

# CHRISTINA K. DIMITRIOU

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## **EDUCATION**

- August 2012            **Doctor of Philosophy**, Hospitality Administration, Texas Tech University, Lubbock, Texas
- December 1996        **Master of Social Science**, Tourism Policy and Management, University of Birmingham, Birmingham, England
- June 1995             **Bachelor of Science**, Tourism Business Administration, Technological Educational Institute (T.E.I.), Larissa, Greece

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## **TRAINING**

- July 2002             **Pedagogical and Technical School of Volos**, Volos, Greece  
Vocational and Technical Teacher Training Academy Certification Completed

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## **CERTIFICATIONS**

- April 2013            **Online Instructor Certification**, Goodwin College of Professional Studies, Drexel University
- October 2007        **Certified Hospitality Educator (CHE)**, American Hotel & Lodging Association Educational Institute
- August 2005        **European Computer Driving License (ECDL)**, ECDL Foundation, ECDL Core Certificate in: Windows, Word, Access, Excel, Power Point, Outlook, Internet, ECDL Foundation & Greek Computer Society
- December 1998      **Certificate of Proficiency in English**  
Certified Teacher of English as a Foreign Language, University of Cambridge
- May 1993            **Diploma of French Studies (2<sup>nd</sup> Degree)**  
Certified Teacher of French as a Foreign Language, University of Paris-Sorbonne

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## **ACADEMIC EXPERIENCE**

- Aug 2022– Present    **Assistant Professor**  
New Mexico State University  
**Undergraduate Courses:**  
HRTM 1120G – Introduction to Tourism  
HRTM 434 – Senior Capstone Experience (face-to-face & online)  
HRTM 311 – Hospitality Leadership Management (face-to-face & online)  
HRTM 436 – Sustainability in the Hospitality Industry (online)

HRTM 4240V – Sustainability in the Hospitality Industry

**Graduate Course:**

HRTM 506 – Contemporary Global Issues in the Hospitality Industry (face-to-face & online)

**USDA NIFA AFRI PDAL Grant Program**

Course 5-Agricultural, Culinary, and Rural Tourism

Oct 2021– 2023

**Instructor**

New York College, Thessaloniki Campus, Greece  
School of Business

**Graduate Courses:**

MBA7023 – Sales Management and Marketing

**Undergraduate Courses:**

THE5001 – Research Methods for Tourism and Hospitality

THE6001 – Strategic Marketing Management for Tourism and Hospitality

MGMT 3025 – Leadership

MGMT 4035 – Strategic Management

IHM 5001 – Marketing for the Hospitality Services Sector

IHM 5003-Work Experience

BMP5001 – Business Management and Career Development

Oct 2021– Jun 2022

**Instructor**

Aegean College, Athens, Greece

**Graduate Courses:**

MOMBS4MED – Managing Equality and Diversity in an International Environment (online)

**Undergraduate Courses:**

MOMBA3SMA – Service Management (online)

Aug 2015 – Aug 2019 **Assistant Professor of Hospitality Management**

State University of New York (SUNY) at Plattsburgh, Plattsburgh, NY  
Department of Hospitality Management (Former Hotel, Restaurant, & Tourism Management Program)

**Undergraduate Courses:**

HRT 399IA – HRT 321A – Hospitality Marketing

MKE 290B – Principles of Marketing (Marketing & Entrepreneurship Department)

HRT 202A — Introduction to Hospitality Management  
HRT 321A – Hospitality Marketing  
HRT 251A – Principles of Tourism  
HRT 454A – Resort Management  
HRT 483A – Lodging Operations Management II  
HRT 498ID – Internship - Ashleen Alberti  
HRT 498IG – Internship - Thomas Lo Forese  
HRT 442A – Hospitality Ethics

Sep 2012 – Aug 2014 **Assistant Professor of Hospitality Management**  
Drexel University, Philadelphia, PA  
Hospitality Management, Culinary Arts & Food Science,

**Graduate Courses:**

HRM 680 – 901 Hospitality Ethics (online)  
HRM 505 – 901 Guest Services Management (online)  
HRM 650 – 901 Strategic Management & Leadership in Hospitality (online)  
HRM 501 – 901 Foundations of the Hospitality Industry (online)

**Undergraduate Courses:**

HRM 326 – 001 Hotel Rooms Division Management II  
HRM 425 – 001 Hospitality Industry Administration  
HRM 450 – 001 Hospitality Leadership Seminar  
HRM 330 – 001 Hotel and Restaurant Marketing  
HRM 110 – 001 Introduction to the Hospitality Industry

Aug 2011 – May 2012 **Graduate Part-Time Instructor**  
Texas Tech University, Lubbock, TX  
Nutrition, Hospitality, & Retailing Department  
Two sections of RHIM 4316 – Hospitality Management Marketing

Jan 2010 – May 2011 **Graduate Part-Time Instructor**  
Texas Tech University, Lubbock, TX  
Nutrition, Hospitality, & Retailing Department  
RHIM 2308 – Hotel Operations

Aug 2008 – Dec 2009 **Teaching Assistant**  
Texas Tech University, Lubbock, TX  
Nutrition, Hospitality, & Retailing Department  
RHIM 2308 – Hotel Operations  
Organizing and running the hotel laboratory & tutoring students

Jan 2007 – Apr 2008 **Department Chair, Hospitality Management Program**  
Professional Culinary Institute, Campbell, CA

