

HYUN JEONG “JENNY” KIM, PH.D.

Professor
School of Hospitality Business Management
Carson College of Business
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EDUCATION

12/2000	Kansas State University, Manhattan, KS Doctor of Philosophy Major: Hotel, Restaurant, and Institution Management
8/1995	Florida International University, Miami, FL Master of Science Major: Hotel and Foodservice Management
12/1990	Yonsei University, Seoul, Korea Bachelor of Arts Major: English Language and Literature

ACADEMIC AND ADMINISTRATIVE EXPERIENCE

2014- Present	Professor Washington State University, Pullman, Washington
2014- Present	Graduate Program Coordinator School of Hospitality Business Management, Washington State University, Pullman, Washington
2008- 2014	Associate Professor Washington State University, Pullman, Washington
2007- 2014	Study Abroad Programs Washington State University, Pullman, Washington <u>Director of Switzerland Study Abroad</u> (2013-2014) <u>Co-director of Thailand Study Abroad</u> (2009-2010) <u>Director of Korea Study Abroad</u> (2007-2009) Developed the program including travel logistics Worked closely with local partner schools Recruited student participants and supervised them until the end of the program

- 1/2011-5/2011 **Visiting Scholar**
Kyung Hee University, Seoul, Korea
- 2002- 2008 **Assistant Professor**
Washington State University, Pullman, Washington
- 2001- 2002 **Assistant Professor**
Dong-Eui University, Pusan, South Korea

AREAS OF TEACHING

Graduate Courses: Washington State University
HBM 591: Service Management Seminar (PhD)
HBM 581: Service Management (Online MBA)

Undergraduate Courses: Washington State University
HBM 495: Case Studies and Research
HBM 494: Service Operations Management
HBM 280: Lodging Systems and Procedures
HBM 235: Travel, Society, and Business

Undergraduate Courses: Dong-Eui University
HR 100: Introduction to Hospitality Industry
HR 201: Lodging Management

RESEARCH INTERESTS

The impact of individual differences and job characteristics on hospitality work outcomes with the emphasis given to burnout/coping, emotional labor, and service behavior; research on service marketing using variables of quality, value, customer satisfaction, and branding; environmental/green management in the hospitality and tourism industry

Tourism impacts on local economy; TV/movie-induced tourism

PUBLICATIONS IN REFEREED JOURNALS

Min, H. and **Kim, H.J.** (forthcoming), “Not All Job Stressors Are Harmful: The Role of Employees’ Psychological Capital”, *ICHRIE Research Report*. ***Received the ICHRIE Research Report Award.**

Park, J. and **Kim, H.J.** (forthcoming) “Customer Mistreatment and Service Performance: A Self-Consistency Perspective”, *International Journal of Hospitality Management*.

Ma, Z., **Kim, H.J.**, and Shin, K. (2019), “Customer-Related Social Stressors to Emotional Exhaustion: an Application of the Demands-Control Model”, *Journal of Hospitality and Tourism Research*. 43 (7), 1068-1091.

Murray, J. and **Kim, H.J.** (2019) “Chipotle Mexican Grill's Food Crisis Conundrum”, *Journal of Hospitality and Tourism Cases*, 8(3)

Min, H. and **Kim, H.J.** (2019) “When Service Failure is Interpreted as Discrimination: Emotion, Power, and Voice”. *International Journal of Hospitality Management*, 82, 59-67.

Min, H., Joireman, J. and **Kim, H. J.** (2019) “Understanding Why Anger Predicts Intention to Complain Among High but Not Low Power Customers: A Test of Competing Models”. *Journal of Business Research*, 95, 93-102.

Min, H., Swanger, N., and **Kim, H. J.** (2019) “Honoring Alumni Contributions through a Hall of Fame”, *Journal of Hospitality and Tourism Education*, 31(1), 55-60.

Park, J. and **Kim, H.J.** (2019) “How and When does Abusive Supervision Affect Hospitality Employees’ Service Sabotage?” *International Journal of Hospitality Management*. 83, 190-197

Xu, S., **Kim, H.J.**, Liang, M. and Ryu, K. (2018) “Interrelationships between Tourist Involvement, Tourist Experience, and Environmentally Responsible Behavior: A Case Study of Nansha Wetland Park, China”, *Journal of Travel and Tourism Marketing*, 35(7), 856-868

Hu, Y. and **Kim, H.J.** (2018) “Positive and Negative eWOM Motivations and Hotel Customers’ eWOM Creation: Does Personality Matter? *International Journal of Hospitality Management*, 75, 27-37.

Kim, H. J. and Jeong, M. (2018) “Research on Hospitality and Tourism Education: Now and Future”. *Tourism Management Perspectives*, 25, 119-122.

Wen, J., Hu, Y., and **Kim, H.J.** (2018) “Impacts of Individual Cultural Values on Hotel Guests’ Positive Emotions and Positive eWOM Intention: Extending the Cognitive Appraisal Framework”, *International Journal of Contemporary Hospitality Management*, 30(3), 1769-1787.

Hu, Y. Ma, Z. and **Kim, H.J.** (2018) “Examining Effects of Internal Branding on Hospitality Student Interns’ Brand-supportive Behaviors: The Role of Value Congruence” *Journal of Hospitality and Tourism Education*, 30(3), 144-153.

Kim, H. J., Huh, W., and Jun, J. (2017) “Is All Support Equal? The Moderating Effects of Supervisor, Coworker, and Organizational Support on the Link between Emotional Labor and Job Performance”, *BRQ Business Research Quarterly*, 20, 124-136.

Min, H. Park, J.D., and **Kim, H.J.** (2016) “Common Method Bias in Hospitality Management Research: A Critical Review of the Literature and an Empirical Study”, *International Journal of Hospitality Management*, 56, 126-135

Min, H., **Kim, H.J.**, and Lee, S. B. (2015) "Extending the Challenge-Hindrane Stressor Framework: The Role of Psychological Capital", *International Journal of Hospitality Management*, 50, 105-114.

Kim, H. J., Park, J., and Wen, J. (2015) "General Managers' Environmental Commitment and Environmental Involvement of Lodging Companies: The Mediating Role of Environmental Management Capabilities", *International Journal of Contemporary Hospitality Management*. 27(7), 1499-1519.

