciation Letter of Achievement for making a difference in the life of a KSU graduate from 2008 graduates
  - 2010 Recipient, PCMA Faculty Scholarship Award
  - 2009 Recipient, Graduates Appreciation Letter of Achievement for making a difference in the life of a KSU graduate from 2007 graduates
  - 2009 Recipient, PCMA Faculty Scholarship Award
  - Faculty advisor, KSU Chapter of PCMA – Recipient of 2008-09 “Student Chapter of the Year” Award
  - 2007 “You make the difference” award given by Student Accessibility Services
  - 2006-07 *Moulton Scholar*, Utilizing WebCT in Conjunction with Polycom® to Enhance Effectiveness of Distance Education

### **Iowa State University**

- 2005 Nominee - The Chancellor’s List® 2005  
Elizabeth Beveridge Memorial Endowment Fund Fellowship
- 2004 Preparing Future Faculty Scholar  
Colonel Harold Pride Scholarship  
IACC Future Leaders Award
- 2003 Damaris Pease College of Family and Consumer Sciences Fellowship
- 2000-05 Graduate Assistantship and Graduate College Scholarship

### **University of Madras**

- 1999 University rank for outstanding performance in academics
- 1998-99 Government of Student Body Cultural Secretary