- ♦ Provide Hospitality Management Program course development, curriculum to be taught, management of the program for the Institute's global expansion at this location and partnering Colleges
- ♦ Interview, hire, manage the Instructors teaching the Hospitality curriculum and develop the Instructor Staff Manual
- ♦ As the Department Chair, personally provide classroom instruction as the model for teaching staff to follow:
  - HCM 101 Introduction to the Hospitality Industry
  - HCM 117 Lodging and Rooms Management
- ♦ Provide attention to detail guaranteeing conformity to curriculum standards for continuity of education
- ♦ Managing the Certification of Approval for Becker College in Worcester, Massachusetts to offer the PCI Hospitality Management Program at their location for a Bachelor's Degree in Hospitality Management
- ♦ Appointed as the Department Chair of the Hospitality Bachelor's Degree Program at Becker College, Worcester, Massachusetts, with the approval and acceptance of the PCI Hospitality Management Program
- ♦ Team Member for the Professional Culinary Institute Accreditation process and course-partnering program to be taught at off-campus locations

Aug 2006 – Dec 2006 **Instructor**

University of Central Florida, Orlando, Florida

Taught HFT 1000-Section 0005 Introduction to Hospitality and Tourism

Aug 2006 – Dec 2006 **Instructor**

Rosen College of Hospitality Management, Orlando, Florida

Taught HFT 3540-Section 0066 Guest Services Management,

HFT 1000-Section 0062 Introduction to Hospitality and Tourism

Nov 2005 – Feb 2006 **Language Teacher, English as a Foreign Language**

Lingua Master, Larissa, Greece

- ♦ Taught English as a foreign language to youth and adults, entry-level through advanced
- ♦ Developed students in the English language to advanced communication levels of verbal and written translation

Feb1998 – Feb 2006 **Instructor**

Technological Educational Institute of Larissa (TEI) – Larissa, Greece

Taught Principles of Tourism Marketing, Hotel Marketing, Customer Account Keeping- Reception I, Customer Account Keeping- Reception II

Dec 1996 – Feb 2006 **School Teacher**

Greece School Systems, Annual Contracts, Greece

Taught courses in Hotel Operations and Tourism consisting of Sales, Finance, Operations, Administration, Human Resources, Marketing, Catering, Food Service and Guest Services

- ♦ ARGO Vocational Training Center – Trikala, Greece, 1999
  - ♦ National Youth Institute Vocational Training Center – Karditsa, Greece, 1999
  - ♦ AIGEAS Vocational Training Center – Larissa, Greece, 1999
  - ♦ Vocational Training Institute of Larissa – Larissa, Greece, 1999
  - ♦ Educational & Developmental Centre of Thessaly (THEAK) Vocational Training Center, 1996
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## **INDUSTRY EXPERIENCE**

Sep 1999 – Dec 2000 **Hotel Manager**

Asteras Hotel, Larissa, Greece ★★ ★

- ♦ Responsible for all aspects of Hotel Operations, Administration, Staffing and daily activities
- ♦ Provided direct support, and reported to the Hotel Owner

Jun 1997 – Dec 1997 **Front Desk Operations**

Holiday Inn, Liège Belgium ★★ ★★

- ♦ Held a variety of positions in addition to Front Desk as an exchange employee through the European Community Action Program

Apr 1994 – Nov 1994 **Front Desk Clerk, Intern Position**

Avra Hotel, Chalkidiki, Greece ★★ ★

- ♦ Completed pre-requisites prior to graduating from the University with a Bachelor's Degree in Tourism
- ♦ Rotated to various positions within the hotel in addition to Front Desk Operations

Jul 1993 – Sep 1993 **Hotel Services, Seasonal Position**

Knossos Royal Village, Crete, Greece ★★ ★★ ★

- ♦ Worked as a seasonal employee during the summer holiday season
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## **RESEARCH**

### **Books**

Dimitriou, C. and Nunkoo, R. (Eds.), *Handbook of Tourism and Leadership*, Edward Elgar Publishing (under contract).

## **REFEREED JOURNAL PUBLICATIONS**

### **Journal Articles**

- Schwepker, C. H., Jr., & Dimitriou, C. K. (2024). Employee-customer identification and service quality in the hospitality industry. *American Journal of Business*, 39(4), 211-227. <https://doi.org/10.1108/AJB-10-2023-0180>
- Schwepker, C. H., Jr., & Dimitriou, C. K. (2023). Reducing service sabotage: The influence of supervisor social undermining, job stress, turnover intention and ethical conflict. *Journal of Marketing Theory and Practice*, 31(4), 450-469. [doi.org/10.1080/10696679.2022.2080713](https://doi.org/10.1080/10696679.2022.2080713)
- Dimitriou, C. K. (2022). The critical role that national culture and ethical leadership play in fostering employee commitment to service quality in the hotel industry. *Research in Hospitality Management* 12(3), 255-271. <https://doi.org/10.1080/22243534.2022.2133770>
- Schwepker, C. H., Jr., & Dimitriou, C. K. (2021). Using ethical leadership to reduce job stress and improve performance quality among customer-contact employees in the hospitality industry, *International Journal of Hospitality Management*, 94. <https://doi.org/10.1016/j.ijhm.2021.102860>
- Dimitriou, C. K., & AbouElgheit, E. (2019). Understanding Generation Z's travel social decision-making. *Tourism and Hospitality Management*, 25(2), 311-334.
- Schwepker, C. H., Jr., Dimitriou, C. K., & McClure, T. (2019). Reducing service sabotage and improving employee commitment to service quality. *Journal of Services Marketing*, 33(5), 615-625.
- Dimitriou, C. K., & Schwepker, C. H., Jr. (2019). Enhancing the lodging experience through ethical leadership. *International Journal of Contemporary Hospitality Management*, 31(2), 669-690.
- Dimitriou, C. K., & DuCette, J. P. (2018). An analysis of the key determinants of hotel employees' ethical behavior. *Journal of Hospitality and Tourism Management*, 34, 66-74.
- Dimitriou, C. K. (2017). From theory to practice of ecotourism: Major obstacles that stand in the way and best practices that lead to success. *European Journal of Tourism, Hospitality and Recreation*, 8(1), 1-12.
- Dimitriou, C. K. (2017). The quest for a practical approach to morality and the tourism industry. *Journal of Hospitality and Tourism Management*, 31, 45-51.
- Dibie, R., & Dimitriou, C. K. (2016). Evaluation of sustainable environmental initiatives in hotels in Nigeria. *Open Journal of Applied & Theoretical Environmental Sciences*, 2(2), 29-50.
- Dimitriou, C. K. & Blum, S. C. (2015). An exploratory study of Greek Millennials in the hotel industry: How do they compare to other generations? *International Journal of Global Business*, 8(1), 62-92.