Stumpf, T.S., Park, J. and **Kim, H. J.** (2014) "Appreciative and Consumptive Lodging Attributes: Conceptualization and Measurement", *International Journal of Hospitality Management*. 40, 71-80.

Park, J. and **Kim, H. J.** (2014) "Environmental Proactivity of Hotel Operations: Antecedents and the Moderating Effect of Ownership Types", *International Journal of Hospitality Management*, 37, 1-10.

Park, J., **Kim, H. J.**, and McCleary, K. (2014) "The Impact of Top Management's Environmental Attitudes on Hotel Companies' Environmental Management", *Journal of Hospitality and Tourism Research*, 38 (1), 95-115.

Kim, H. J., Park, J., Kim, M.J. and Ryu, K. (2013) "Does Perceived Restaurant Food Healthiness Matter? Its Influence on Value, Satisfaction and Revisit Intentions in Restaurant Operations in South Korea", *International Journal of Hospitality Management*, 33(2), 397-405.

Wolfe, K. and **Kim, H. J.** (2013) "Emotional Intelligence, Job Satisfaction and Job Tenure among Hotel Managers", *Journal of Human Resources in Hospitality and Tourism*, 12(2), 175-191.

Kim, H. J. (2012) "Service Orientation, Service Quality, Customer Satisfaction, and Customer Loyalty: Testing a Structural Model", *Journal of Hospitality Marketing and Management*, 20(6), 619-637.

Kim, H. J. and Agrusa, J. (2011) "Hospitality Service Employees' Coping Styles: The Role of Emotional Intelligence, Two Basic Personality Traits, and Socio-Demographic Factors", *International Journal of Hospitality Management*, 30(3), 588-598.

Su, H., Huang, Y., Brodowsky, G., and **Kim, H. J.** (2011) "The Impact of Product Placement on TV-Induced Tourism: Korean TV dramas and Taiwanese Viewers", *Tourism Management*, 32(4), 805-814.

Chen, M. and **Kim, H. J.** (2010) "Tourism Expansion and Corporate Earnings in the Tourism Industry", *The Service Industries Journal*, 30(6), 947-964.

Kim, H. J., Shin, K., and Swanger, N. (2009) “Burnout and Engagement: a Comparative Analysis using the Big Five Personality Dimensions”, *International Journal of Hospitality Management*, 28(1), 96-104.

Kim, H. J., Tavitiyaman, P., and Kim, W.G. (2009) “The Effect of Hotel Management Commitment to Service on Employee Service Behaviors: The Mediating Role of Job Satisfaction”, *Journal of Hospitality and Tourism Research*. 33(3), 369-390.

Kim, H. J., Chen, M., and Su, H. (2009) “The Effect of the Popularity of Korean TV dramas on Taiwanese Tourism Demand for Korea”, *Tourism Economics*, 15(4), 867-873

Kim, W.G., Jin-Sun, B., and **Kim, H. J.** (2008) “Multidimensional Customer-based Brand Equity and its Consequences in Midpriced Hotels”, *Journal of Hospitality and Tourism Research*, 32(2), 235-254.

Kim, H. J. (2008) “Hotel Service Providers’ Emotional Labor: the Antecedents and Effects on Burnout”, *International Journal of Hospitality Management*, 27(2), 151-161.

Kim, H. J., Shin, K., and Umbreit, T. (2007) “Hotel Job Burnout: The Role of Personality Characteristics”, *International Journal of Hospitality Management*, 26(2), 423-434.

Kim, W. G. and **Kim, H. J.** (2007) “Determinants of Mid-Scale Hotel Brand Equity”, *FIU review*, 25(1), 61-69.

Lee, S., Kim, W. G., and **Kim, H. J.** (2006) “The Impact of Co-Branding on Post-Purchase Behaviors in Family Restaurants”, *International Journal of Hospitality Management*, 25(2), 245-261.

Kim, H. J., Chen, M., and Jang, S. (2006) “Tourism Expansion and Economic Development”, *Tourism Management*, 27(5), 925-933.

Kim, H. J., Gursoy, D., and Lee, S. (2006) “The Impact of the 2002 World Cup on South Korea: Comparisons of Pre- and Post-Games”, *Tourism Management*, 27(1), 86-96.

Chen, M., Kim, W.G., and **Kim, H. J.** (2005) “The Impact of Macroeconomic and Non-macroeconomic Forces on Hotel Stock Returns”, *International Journal of Hospitality Management*, 24(2), 243-258.

Gursoy, D., Chen, M., and **Kim, H. J.** (2005) “ The U.S. Airlines Relative Positioning Based on Attributes of Service Quality”, *Tourism Management*, 26(1), 57-67.

Kim, H. J., McCahon, C, and Miller, J. (2003) “Service Orientation for Contact Employees in Korean Casual-Dining Restaurants”, *International Journal of Hospitality Management*, 22(1), 67-83.

Kim, H. J., McCahon, C, and Miller, J. (2003) “Assessing Service Quality in Korean Casual-Dining Restaurants using DINESERV”, *Journal of Foodservice Business Research*, 6(1), 67-86.

Suarez, V., March, L., **Kim, H. J.**, and Shanklin, C (2001) “Factors Contributing to the Success of Hospitality Graduate Students”, *Journal of Hospitality and Tourism Education*, 13(3/4), 105-112.

OTHER PUBLICATIONS

Kim, H. J. (Ed.) (2013) *Proceedings of the 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 3-5 2013, Seattle, WA.
<http://conferencesdev.wsu.edu/conferences/hospitality/pdf/ConferenceProceedings.pdf>

Kim, H. J. (2012) “Editorial: Introducing the New Executive Editor for JHTE”, *Journal of Hospitality and Tourism Education*, 24(4), 4.