Sohmen, V. S., & Dimitriou, C. K. (2014). Ten core competencies of program managers: An empirical study. *International Journal of Health and Economic Development*, 1(1), 1-7.

Dimitriou, C. K. (2000). Ecotourism: A different approach. *Tourism & Economy*, 27(264), 120-124.

Dimitriou, C. K. (1999). Hotel marketing: Need to adjust to the new demands. *Tourism & Economy*, 25(242), 137-138.

### **Book Chapters**

Dimitriou, C. K. (2025). Guiding principles and fundamentals of sustainable tourism development. In C. K. Dimitriou & R. Nunkoo (Eds.), *Handbook of Tourism and Leadership*, Edward Elgar Publishing (*In progress*).

Dimitriou, C. K. & Azizsoltani, M. (2024). Respecting and managing diversity, equity, and inclusion, In C. K. Dimitriou & R. Nunkoo (Eds.), *Handbook of Tourism and Leadership*, Edward Elgar Publishing (*Accepted*).

Dimitriou, C. K. (2021). Creating a better future for the hospitality and tourism education. In N. Pappas & A. Farmaki (Eds.), *Tourism Dynamics: New Perspectives and Changing Directions*. (pp. 211-228). Oxford, U.K.: Goodfellow Publishers. <http://dx.doi.org/10.23912/9781911635932-4960>.

Dimitriou, C. K. (2017). Understanding and dealing with service failures in tourism and hospitality. In E. Koc (Ed.) *Service Failures and Recovery in Tourism and Hospitality: A Practical Manual*. (p.p. 9-26). Boston, MA: CABI.

Dimitriou, C. K. (2016). International hospitality companies. In R. A. Brymer, Rhett A. Brymer, & L. N. Cain (Eds.) *Hospitality: An Introduction* (p.p. 123-134). Dubuque, IA: Kendall Hunt Publishing Company.

### **Conference Proceedings**

Omar, L. E. & Dimitriou, C. K. (2025). *Backstabbing among department managers: The hidden cost on victims' reputation and hotel performance*, The 30<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, The Conrad N. Hilton College of Global Hospitality Leadership and The Hong Kong Polytechnic University, Houston, TX.

Omar, L. E. & Dimitriou, C. K. (2024). *The impact of job insecurity and financial stress on immigrant employee well-being and work productivity in the hospitality industry*, West Federation CHRIE Regional Conference, Metropolitan State University of Denver, Denver, CO.

Cheraghi, F., & Dimitriou, C. K. (2023). *The important role of the Metaverse in tourism marketing*. The 28<sup>th</sup> Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. California State Polytechnic University, Pomona, CA.

- Dimitriou, C. K. (2023). *Diversity, equity, and inclusion in the hospitality and tourism education: How well are we preparing the leaders of tomorrow?* EuroCHRIE 2023, Vienna, Austria.
- Dimitriou, C. K. (2023). *Fostering an ethical and inclusive work environment in hospitality and tourism organizations*. The 3<sup>rd</sup> International Conference on Tourism, Management and Hospitality, Oxford University, Oxford, United Kingdom.
- Dimitriou, C. K., & Tin Tun Kirkpatrick, C. (2023). *Diversity, equity, and inclusion in the hospitality and tourism industry: Why should we care?* West Federation CHRIE Regional Conference, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, Las Vegas, NV.
- Dimitriou, C. K. (2017). *A different approach to teaching tourism courses*. Poster presented at the 36<sup>th</sup> International Society of Travel & Tourism Educators (ISTTE) Conference 2017, Charleston, SC.
- Dimitriou, C. K. (2018). *The impact of ethical leadership on organizational culture, employee turnover intention, and firm performance in the hotel industry*. Paper presented at the 36<sup>th</sup> EuroCHRIE Conference 2018, Dublin, Ireland.
- Dimitriou, C. K., & DiGaetano, J. (2016). *Authentic leadership and psychological well-being of hotel employees at work and the role of work climate in this relationship*. Paper presented at the 34<sup>th</sup> EuroCHRIE Conference 2016, Budapest, Hungary.  
**(Nominated for the Best Paper Award)**
- Dimitriou, C. K., & Guydosh, R. (2016). *The impact of authentic leadership on organizational commitment, ethical climate and organizational performance*. Paper presented at the 4<sup>th</sup> Interdisciplinary Tourism Research Conference, Bodrum, Turkey.
- Guydosh, R., Dimitriou, C. K., Volkman, K., & Rampal, R. (2016). *Hospitality management program titles: A rose by any other name*. Poster session presented at the 2016 Annual International CHRIE Summer Conference, Dallas, TX.
- Dimitriou, C. K. (2015). *The effective use of innovatives Strategies in teaching hospitality ethics online at a Graduate Level*. Paper presented at the 34<sup>th</sup> International Society of Travel & Tourism Educators (ISTTE) Conference 2015, Charlotte, NC.
- Dimitriou, C. K. (2014). *Best practices in teaching business ethics online: A proposed survey of hospitality students in the U.S*. Paper presented at the 32<sup>nd</sup> EuroCHRIE Conference 2014, Dubai, United Arab Emirates.
- Dimitriou, C. K. (2013). *Factors influencing the ethical behavior of hotel employees*. Paper presented at the 31<sup>st</sup> EuroCHRIE Conference 2013, Freiburg, Germany.



Dimitriou, C. K. (2013). *Effectiveness of online versus hard copy surveys of hotel employees*. Poster session presented at the 2013 Annual International CHRIE Summer Conference & Marketplace, St. Louis, MO.

Dimitriou, C. K., & Blum, S. C. (2012). *The road to fostering a positive ethical climate in the hotel industry*. Poster session presented at the 17<sup>th</sup> Graduate Education and Research Conference in Hospitality and Tourism, Auburn, AL.

Dimitriou, C. K., Blum, S. C., Adams, C., & Kim, J. (2011). *The impact of a hotel's business ethics on employee job satisfaction and organizational commitment*. Paper presented at the 2011 Annual International CHRIE Summer Conference & Marketplace, Denver, CO.  
*(Nominated for the Best Paper Award)*

Dimitriou, C. K., & Blum, S. C. (2010). *Millennials: How the hospitality industry can hire, train and retain this new generation of employees*. Poster session presented at the 15<sup>th</sup> Graduate Education and Research Conference in Hospitality and Tourism, Washington, D.C.

Dimitriou, C. K. (2003). *Ways of implementing sustainable tourist development in the region of Thessaly*. Paper presented at the 3<sup>rd</sup> Conference on Thessalian Growth with main focus on "Water Resource Management and the Sustainable Growth of Thessaly", Larissa, Greece.

Dimitriou, C. K. (2003). *The contribution of ecotourism in the proper development of the regions of Thessaly*. Paper presented at the Mouzaki Conference on Local Development and the Environment organized by the Center of Environmental Education of Mouzaki, Mouzaki, Greece.

### **REFEREED CONFERENCE PRESENTATIONS**

Dimitriou, C. K. (2025). *Mastering inclusive excellence in hospitality and tourism education*. EuroCHRIE 2025, The Hague, Netherlands. *(Accepted)*

### **REFEREED POSTER PRESENTATIONS**

Reed, E., & Dimitriou, C. K. (2025). *Glamping and the next generation of travelers: Gen Z's role in shaping the future of the lodging industry*. Global Academic-Industrial Society (GAIS) International Conference on Hospitality, Tourism, and Sports Management 2025, Indiana University of Pennsylvania, Indiana, PA.

### **NON-REFEREED PUBLICATIONS**

#### **Newspaper Publications**

Dimitriou, C. K. (1998, November 21). Residents of tourist regions: The other side of our tourism. *Eleftheria*, p. 6.

### **Conference Presentations**

- Cheraghi, F., & Dimitriou, C. K. (2022). *The important role of the Metaverse in tourism marketing*. Graduate Research and Arts Symposium (GRAS). Graduate Student Council (GSC), New Mexico State University, Las Cruces, NM.
- Dimitriou, C. K. (2020). *Adjusting our teaching strategies, material, and techniques to the new standards*. The Tourism Education Futures Initiatives (TEFI) 11-What's Tourism got to do with it? York St. John University, York, United Kingdom (*Virtual Conference*).
- Heroux, L., & Dimitriou, C. K. (2020). *American and Canadian restaurant chain marketing strategies: A cross-border analysis*. The CIK 2020 Conference: The 8<sup>th</sup> International Conference entitled: "Entrepreneurship, Responsible Leadership, and Economic Development", São Paulo, Brazil.
- Dimitriou, C. K., & Scoles, K. (2013). *Challenges for new online course developers*. The 1<sup>st</sup> Annual Showcase of Teaching, Drexel Center of Academic Excellence (DCAE), Drexel University, Philadelphia, PA.

### **Plenary & Keynote Speaker Presentations**

- Dimitriou, C. K. (2025). *Ethical leadership: The foundation for fostering diversity, equity, and inclusion in the hospitality industry*. The 6<sup>th</sup> International Conference on Tourism, Management and Hospitality, Novotel Paris 14 Porte d'Orleans, Pasis, France.
- Dimitriou, C. K. (2023). *Key aspects of the successful implementation of ethical leadership in organizations around the world*. 2<sup>nd</sup> International Conference on Global Advanced Nursing and Healthcare, Sciencezo Planet Conferences, (*Virtual Conference*).

### **Invited Presentations/Talks**

- Dimitriou, C. K. (2024). *National culture and ethical leadership: The passport to strong employee commitment to service quality and positive ethical climate in organizations*. 3<sup>rd</sup> International Conference on Global Advanced Nursing and Healthcare, Sciencezo Planet Conferences, (*Virtual Conference*).
- Dimitriou, C. K. "Academic writing and research skills and English terminology", Presentation at Aegean College, Larissa, Greece, May 13, 2022.
- Dimitriou, C. K. "Codes of ethics & ethics programs in the hospitality industry", Presentation at the MKE 326: International Marketing course, in the Department of Marketing & Entrepreneurship of SUNY Plattsburgh, Plattsburgh, NY, February 13, 2018.
- Dimitriou, C. K. "Building a successful international career", Presentation at the 2503: International Competencies: Intercultural Cooperation and Communication course, in the Master of Arts

(MA) in International Management Program of the Aschaffenburg University of Applied Sciences, Aschaffenburg, Germany, June 14, 2017.

Dimitriou, C. K. “*Ethical issues in tourism*”, Presentation at the 8016: English for Travel and Tourism course, in the Bachelor of Arts (BA) in Business Administration Program of the Aschaffenburg University of Applied Sciences, Aschaffenburg, Germany, June 13, 2017.

Dimitriou, C. K. “*Information session-study at SUNY Plattsburgh*”, Presentation to the Faculty of Business Administration & Law Programs of the Aschaffenburg University of Applied Sciences, Aschaffenburg, Germany, June 13, 2017.

Dimitriou, C. K. “*Diversity: Equal opportunity in the workplace*”, Presentation at the 3449: Working Across Cultures course, in the Bachelor of Arts (BA) in Business Administration Program of the Aschaffenburg University of Applied Sciences, Aschaffenburg, Germany, June 12, 2017.