Nagao, E. and **Kim, H. J.** (2010) “National Society of Minorities in Hospitality 21st National Conference & Career Fair: Switching Gears, Shifting into Overdrive February 18-21, 2010”, *Journal of Hospitality Marketing and Management*, 19(5), 528-530.
(Conference Review)

Kim, H. J. (2003) “First Asia Pacific CHRIE, Seoul, Korea, May 21-23, 2003”, *Journal of Teaching and Travel Research*, 3(4), 89-92. (Conference Review)

PAPERS IN PROCEEDINGS

Park, J. and **Kim, H.J.** (2019). Uniform Impacts on Service Employees’ Organizational Behavior. *31st Association for Psychological Science (APS) Annual Convention*, Washington D.C. (Refereed Proceedings)

Hu, Y. and **Kim, H.J.** (2019). Effects of Customers’ Relationship Propositions after a Service Failure *The 2018 Joint Asia-Pacific/Euro CHRIE Conference*, Hong Kong, China (Refereed Proceedings)

Min, H., **Kim, H.J.**, and Lee, M.J. (2019). The Moderating Role of Power on the Relationship between Anger and Complaining *The 2018 Joint Asia-Pacific/Euro CHRIE Conference*, Hong Kong, China (Refereed Proceedings)

Park, J. and **Kim, H.J.** (2019). Uniform and Employee Behavior in the Service Industry *The 24th Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX (Refereed Proceedings)

Park, J. and **Kim, H.J.** (2019). Does Organizational Citizenship Behavior Always Induce Positive Consequences? A Multilevel Model of Organizational citizenship Behavior and Citizenship Fatigue: Moderation Effect of Servant Leadership and Psychological Capital. *The 24th Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX (Refereed Proceedings)

Min, H. and **Kim, H.J.** (2018) The Impact of Cultural Intelligence on Task and Attitudinal Outcomes for Customer Contact Employees *The 2018 Int'l CHRIE Conference*, Palm Springs, California.

Xu, S. and **Kim, H.J.** (2018). Interrelationships among Residents' Participation, Support for Tourism Development, Perceived Recreation Impact, and Environmentally Responsible Behavior in Wetland Ecotourism, *The 2018 Asia Pacific Tourism Association Annual Conference*, Mactan (Cebu), Philippines. (Refereed Proceedings)

Park, J and **Kim, H.J.** (2018). Service Sabotage: The Impact of Abusive Supervision and the Mediating Role of Psychological Contract Breach *The 2018 KAHTEA Annual Conference*, Las Vegas, NV (Refereed Proceedings).

Park, J and **Kim, H.J.** (2018). The Detrimental Effect of Abusive Supervision on Voice Climate and Soothing Impact of PsyCap on Service Employee Behavior. *The 23rd Annual Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX (Refereed Proceedings)

Hu, Y., Ma, Z., and **Kim, H.J.** (2018). Internal Branding: Cultivating Value Congruence through Hospitality Internship, *The 23rd annual Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX (Refereed Proceedings)

Park, J., Chen, M., and **Kim, H.J.** (2018). Effects of Cultural Attributes and Economic Conditions on Traveler Accommodation expenditure. *The 23rd Annual Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX (Refereed Proceedings)

Hu, Y. and **Kim, H.J.** (2017). Do Cultural Values Matter in Hotel Customers' Positive Emotions and Electronic Word-of-Mouth (eWOM) Behavior? *The 2017 EuroCHRIE Conference*. Niobe, Kenya ***Nominated for the Institute Paul Bocuse Research (Best Paper) Award**

Park, J and **Kim, H.J.** (2017). Customer Incivility and Employee Service Performance: A Mediating Role of Organization-Based Self-Esteem, *The 2017 KAHTEA Annual Conference*. pp. 20-21, Las Vegas, NV (Refereed Proceedings).

Xu, S, **Kim, H.J.**, and Liang, M. (2017). The relationships among Tourist Involvement, Tourist Experience, and Environmentally Responsible Behavior in Wetland Ecotourism, *The 15th Asia-Pacific CHRIE Conference*. Bali, Indonesia. (Refereed Proceedings)

Min, H. and **Kim, H.J.** (2017). Toward an Understanding of Customer Complaining: the Role of Power, *The 22nd Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX. (Refereed Proceedings)

Hu, Y. and **Kim, H.J.** (2017). Relationships between Hotel Guests' Electronic Word-of-Mouth Engagement and Personality. *The 22nd Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX (Refereed Proceedings)

Min, H. and **Kim, H.J.** (2016). Linking Psychological Capital and Work Engagement via Motivation: The Self-Determination Theory. *The 2016 Global Hospitality & Tourism Conference*, Seoul, Korea (Refereed Proceedings)

Hu, Y., **Kim, H.J.**, and Wen, J. (2016). Examining the Formation of Hotel Customer's eWOM Reciprocity/Altruism Motivation: The Moderating Role of Cultural Values. *The 2016 Global Hospitality & Tourism Conference*, Seoul, Korea (Refereed Proceedings)

Min, H. and **Kim, H.J.** (2016). What Drives Customer Complaints? Power and Emotion *The 2016 Int'l CHRIE Conference*. Houston, TX. (Refereed Proceedings)

Hu, Y. and **Kim, H.J.** (2016). Understanding Tourists' Travel Planning and Execution Behaviors Based on Sensation Seeking: A Latent Class Segmentation Analysis. *The 21st Annual Graduate Student Research Conference in Hospitality and Tourism*, Philadelphia, PA. (Refereed Proceedings)

Min, H. and **Kim, H.J.** (2015). Challenge-Hindrance Stressors and Psychological Capital. *The 2015 Int'l CHRIE Conference*, Orlando, FL. (Refereed Proceedings)

Min, H., Park, J., and **Kim, H.J.** (2015). Common Method Bias in Hospitality Business Research: A Critical Review of the Literature and an Empirical Study. *The 20th Annual Graduate Student Research Conference in Hospitality and Tourism*, Tampa, FL. (Refereed Proceedings)

Kim, H.J. (2014). Emotional Labor, Social Support and Employees' Job Performance. *2014 World Hospitality and Tourism Forum*, Seoul, Korea (Refereed Proceedings)

Chen, M.H., **Kim, H.J.** and Lin, C.P. (2014). Understanding the Korean Tourism Market Cycle. *The 2014 Int'l CHRIE Conference*. San Diego, CA (Refereed Proceedings)

Park, J. and **Kim, H.J.** (2014). Customer Mistreatment, Organization-Based Self-Esteem, and Perceived Organizational Support: A Justice Theory Perspective. *The 19th Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX. (Refereed Proceedings)

Ma, Z. and **Kim, H. J.** (2014). The Effects of Customer-Related Social Stressors, Job Autonomy, and Emotional Intelligence on Emotional Exhaustion: A Test of Three-Way

Interaction. *The 19th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Houston, TX. (Refereed Proceedings)

Park, J., Jin, P.N., and **Kim, H.J.** (2014). Trickle Down of Leader Work Engagement: a Cross-Level Interaction. *19th annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX. (Refereed Poster)