Dimitriou, C. K. “*Meeting etiquette*”, Presentation, at the 2016 Business Etiquette Series, The SUNY Plattsburgh Chapter of the American Marketing Association (AMA), Plattsburgh, NY, March 23, 2016.

Dimitriou, C. K. (2021). *Ethical leadership: The key to success of any organization*. The Leadership Summit. University of South Florida. Muma College of Business. M3Center for Hospitality Technology and Innovation (*Virtual Conference*).

### **Conference Poster Sessions**

Omar, L. E. & Dimitriou, C. K. (2024). *Backstabbing among department managers: The hidden cost on victims’ reputation and hotel performance*, Graduate Research & Arts Symposium 2024, New Mexico State University, Las Cruces, NM.

Omar, L. E. & Dimitriou, C. K. (2024). *The impact of job insecurity and financial stress on immigrant employee well-being and work productivity in the hospitality industry*, ACES Open House - Graduate and Undergraduate Research Poster Competition, New Mexico State University, Las Cruces, NM.

### **Grants and Sponsored Research**

July 2023      AES Umbrella Hatch Project Team (Barbara Chamberlin, Christina Dimitriou, Sandra L. Gomez, Kevin Lombard, Merranda Marin, Shadai Martin, Pete Mitchell, Marcel Montanz, Sylvia Gabriela, and Phillips Kourtney Vaillancourt), Family development and health, Pathways to human health and wellbeing.

May 2023      Hertzman, Jean L (Principal), Mandabach, Keith H. (Co-Principal), Dimitriou, Christina Klearchou (Co-Principal), Mitchell, Peter (Co-Principal), Ringwood, Sandi (Co-Principal), "Professional Development for High School Instructors: Connecting Culinary

Arts and Hospitality Management with Sustainable Agricultural Systems," Sponsored by USDA NIFA Agricultural and Food Research Initiative - Professional Development for Agricultural Literacy Program, Federal, \$500,000.00. (May 1, 2023 - January 14, 2027).

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**PROFESSIONAL DEVELOPMENT – ATTENDED WORKSHOPS AND SEMINARS**

- Aug 2022-Present**    **Teaching Academy, New Mexico State University, Las Cruces, NM.**  
Nov 2024    **P&T Workshop Fall 2024 Promotion to Associate Professor.**  
June 2024    **Promotion & Tenure Portfolios Summer 2024, Patricia McGregor.**  
August 2023    **So much content-So little time: Maximizing student learning by optimizing your class time, Kevin Yee.**  
February 2023    **How to stop agonizing over grading student work, Oana Cimpean.**  
August 2022    **Writing Extraordinary Syllabi, Tara Gray.**
- Aug 2025**    **The 6<sup>th</sup> International Conference on Tourism, Management and Hospitality, Novotel Paris 14 Porte d’Orleans, Pasis, France.**  
- The link between work conditions and quit intentions in the South African hospitality industry: A focus on Bloemfontein, Thulani Frans Masuku.  
- Predicting hotel guest satisfaction and hospitality economic sustainability using Tripadvisor ratings, Quiviny Jorge De Oliveira-Cardoso.  
- Sustainable Tourism in Protected Areas: The Case of Divjakë-Karavasta National Park Albania, Sonila Sinjari.  
- Natural potential and community awareness as key components for the development of tourism in the Municipality of Belsh (Albania), Endrit Sallja.
- Apr 2025**    **Global Academic-Industrial Society (GAIS) International Conference on Hospitality, Tourism, and Sports Management 2025, Indiana University of Pennsylvania, Indiana, PA.**  
- The power of inclusion: Advancing diversity equity, and inclusion in sports, Reneé Brown-Antonelli.  
- Diversity leadership and the Houston Rockets, Robert Mainor.  
- Inclusivity in leadership, Tim Sweitzer.  
- Winning the job: From application to interview, Erika Siegel.
- Oct 2024**    **The Hospitality Show 2024, American Hotel & Lodging Association (AHLA) and Questex, Henry B. González Convention Center, San Antonio, TX.**  
- Creative ways to build and strengthen today’s hospitality workforce, Jennifer Clark Fugolo, Calvin Banks, David Faro, Kymberly Kuebler, & Adam Robinson.  
- Green to gold: Sustainability as profit, Michael Morton, Joanna Abrams, Ian Koehler, & Anick Levesque.

- **Using technology to eliminate crime and combat human trafficking**, Rich McElwain.
  - **Bold tech for boutique success: Enhancing the guest experience**, Suzanna Bagnera, Suchi Reddy, Amy Hulbert, Dina Belon, & Michelle Session.
  - **Changing mindset-How high performance teams think differently**, Scott Turner.
  - **AI Unlocked: Innovating the future of travel**, Matt Schwartz, Liselotte de Maar, & Jeff Thoman.
  - **Navigating the dynamics of ownership and management**, Chirag Shah, Kevin Jacobs, & Mitch Patel.
  - **Changing the world through the power of food**, José Andrés.
- May 2024**      **NMHA Governor's Conference on Hospitality and Tourism, New Mexico Hospitality Association, Albuquerque, NM.**
- **Destination accessibility**, Amy Lavender, & Dustin Berg.
  - **When does a guest become a tenant?** Sean Hollowwa.
  - **Human trafficking awareness training**, Birga Alden.
  - **AI in tourism marketing**, Nate Zich.
  - **Sustainable choices for your bottom line**, John Williamson, & Bobby Orwig.
  - **Building a 5 star workplace**, Carol Grubbe.
- February 2024**      **Grant Training Center (Online Training).**  
**Professional grant development live online workshop**, Maria Esformes.
- February 2024**      **HSMAI Global Intercollegiate Conference 2024 (Virtual Conference).**
- **Diversity, equity and inclusion**, Kristen Wells Scott, John Lancaster, & Brian Barker.
  - **Hotel development - Real estate, design and architecture**, Lisa Chervinsky, Jessica Banchs, Jason Gold, & Nicolas Martinez.
  - **Artificial intelligence / Tech integration**, Michael Goldrich, Detlev Remy, Cristina Oprean, Tanya Pratt, & Joy Hou.
  - **Professional development/Personal branding**, Lexy Coley, April Meranda, John Washko, & Ysandrelle Raynaud.
- February 2024**      **West Federation CHRIE Conference 2024, Metropolitan State University, Denver, CO.**
- **Sustainable tourism, health, and community development: An ethic of care approach**, Lincoln Davie, Erin Seedorf, Kiyan Shafieizadeh, & Godwin-Charles Ogbeide.
  - **Understanding national park visitors' experiences: The effect of visitors' responsibility behaviors**, Porter Killpack, Sijun Liu, & Kelly Goonan.
  - **How are objects involved in tourists' narrative experience?**, Terrence Tsz Hei Kong, & Honggen Xiao.
  - **A seminar on LGBTQ+ hospitality entrepreneurs**, Eric Olson, & Jangwoo Jo.

- **Hospitality and tourism educators' course designs on learning management system platforms: What and why do they do what they do?**, Cynthia Deale.
- **Blacks at the top: Understanding barriers and facilitators to hospitality leadership**, Del Gerard, & Michelle Russen.
- **Understanding the acceptance of airport self-service technologies (SSTs):** -
- **Integrating personal innovativeness to the UTAUT Model**, Seieun Kim, Jue Wang, Aura Lydia Riswanto, Md Iftekhar Rahman, & Hak-Seon Kim.
- **Cultivating inclusion: A workshop on promoting equity, belonging, diversity, and inclusion in teaching**, Alana Dillette, & Lori Sipe.
- **What's in a name? Job titles of meeting and event professionals**, Thomas Padron.
- **Enhancing awareness and empowerment of hotel staff in the United States to combat human trafficking**, Cho Tin Tun Kirkpatrick.
- **U.S. Department of Labor's September 8, 2023, overtime rule publication proposal: Overtime effect on the shareholder wealth of U.S. restaurant firms**, James Drake.
- **Navigating retention, promotion, tenure and life**, Michelle Russen, & Huy Robert Gip.
- **Examining the hospitality curriculum for law and ethics in the United States**, Cho Tin Tun Kirkpatrick, & Jean Hertzman.
- **Rethinking student assessment in the era of ChatGPT**, Jangoo Jo, & Godwin-Charles Ogbeide.
- **The game you must win! The 3 keys to increase income, eliminate burnout, and live the life you want**, Will Matthews.

**October 2023**

**The 41st EuroCHRIE Conference 2023, Vienna, Austria.**

- **Policy for progress: How can hospitality go beyond CSR to corporate advocacy and drive effective action**, Alexandros Paraskevas, Ioannis Pantelidis, Haragopal Parsa, Robertico Croes.
- **Panel Discussion: Managerial & new work realities**, Barbara Covarrubias, Denise Mach, Ines Spiessberger, & Lars Eltvik.
- **Diversity management in the hospitality industry: A systematic literature review and meta-analysis**, Phillip Jolly, Lindsey Lee, Dustin Maneethai, & Heyao Yu.
- **The use of augmented reality to enhance students' learning experiences:** -
- **Active vs passive learners**, M. Claudia tom Dieck, Ella Crammer, Alexandra Prim, & David Bamford.
- **Evaluating an industry co-creation curriculum for undergraduate hospitality students' research projects: A collaborative case study**, Diane Connely, Chiranjeewa Atapattu, & Amanda Miller.
- **Moving to design-based hospitality education: An integrative and evidence-informed way of collective learning**, Hanneke Assen.
- **Teaching with technology**, Christopher Simon Dutt & Culbahar Abdallah.

- **Ethical readiness check for technology events**, Bastiene Bernasco & Kim Meijer.
- **Students in the driver's seat for assessment design: Using choice to personalize assessments**, Alice Graeupl & Amanda Miller.
- **Simulating student success: Creating crisis and risk realities in tourism**, Mark McCulloch & Alice Graeupl.
- **Digital realities/Sustainable realities**, Petra Stolba.
- **Moving new technologies into the higher education classroom**, Mary Jo Dolasinki & Sheryl Kline.
- **Education that fits: Gaps, educational entrepreneurship models and new perspectives in hospitality and tourism education**, Paola Ossola, Olga Larina, & Daniele Grechi.
- **An evaluation of the environmental, social, corporate governance assessment (ESG) criteria adopted by ESG rating agencies: A hospitality industry perspective**, Aneliya Antova, Shaniel Bernard Simpson, & Willy Legrand.
- **Hospitality employees' performance in new work realities: The role of work meaningfulness and proactive performance**, Xingyu Wang, Yitong Yu, Jingwen Yan, & Ausin Pasamehmetoglu.
- **Exploring servant leader influence on empowerment: Insights from social exchange theory**, Arthur Kearney, Patt Quinn, Denis Harrington, & Felicity Kelliher.
- **Mentorship and sponsorship: Advancing women's careers in the post-pandemic environment**, Sheryl Fried Kline & Carole Burton Sox.
- **The intersection of talent management and career development strategies for post COVID-19 in the narrative accounts of hotel employees**, Aliaksei Kichuk & Cindy Millman.
- **Urban tourism realities**, Norbert Kettner.
- **Changing realities-New opportunities**, Suzanne Kraus-Winkler.

May 2023

**Special Interest Group (SIG), International Council on Hotel, Restaurant, and Institutional Education (ICHRIE).**

- **The state of DEI in higher education**, Jamie Ealy, Diversity, Equity & Inclusion in Hospitality & Tourism SIG, (virtual presentation).