Ma, Z. and **Kim, H. J.** (2013). The Effect of Self-Monitoring on Emotional Display and Emotional Labor among Hotel Employees. *The 18th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Seattle, WA. (Refereed Proceedings)

Park, J. D. and **Kim, H. J.** (2013). How General Managers' Commitment Impacts Environmental Proactivity in Hotels: A Resource-Based Perspective. *The 18th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Seattle, WA. (Refereed Proceedings)

Stumpf, T. S. and **Kim, H. J.** (2013). Environmental Attitudes and Lodging Attribute Preferences: An Appreciative-Consumptive Approach. *The 18th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Seattle, WA. (Refereed Poster)

Park, J. D. and **Kim, H. J.** (2012). Environmental Proactivity in Hotels: Antecedents and Moderating Role of Ownership Type. *The 2012 Int'l CHRIE Conference*. Providence, Rhode Island. (Refereed Proceedings)

Kim, H. J., Lee, C., Kim, M., and Ryu, K. (2011). Restaurants' Healthy Food Quality, Perceived Value, and Revisit Intention: Testing a Moderating Role of Green Customers in South Korea. *The 2011 Int'l CHRIE Conference*. Denver, CO. (Refereed Proceedings)

Ryu, K., Choi, E., Hong, W., and **Kim, H. J.** (2011). Understanding Western Consumer Behavior toward Eating Dog Meat in Korea: Application of the Extended Theory of Planned Behavior. *Advances in Hospitality and Tourism Marketing and Management Conference*. pp 656-662, Istanbul, Turkey. (Refereed Proceedings)

Kim, H. J. and Agrusa, J. (2010) Emotional Intelligence and Coping Styles among Hospitality Industry Employees. *The 2010 Int'l CHRIE Conference*. San Juan, Puerto Rico. (Refereed Proceedings)

Kim, H. J. and Agrusa, J. (2010). The Effect of Socio-Demographic Variables on Self-Reported Emotional Intelligence: a Study of Hotel Industry Professionals. *The 2010 Asia Pacific Tourism Association Annual Conference*. Macao, China. (Refereed Proceedings)

Chen, M., Chen, S., and **Kim, H. J.** (2009). The Impact of Tourism Expansion on Earnings Performance of Hospitality Firms. *The 2009 Int'l CHRIE Conference*. San Francisco, CA. (Refereed Poster)

Park, H. Y, **Kim, H. J.**, and Leong, J.K. (2009). Employees' Leadership Perceptions of Transformational, Transactional and LMX Leadership Style in the Cross-Cultural Workgroups. *The 14th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Las Vegas, NV. (Refereed Proceedings)

Park, H. Y, **Kim, H. J.**, and Leong, J.K. (2009). The Effect of Customer's Self-Image Congruence with the Brand Image and Brand Personality on Perceptions of Brand Promotion in Casual Dining Restaurants. *The 14th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Las Vegas, NV. (Refereed Proceedings)

Kim, H. J. and Swanger, N. (2008). Burnout and Engagement: A Comparative Analysis Using Personality Traits. *The 2008 Int'l CHRIE Conference*. pp. 287-295, Atlanta, GA. (Refereed Proceedings)

Chen, M., **Kim, H. J.**, and Huang, S.S. (2007). Causal Relations among Tourism Expansion, Economic Activity, Exports, and Exchange Rates. *The 2007 Int'l CHRIE Conference*. pp. 27-33, Dallas, Texas. (Refereed Proceedings)

Kim, H. J., Shin, K., and Swanger, N. (2007). Job Engagement and Job Burnout in Fast Food Restaurants. *The Joint Conference of the 13th Asia-Pacific Tourism Association and the 5th Asia-Pacific CHRIE*. Beijing, China. (Refereed Proceedings)

Kim, H. J. (2006). Service Providers' Emotional Labor in Hotels. *The 2006 Int'l CHRIE Conference*. pp. 192-199, Washington D.C. (Refereed Proceedings)

Kim, W.G. and **Kim, H. J.** (2006). The Effect of Four Brand Equity Dimensions on Mid-Priced Hotel Brand Equity. *The Joint Conference of the 12th Asia-Pacific Tourism Association and the 4th Asia-Pacific CHRIE*. pp.102-111, Hualien, Taiwan. (Refereed Proceedings)

Kim, H. J. and Umbreit, T. (2005). The Big-Five Personality Dimensions and Employee Job Burnout. *The 2005 Int'l CHRIE Conference*. pp. 240-246, Las Vegas, NV. (Refereed Proceedings) ***Received the ICHRIE Best Paper Award**

Lee, S., **Kim, H. J.**, and Lee S. B. (2005). The Impact of Service Attitude and Airline Image on Customer Satisfaction. *The 3rd Asia-Pacific CHRIE Conference*, pp.949-960, Kuala Lumpur, Malaysia. (Refereed Proceedings)

Chen, M., Kim, W. G., and **Kim, H. J.** (2004). Economic and Non-economic Factors and Hotel Stocks. *The 35th Annual Conference Proceedings of Travel and Tourism Research Association*, Montreal, Canada. (Refereed Proceedings)

Kim, H. J. and McCahon, C (2003). Validity of DINESERV using the chain restaurants in Korea. The 3rd annual Hawaii International Conference on Business. Honolulu, Hawaii. (Refereed Proceedings)

Kim, H. J., Gursoy, D., and Lee, S. (2003). The 2002 World Cup Games-Resident Perceptions. *The 2003 International CHRIE Conference*. Palm Spring, CA. (Refereed Poster)

Chen, M. and **Kim, H. J.** (2003). Host Countries' Stock Market Reactions to the 2002 World Cup Event. *The 1st Asia-Pacific CHRIE Conference*, Vol. I, pp. 881-885, Seoul, Korea. (Refereed Proceedings)

Suarez, V., **Kim, H. J.**, March, L., Shanklin, C., and Rumsey, D. (2000). Personal Factors Contributing to the Success in Graduate Hospitality Program. *The 5th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Vol. V, pp. 52-56, Houston, TX: Hilton University of Houston. (Refereed Proceedings)

Kim, H. J., Miller, J., and McCahon, C. (2000). Service Quality in Korean Casual Dining Restaurants. *The 5th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Vol. V, pp. 312-314, Houston, TX: Hilton University of Houston. (Refereed Proceedings)

Kim, H. J., Miller, J., and McCahon, C. (2000). Impact of Employee Service Orientation on Service Quality in the Restaurant Business. *The 5th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Vol. V, pp. 205-207. Houston, TX: Hilton University of Houston. (Refereed Proceedings)

Kim, H. J., Miller, J., and McCahon, C. (2000). Service Orientation, Service Quality, Satisfaction, and Customer Loyalty: Testing a Structural Model. *The 2000 Int'l CHRIE Conference*, New Orleans, LA. (Refereed Presentation)

Suarez, V., **Kim, H. J.**, March, L., Shanklin, C., and Rumsey, D. (1999). Factors Contributing to the Success of Graduate Hospitality Students. *The 4th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Vol. IV, pp.140-147, Las Vegas, NV. (Refereed Proceedings)

INVITED PRESENTATIONS/ LECTURES

What influences service employees' burnout and engagement? School of Business and Tourism Management, Yunnan University, Kunming, China, July 2, 2019.

What influences employee burnout and engagement? College of Tourism and Landscape Architecture, Guilin University of Technology, Guilin, China, June 26, 2019.

Hotel Career Planning. Invited Lecturer, Tourism College, Xiao-Zhuang University, Nanjing, China, June 17-21, 2019

Service Marketing. Invited Lecturer, Tourism College, Xiao-Zhuang University, Nanjing, China, June 18-24, 2018

Establishing your research stream. **Distinguished Speaker, Graduate Faculty Series,** Hotel and Restaurant Management Program, Auburn University, U.S., November 16-18, 2016 (In addition to the presentation, one- to- one meetings with individual PhD students).

Service employees' burnout. College of Tourism and Service Management, Nankai University, Tianjin, China, June 4, 2016.

Burnout studies in hospitality. **Keynote Speaker,** World Hospitality and Tourism Forum, Seoul, Korea, June 26-28, 2014

Fundamental HR issues in hospitality. **Keynote Speaker,** 2014 International Conference of Sport, Leisure and Hospitality Management, Taipei, Taiwan, May 16-18, 2014.

Hospitality service employees' burnout and personality. Department of Leisure Industry Management, National Chin-Yi University of Technology, Taichung, Taiwan, May 21, 2014.

Does emotional intelligence matter in hospitality employees' coping styles? Graduate Institute of Business Education, National Changhua Normal University, Changhua, Taiwan, May 20, 2014.

Emotional intelligence. Department of Restaurant, Hotel and Institutional Management, Fu Jen Catholic University, Taipei, Taiwan, May 19, 2014

Theoretical frameworks of job burnout. Department of Tourism, Chinese Culture University, Taipei, Taiwan, May 16, 2014

Industry trends in the hotel and restaurant context. School of Hospitality and Tourism Management, KyungSung University, Pusan, Korea, May 2011

Recent trends in the hospitality and tourism industry. College of Business, Pukyong National University, Pusan, Korea, May 2011

U.S. hospitality graduate programs and factors contributing to the success of graduate students. Graduate Institute of Hospitality and Tourism Management, Sejong University, Seoul, Korea, April 2011

U.S. hospitality/tourism graduate programs, Graduate Program, Le Cordon Bleu Hospitality Management, Sookmyung Women's University, Seoul, Korea, April 2011

What U.S. industry recruiters expect from hospitality seniors. College of Hotel and Tourism Management, Kyung Hee University, Seoul, Korea, April 2011

Hot research topics in hospitality and tourism, Lester E. Kabacoff School of Hotel, Restaurant, and Tourism Administration, University of New Orleans, U.S., March 2011

How to publish articles in leading hospitality/tourism journals, Graduate Institute of Tourism, College of Hotel and Tourism Management, Kyung Hee University, Seoul, Korea, June 2008

Hospitality employees' emotional labor, Graduate Institute of Recreation, Tourism, & Hospitality Management, College of Management, National Chia-Yi University, Chia-Yi, Taiwan, May 2006

CITATIONS IN THE MEDIA/ ARTICLES FOR TRADE JOURNALS

Hotel Management, <https://www.hotelmanagement.net/human-resources/research-shows-some-stress-can-lead-to-better-performance>. Research shows some stress can lead to better performance, July 16, 2019.

Money Inc, <https://moneyinc.com/job-burnout-can-managers-help-employees-escape/> Job burnout: how can managers help employees escape it? 2017.

Restaurant Hospitality, <https://m.restaurant-hospitality.com/management-tips/tackling-job-burnout-and-keeping-guests-happy>. Tackling job burnout and keeping guests happy, December 16, 2015.

The Daily Evergreen, School of Hospitality ranks globally, Christine Rushton, September 8, 2011.

WSU Today, <https://www.news.wsu.edu/Pages/Publications.asp?Action=Detail&PublicationID=27290&PageID=> WSU hospitality program improves research ranking, Sarah Druffel, August 31, 2011.

WSU Today, Engagement vs. burnout: personality helps determine response, Rebecca Philips, November 14, 2008.

Inside Hotel Online Today, Hotel Online, https://www.hotel-online.com/News/PR2008_4th/Nov08_Burnout.html Don't fake your smile: hospitality workers' personalities influence rates of job burnout, November 17, 2008

Dividend, College of Business, Washington State University, CB Students around the World, Vol.21, Fall 2008

PROFESSIONAL MEMBERSHIPS

6/2000- Present International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE)

6/2004- Present Travel and Tourism Research Association (TTRA)

SERVICE TO THE DEPARTMENT, COLLEGE, AND UNIVERSITY

Service to the University (WSU)

2016- Present	WSU Academic Grade Appeals Board – Member
2013- 2017	WSU Faculty Senate Academic Affairs Committee (AAC) – CCB representative
2008- 2016	Korean Student Association – Advisor
2006	University Writing Assessment Program – Evaluator
2005	Wiley Exposition of Graduate and Professional Studies – Faculty Judge
2005	Washington Achievers Scholars Program – Mentor

Service to the Carson College of Business (CCB)