May 2023

**NMHA Governor's Conference on Hospitality and Tourism, New Mexico Hospitality Association, Las Cruces, NM.**

- **Hospitality education and industry collaborations-Opportunities and challenges**, Laura De La Cruz, Carry Hernandez, Prakash Sundaram, Tania Armenta.

April 2023

**New Mexico State University, Las Cruces, NM.**

- **Building relational equity for campus inclusion**, Mako Fitts Ward, Office for Equity, Inclusion and Diversity.

- **Publish & flourish**, Tara Grey, NMSU Teaching Academy & Textbook and Academic Authors (TAA).

April 2023

**Castell College, (virtual panel).**

- **REAL TALK Leaders in hospitality**, Amy Chung, Azari Jones, Susan Hudson, & Jackie Butler.

March 2023

**The 3rd International Conference on Tourism, Management and Hospitality, Oxford University Oxford, United Kingdom.**

- **The festival space and urban tourism of Dihua street in Taipei city**, Szuyin Liu.

- **Future travellers: A study of Generation Z's consumption patterns**, Julia Warden.

- **Post-COVID opportunities and challenges of American theme parks in Japan**, Julia Warden.

- **The comparison study of travel decision-making process and considerations between Eastern and Western young adults**, Hsuan Hsuan Chang.

- **Cultural heritage tourism around legally protected areas on the example of Stolowe Mountains National Park: A literature review**, Artur Żyto.

- **Framing accessibility and inclusiveness in tourism and heritage: A literature review**, Clio Flego.

- **Greentour-Online tool to promote environmentally sustainable tourism**, Paula Quintero.

- **Creative tourism and destinations resilience, analysis of the case of the CreativeFriendly label of the Essaouira**, Mohamed Boukherouk.

- **Circular economy and tourism framework: A rural community case**, Kelly La Ventura.

- **Luxury hotel attributes: A comparative analysis of Japanese and Chinese customers' perceptions**, Paula Tavares de Carvalho.

- **Analyzing the factors of visitors' heritage location choice in the context of mass tourism**, Sevim Sezi Karayazi.

- **Abusive Supervision: Boon or bane in hospitality organization?** Koustab Ghosh & Dheeraj Sharma.

- **Pan-Europeanism and the Disney version: Place attachment of German and French visitors to Europa Park and Disneyland Paris**, Filareti Kotsi.

- **Effect of COVID-19 crisis on RevPAR in Portugal and Spain**, Catarina Crespo.

- **Coordination of complementary tourism supply: The pursuit of profitability in the presence of a foreign tour operator**, Carmen D. Álvarez-Albelo.

February 2023

**West Federation CHRIE Conference 2023, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, Las Vegas, NV.**



- **Redesigning higher education for inclusivity**, Kristin Malek, Jarrett Bachman, Andrew Moreo, Thomas Padron, & Juan Mendez.
- **The paradox of paradoxical leadership on employee helping behaviors: Moderating role of self-efficacy**, Alexandra Lungu, Cass Shum, & Dongwon Yun.
- **Tourism planning and strategic placemaking: First impressions program**, Maycee Quick & Kristin Malek, Salvato.
- **Examining the goldicks dilemma in festivals and events: Trying to find the “Just right”**, Jarrett R. Bachman.
- **The effect of technology of food preparation and service**, Lucio Arancibia, Mark Sandoval, & Angelo Camillo.
- **Priming and reviews: Accentuate the positive, eliminate the negative**, Lisa Cain, Eun Joo Kim, & Sarah Tanford.
- **To cruise or not to cruise**, Laura Book, Sarah Tanford, & Seyhmus Baloglu.
- **Developing a framework for leadership inclusion in hospitality**, Michelle Russen, Mary Dawson, Miranda Kitterlin-Lynch, Juan Madera, & Jeanna Abbott.
- **Industry trends and hospitality programs: Are we providing what is needed?** Patti Fisher, Carmen M. Rubino, Jr., Britt Mathwich.
- **The effect of tourism storytelling on tourist visit intentions: Case study Iran**, Faezeh Cheraghi, Seyedmajid Minayhashemi, & Keith Mandabach.
- **Does a high rating score guarantee the revisit intention? Applying the lens model to the golfers’ decision-making in a golf resort**, Junghoon Lee, Samuel Lee, & Sooyeon.
- **Religious tourism and entrepreneurship: A case of Manakamana temple in Nepal**, Prakash Gautam.
- **More than words: Leading diversity, equity & inclusion from a moment to a movement**, Alana Dillette & Sandra Ponting.
- **The future challenges and needs of the hospitality industry**, Matt Ryan.

**February 2023**

**HSMAI Global Intercollegiate Conference 2023 (Virtual Conference).**  
**Personal Branding**, Beth Hendler-Grunt, Cara Hays, & Dr. Hassan M. Abdulhaqq.

**November 2022**

**HX: The Hotel Experience, New York, NY.**  
- **What to know now to prevent and end human trafficking**, Tom Ruck.  
**The key to workplace culture: Developing emotionally intelligent leaders**, Nick Boulas.  
- **The power of branding for hospitality success**, Kevin Phillip.  
- **Marketing and messaging: Using Emotive engagement to drive revenue**, Rich Tuckwell-Skuda.