2019 – Present	CCB Tenure and Promotion Committee – Member
2019 – Present	CCB AMS Video-Conference Task Force – Member
2017 – Present	CCB Faculty and Staff Awards Committee – Member
2016 - Present	MBA (and OMBA) Assessment Committee – SHBM Representative
2014 - Present	Doctoral Program Policy Committee (DPPC) – SHBM Representative
2014 - 2016	CCB Journal Ranking Task Force – Member
2013 - 2014	Switzerland Study Abroad Program – Program Coordinator
2011 - 2015	MBA Program Policy Committee (MPPC)– SHBM Representative
2009 - 2010	Thailand Study Abroad Program – Co-Program Director
2009 - 2010	Undergraduate Program Policy Committee – SHBM Representative
2007 - Present	CCB International Business (IBUS) Institute – Fellow
2007 - 2009	South Korea Study Abroad Program – Program Director
2005 - 2006	CCB Diversity Taskforce – Member

Service to the School of Hospitality Business Management (SHBM)

2016 - Present	SHBM Mentoring Committee for a Tenure-Track Assistant Professor – Mentor
2016 - 2017	SHBM Tenure Track Faculty Search Committee (Pullman Campus) – Chair
2016 - 2017	SHBM Tenure Track Faculty Search Committee (Everett Campus) – Chair
2015 - 2016	SHBM Clinical Faculty Search Committee (Everett campus) – Member
2015 - 2017	SHBM Gala Planning Committee – Member
2014 - Present	SHBM PH.D. Program – Program Coordinator
2019	WSU Academic Showcase – Presenter
2014	SHBM Tenure-Track Faculty Search Committee – Member
2014	SHBM Clinical Faculty Search Committee – Member
2012	Graduate Conference (hosted by SHBM) Committee – Member
2010	WSU Academic Showcase – Presenter
2009	WSU Academic Showcase – Presenter
2008 - Present	National Society of Minorities in Hospitality (NSMH) – Advisor
2008 - 2009	SHBM Ph.D. Program Development Committee – Member
2008 - 2009	SHBM Director Search Committee – Member
2008	WSU Academic Showcase – Presenter
2007	WSU Academic Showcase – Presenter
2004	SHBM Benchmarking Committee – Member
2002	Hospitality Business Alliance – Presenter

SERVICE TO PROFESSIONAL GROUPS AND ASSOCIATIONS

Editorial Activities

2012 – Present	Co-Executive Editor, Journal of Hospitality and Tourism Education
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2010 – 2012	Associate Editor, Journal of Hospitality Marketing and Management (formerly, Journal of Hospitality and Leisure Marketing)
2015 – Present	Editorial Review Board Member, Journal of Hospitality and Tourism Research
2007 – 2010	Editorial Review Board Member, Journal of Hospitality Marketing and Management (formerly, Journal of Hospitality and Leisure Marketing)
2009 – Present	Editorial Review Board Member, International Journal of Revenue Management
2007 – Present	Editorial Review Board Member, Journal of Human Resources in Hospitality and Tourism
2006 – Present	Editorial Review Board Member, Journal of Vacation Marketing
2004 – Present	Editorial Review Board Member, Korean Journal of Hospitality Administration

Journal Reviewers for

African Journal of Business Management – 2013

ANATOLIA – 2010

Annals of Tourism Research – 2005

Asia Pacific Management Review – 2008, 2009

Cornell Hotel and Restaurant Administration Quarterly – 2007

Hospitality Review (formerly, FIU Review) – 2014

International Journal of Contemporary Hospitality Management– 2012, 2013, 2014, 2016, 2017

International Journal of Hospitality Management – 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2016, 2017

International Journal of Hospitality & Tourism Administration– 2019

International Journal of Human Resource Management – 2012

Journal of Hospitality and Tourism Research – 2004, 2005, 2006, 2008, 2009, 2010, 2011, 2013, 2014 (editorial review board member as of January 2015)

Journal of Travel and Tourism Marketing – 2014, 2015

Journal of Asia-Pacific Business – 2011, 2013

Journal of Quality Assurance in Hospitality and Tourism– 2007, 2013, 2016, 2018

Journal of Sustainable Tourism– 2010

Managing Service Quality – 2006, 2008, 2009, 2012

Nutrition and Food Science– 2014

Tourism Management – 2004, 2006

Conference Service

2019 **Reviewer**, The HongKong CHRIE Conference in Hong Kong, China

2017 **Session Moderator**, The 22nd Graduate Education and Graduate Student Research Conference in Houston, TX

2016 **Best Paper Review Committee Member**
The 2016 Global Hospitality and Tourism Conference in Seoul, Korea

2014 **Scientific Committee Member**, 5th Asia-Euro Conference in Taylor’s University, Malaysia

2014 **Scientific Committee Member**, 12th Asia- Pacific CHRIE Conference in Kuala Lumpur, Malaysia

2013 – 2019 **Track Chair**, Human Resource
The 24th Annual Graduate Education and Graduate Student Research Conference in Hospitality/Tourism in Houston, TX (2019)
The 23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality/Tourism in Fort Worth, TX (2018)
The 22nd Annual Graduate Education and Graduate Student Research Conference in Hospitality/Tourism in Houston, TX (2017)
The 21st Annual Graduate Education and Graduate Student Research Conference in Hospitality/Tourism in Philadelphia, PA (2016)
The 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality/Tourism in Tampa, FL (2015)

- The 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality/Tourism in Houston, TX (2014)
- 2013 **Best Paper Review Committee Member**
The 19th Graduate Education and Graduate Student Research Conference in Houston, TX
- 2012 **Chair, Paper Review Committee**
The 18th Graduate Education and Graduate Student Research Conference in Seattle, WA
- 2011-2012 **Track Chair, Service Management and Marketing,**
The 2012 Int'l CHRIE Conference in Providence
The 2011 Int'l CHRIE Conference in Denver
- 2011 **Chair, Paper Review Committee**
The 2011 Korea America Hospitality and Tourism Educators Association (KAHTEA) conference in Las Vegas
- 2010 – 2018 **Scientific Committee and Best Paper Review Committee Member,** International Research Symposium in Service Management (IRSSM)
2018 IRSSM in Ljubljana, Slovenia
2017 IRSSM in Seoul, Korea
2016 IRSSM in Nakhonpathom, Thailand
2015 IRSSM in Kuching, Malaysia
2014 IRSSM in Pamu, Estonia
2013 IRSSM in Kerala, India
2012 IRSSM, Univ. of Int'l Bus & Econ in Beijing, China
2011 IRSSM, Univ. of Pembangunan Nasional in Yogyakarta, Indonesia
2010 IRSSM, Univ. of Mauritius in Mauritius
- 2010 **Reviewer,** The 16th Graduate Education and Graduate Student Research Conference in Houston
- 2010 **Reviewer,** Asia Pacific Tourism Association (APTA) conference in Macao, China
- 2009 **Reviewer,** The 15th Graduate Education and Graduate Student Research Conference in Washington, D.C.
- 2009 **Reviewer,** Asia Pacific Tourism Association (APTA) conference
- 2009 **Reviewer,** The 2009 Int'l CHRIE conference
- 2008 **Reviewer,** The 14th Graduate Education and Graduate Student

- Research Conference in Las Vegas
- 2007 **Reviewer**, The 13th Graduate Education and Graduate Student Research Conference in Orlando
- 2006 **Reviewer**, The 12th Graduate Education and Graduate Student Research Conference in Houston
- 2006 **Session Moderator**, The 2006 Int'l CHRIE conference in Washington D.C.
- 2006 **Session Moderator**, The 11th Graduate Education and Graduate Student Research Conference in Seattle
- 2005 **Track Chair**, Lodging Management
The 11th Graduate Education and Graduate Student Research Conference in Seattle
- 2005 **Session Chair**, The 3rd Asia-Pacific CHRIE conference in Kuala Lumpur, Malaysia
- 2005 **Reviewer**, The 3rd Asia-Pacific CHRIE conference in Kuala Lumpur, Malaysia
- 2003 **Paper Review Committee Member**, The 2nd Asian Pacific forum for Graduate Students Research in Tourism in Pusan, Korea

Service to Associations

- 2012 – Present **Member**, Int'l CHRIE Research Committee
- 2010 – Present **Member**, Greening Committee for Washington's Lodging Industry, Washington Lodging Association

Other Service

External reviewers for faculty tenure/ promotion or endowed professorship

- 2019 **External Reviewer** for Faculty Promotion, Shidler College of Business, University of Hawai'i, Honolulu, HI., U.S.A.
- 2019 **External Reviewer** for Faculty Tenure and Promotion, Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston, Orlando, FL., U.S.A.
- 2019 **External Reviewer** for Faculty Tenure and Promotion, Rosen College of Hospitality Management, University of Central Florida, Orlando, FL., U.S.A.

- 2019 **External Reviewer** for Faculty Tenure and Promotion, School of Foundation, Leadership, and Administration, College of Education, Health and Human Services, Kent State University, U.S.A.
- 2018 **Assessed and provided a Letter of Approval** for an application for the Rowe Endowed Professorship, College of Human Sciences, Auburn University, Auburn, Al., U.S.A.
- 2017 **External Reviewer** for Faculty Tenure and Promotion, Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston, Houston, TX., U.S.A.
- 2017 **External Reviewer** for Faculty Tenure and Promotion, Department of Nutrition, Dietetics and Hospitality Management, Auburn University, Auburn, Al., U.S.A.
- 2017 **Provided a Letter of Support** for Faculty Tenure and Promotion, College of Hospitality, Retail, and Sport Management, University of South Carolina, Columbia, SC., U.S.A.
- 2017 **External Reviewer** for Faculty Tenure and Promotion, School of Hotel and Tourism Management, The Hong Kong Polytechnic University, Hong Kong, Republic of China
- 2014 **External Reviewer** for Faculty Tenure and Promotion, Department of Hospitality Management, University of New Hampshire, Durham, NH, U.S.A.
- 2013 **External Reviewer** for Faculty Promotion, University of Technology, Jamaica

Expert reviewers for hospitality academic programs

- 2019 **Expert Reviewer to assess a proposed MS degree in Hospitality Management**, Fairleigh Dickinson University, Canada.
- 2017 **Expert Reviewer to assess the BS degree in Hospitality Management, William F. Harrah College of Hotel Administration**, University of Nevada-Las Vegas (UNLV) (10-year review), Provided a written report after a three-day campus visit.

Invited panelists

- 2019 **Panelist, ICHRIE Manuscript Marathon, ICHRIE**, New Orleans, U.S.A. July 24, 2019

- 2017 **Panelist, Success in Academic Publishing: An Editor Panel**, Symposia, ICHRIE, Baltimore, U.S.A. July 26, 2017
- 2016 **Panelist, Meet the Editors**, EuroCHRIE, Budapest, Hungary, October 28, 2016
- 2016 **Panelist, Success in Academic Publishing: An Open Talk with Journal Editors**, Roundtable, ICHRIE, Dallas, TX, U.S.A. July 22, 2016
- 2015 **Panelist, Journal Editors' Panel**, ICHRIE Research Academy, Orlando, FL, U.S.A. July 29, 2015
- 2015 **Online Panelist, Life and Journey as a Faculty**, PhD Seminar, Department of Hotel, Restaurant, and Institutional Management, Kansas State University, U.S.A., April 28, 2015

Invited speakers on campus

- 2016 **Invited Speaker**, Celebrating International Women's Day, International Professional Sharing Night, International Student's Council, WSU, March 10, 2016
- 2016 **Guest Speaker**, Initiation Ceremony, Eta Sigma Delta, School of Hospitality Business Management, WSU, March 8, 2016

AWARDS, HONORS, AND GRANTS

- 2019 **Ranked #13, Most Productive Authors** in International Journal of Hospitality Management, a leading hospitality journal, Featured in the article titled Thirty-fifth anniversary of the International Journal of Hospitality Management: A bibliometric overview.
- 2019 ICHRIE Research Report Award, International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE)
- 2019 Principal Investigator, Summer Research Grant (US\$ 14,000), Carson College of Business, Washington State University
- 2018 Commencement Speaker, Tourism College, XiaZhuang University, Nanjing, China
- 2018 Principal Investigator, Summer Research Grant (US\$ 11,000), Carson College of Business, Washington State University
- 2017 Principal Investigator, Summer Research Grant (US\$ 11,000), Carson College of Business, Washington State University

- 2017 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2017 Nominee of the Institute Paul Bocuse Research Award, EuroCHRIE
- 2016 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2016 Principal Investigator, Summer Research Grant (US\$ 10,000), Carson College of Business, Washington State University
- 2016 Founder's Award Nominee (Advisor of the Year), National Society of Minorities in Hospitality (NSMH), NSMH Annual Conference
- 2015 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2015 Principal Investigator, Summer Research Grant (US\$ 10,000), Carson College of Business, Washington State University
- 2014- 2017 Honorary Professor, College of Management, Jinan University, Guangzhou, China, Research Fund (US\$ 15,000) awarded
- 2014 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2014 Principal Investigator, Summer Research Grant (US\$ 7,500), Carson College of Business, Washington State University
- 2014 Promoted to Full Professor, Carson College of Business, Washington State University
- 2013 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2013 Principal Investigator, Summer Research Grant (US\$ 7,500), Carson College of Business, Washington State University
- 2012 **Ranked #14 in Hospitality Author Productivity** in the 21st Century, Journal of Culinary Science and Technology.
- 2012 WSU Faculty Diversity Award Nominee, Washington State University
- 2012 Dean's Excellence Fellow, Carson College of Business, Washington State University

- 2012 Principal Investigator, Restaurant Food Healthiness and Customer Post-Purchase Behavior, Sponsored by the Midam Restaurant Group, Seoul, Korea (US\$ 5,000)
- 2012 Principal Investigator, Summer Research Grant (US\$ 10,000), Carson College of Business, Washington State University
- 2011 **Ranked #42, Most Prolific Researchers in Hospitality**, Journal of Hospitality and Tourism Research
- 2011 Awarded Craig Schafer Fellowship (US\$ 50,000), Carson College of Business, Washington State University
- 2011 Co-Principal Investigator, Terry Umbreit Summer Research Grant (US\$ 2,500), School of Hospitality Business Management, Washington State University
- 2011 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2011 Principal Investigator, Summer Research Grant (US\$ 10,000), Carson College of Business, Washington State University
- 2011 Co-Principal Investigator, Tracking Impacts of Mega Local Festivals and Feeling of Crowding, National Research Foundation of Korea (US\$ 90,000) - Not Funded
- 2010 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2010 Founder's Award (Advisor of the Year), National Society of Minorities in Hospitality (NSMH), NSMH Annual Conference
- 2009 Dean's Excellence Fellow, Carson College of Business, Washington State University
- 2009 Outstanding Reviewer Award, Managing Service Quality, Emerald Literati Network
- 2008 Granted Tenure and Promoted to Associate Professor, Carson College of Business, Washington State University
- 2007 Co-Investigator, Tourism and Economic Growth- Revisited (NSC 95-2415-H-194-011), Taiwan National Science Council (US\$ 15,500)
- 2007 Appointed as IBUS Fellow, Carson College of Business, Washington State University

- 2007 Internationalization Award (US\$ 2,000), Korea Study Abroad Program Proposal, WSU International Programs
- 2006 Principal Investigator, Enhancement Grant (US\$ 200), WSU Asian American and Pacific Islander (AAPI) Faculty and Staff Association
- 2005 Best Paper Award, International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE)

RESEARCH SUPERVISION

Graduate Students

- 2019– Present Ph.D. Committee Chair: Lu Yuan, School of Hospitality Business Management, Washington State University
Area: Hospitality Human Resource Management
- 2018– Present Ph.D. Committee Member: Jessica Murray, School of Hospitality Business Management, Washington State University
Area: Hospitality Food Service
- 2017– Present Ph.D. Committee Member: Hongwei Zhao, School of Hospitality Business Management, Washington State University
Area: Hospitality and Tourism Finance
- 2015– Present Ph.D. Committee Chair: Junsung Park, School of Hospitality Business Management, Washington State University
Area: Hospitality Human Resource Management
- 2014– 2018 Ph.D. Committee Chair: Yaou Hu, School of Hospitality Business Management, Washington State University
Title: Reexamining Relationship Marketing in the Service Context: The Role of Customer’s Attitude Toward Relationship Marketing
- 2013– 2017 Ph.D. Committee Chair: Hyounae Min, School of Hospitality Business Management, Washington State University
Title: Service failure as Perceived Discrimination: Voice, Emotion, and Power
- 2012– 2016 Ph.D. Committee Chair: Zihui Ma, School of Hospitality Business Management, Washington State University
Title: Successful Aging: Decision-making Process of Moving into A Senior Living Community
- 2012– 2015 Ph.D. Committee Member: Na Su, School of Hospitality Business Management, Washington State University

Area: Social Media in Hospitality and Tourism

- 2011– 2014 Ph.D. Committee Chair: Jeongdoo Park, School of Hospitality Business Management, Washington State University
Title: Customer Mistreatment and Employee Organizational Citizenship Behavior: An Attributional Approach
- 2012– 2014 Ph.D. Committee Member: Gaunet Sinclair-Maragh, School of Hospitality Business Management, Washington State University
Title: Residents' Support for Tourism Development: A Case of Developing Countries
- 2011– 2014 Ph.D. Committee Member: Imran Rahman, School of Hospitality Business Management, Washington State University
Title: The Influence of Values and Attitudes on Green Consumer Behavioral Intentions: An Empirical Examination of Three Green Products
- 2011– 2014 Ph.D. Committee Member: Allan Lu, School of Hospitality Business Management, Washington State University
Title: A Conceptual Model of Antecedents and Outcomes of Online Tourist Confusion
- 2013 External Thesis Examiner, Sara Ng, Doctor of Business Administration candidate, Southern Cross University, Australia
Title: Examining the Relationship of Motivation, Performance Quality, Experience Quality, Satisfaction and Loyalty among Visitors to Hong Kong Global Geopark of China.
- 2011– 2013 Ph.D. Committee Member: Hui-Hsiung Huang, Department of Marketing, National Chung Cheng University, Chia-Yi, Taiwan
Title: Impact of Customer Participation in Service Co-recovery on Satisfaction: Self- and Other-Perspective

Undergraduate Students

- 2015 Honors College Thesis Evaluator: Natalie Newman, School of Hospitality Business Management, Washington State University
Title: Detailed Knowledge of Complex Luxury Foods: Maximizing Sales through Server Training & Recommendations
- 2010 Honors College Thesis Advisor: Sarah Davenport, School of Hospitality Business Management, Washington State University
Title: Going Green: Perception of Consumers on Environmental Efforts in the Hotel Industry

PROFESSIONAL DEVELOPMENT

- 2008 Attended the Write Winning Grants Seminar by Grant Writers'

Seminars and Workshops, LLC, sponsored by Washington State University

2016

Attended the Provost's Leadership Academy, nominated by the Dean, Carson College of Business (CCB)