**September 2022**

**Academic Technology, New Mexico State University.**  
**Using the Canvas Gradebook**, Sonia White.

- June 2021**      **Restarting Tourism & Hospitality Industries Post-Covid, Events, Tourism & Hospitality at UoN,**  
**<https://mypad.northampton.ac.uk/restartingtourismpostcovid/> (webinar).**  
- **Destination stewardship in practice-It can be done!** Deon Pienaar.  
**DMO perspectives on post-Covid-19 tourism recovery,** Scott Grimes & Amanda Kotze-Nhlapo.  
- **Academic perspectives on the impact of Covid-19 on tourism,** Maisa Adinolfi & Felix Windegger.  
- **Destination stewardship-A new paradigm for tourism recovery,** Stefan Hartnam.  
- **Welcome to the future of tourism!,** Sara Rawlinson & Ben Lynam.
- March 2021**      **Research Ethics, Laura Mesquita, Sara Dolnicar, & Scott McCabe, Annals of Tourism Research Bite-sized Sessions, Researcher Academy, Elsevier.**  
**<https://researcheracademy.elsevier.com/workshop/809be7a9-3516-41cc-a741-80caac975c0e>.**
- January 2021**      **Place Branding Imaginative Communities, Robert Govers, MS Tourism and Cultural Planning and Development, University of Thessaly (Virtual Seminar).**
- January 2021**      **Destination Greece – Greek National Tourism Organization: The contribution of the Greek National Tourism Organization in the development, promotion, and propulsion of Greek tourism over time, Sofia Lazaridou, MS Tourism and Cultural Planning and Development, University of Thessaly (Virtual Seminar).**
- June 2020**      **The Tourism Education Futures Initiatives (TEFI) 11-What's Tourism got to do with it? York, United Kingdom (Virtual Conference).**  
**Tourism Futures and Foresight Post Covid-19,** Jeff Gold and David Atkinson.  
**Design thinking: Pedagogy and praxis,** Diane Dredge.  
**Rethinking sustainable tourism research and education: From interesting to impactful,** Jonathon Day.  
**A hard rain's a gonna fall: Observations on tourism and leadership from the top of the world,** Gavin Bate.  
**Planning, preparing, and publishing a book manuscript,** Sarah Williams.  
**Transitioning to the next economy: What's tourism got to do with it?** Diane Dredge.
- June 2020**      **The virtual CEOs check in panel, Jonathan M. Tisch, Keith Barr, Mark S. Hoplamazian, Christopher J. Nassetta, Sébastien M. Bazin, David Kong, & Arne M. Sorenson, The 42<sup>nd</sup> Annual NYU International Hospitality Industry Investment Conference, New York, NY,**  
**<https://www.sps.nyu.edu/homepage/academics/divisions-and->**

[departments/jonathan-m--tisch-center-of-hospitality/international-hospitality-conference.html](https://departments/jonathan-m--tisch-center-of-hospitality/international-hospitality-conference.html)

- November 2018**      **The 36<sup>th</sup> EuroCHRIE Conference 2018, Dublin, Ireland.**
- **What's app with selfie generation tourists!** Mariana Sigala.
  - **Combat human trafficking in the hotel industry,** Maureen Brookes, Alexandros Paraskevas, and Ann Mara.
  - **Be inspired: Positively moving forward,** Mark Henry.
  - **The booking landscape - Your guest is as good as mine!** Des O'Mahony.
  - **Strategic market planning for successful new openings, repositionings and turnarounds,** John Fareed.
  - **Work life balance,** Ashley O'Donoghue.
- November 2017**      **HX: The Hotel Experience, New York, NY.**
- **Realities of the future: Virtual, augmented, and mixed reality,** Dave Lorenzini, HX: The Hotel Experience, New York, NY.
  - **Hotel investment trends and what they mean for the industry,** Lauro Ferroni, HX: The Hotel Experience, New York, NY.
  - **Designing and developing the customer experience of the future,** Jerry Montgomery, and Lani Kane-Hanan, HX: The Hotel Experience, New York, NY.
- October 2017**      **The 36<sup>th</sup> International Society of Travel & Tourism Educators (ISTTE) Conference 2017, Charleston, SC.**
- **Teaching event planning & management to undergrad communications students: How we create a major university conference in three months,** Waleed Rashidi.
  - **Global learning in the uncertain world,** Liping A. Cai.
  - **Are your students "wired that way?": Integrating personality types into the Administration of group projects,** Lorraine Taylor.
  - **Experiential learning through joint classroom collaborations (National and International),** Angela Durko.
  - **Developing tourism and hospitality cases: Teaching tools,** Robert O'Halloran.
  - **Emotional intelligence lessons that can be used in class,** Kara Wolfe.
- February 2017**      **Cultivating gratitude: A practical method for improving teaching and reducing stress and burnout,** Jessamyn Neuhaus, Center for Teaching Excellence, SUNY Plattsburgh.
- October 2016**      **The 34<sup>th</sup> EuroCHRIE Conference 2016, Budapest, Hungary.**
- **The rise of wellness in hospitality,** Jeremy McCarthy.
  - **Research methods workshop,** Liz Ineson.

- **Making learning happen: Inspiring students, in and beyond the lecture room**, Phil Race.
  - **Engaging students, engaging staff: How can we foster high levels of staff and student motivation to produce excellence in learning and teaching**, Sally Brown.
  - **Entrepreneurship and innovation in wellness hospitality**, Franz Linser.
  - Wellbeing, wellness, health tourism and spas: The state of the art**, Melanie Smith and László Puczkó.
  - **Wellness of the global hotel industry**, Steve Hood.
  - **REDGlobal: Using new generation simulations for new generation students in a new generation marketplace**, Peter Starks and Heidi Anaya.
- September 2016**      **Moodle: Collecting student submissions-assignments, Peter Friesen, LITS Technology Enhanced Learning Unit, SUNY Plattsburgh.**
- May 2016**      **The 4<sup>th</sup> Interdisciplinary Tourism Research Conference, Bodrum, Turkey.**  
- **12 important things I learned along the way in my PhD**, Stephen Pratt.  
- **Qualitative methodologies in tourism studies**, Maheshvari Naidu.  
- **Key issues to research tourists with big data**, Antónia Correia.
- April 2016**      **Systematic literature review – Gateway to publishing in good quality journals, Irfan Butt, School of Business & Economics (SBE), SUNY Plattsburgh.**
- Feb & Mar 2016**      **Center for Teaching Excellence, SUNY Plattsburgh.**  
March 2016      **Classroom performance skills**, Becky Kasper.  
March 2016      **Hard talk**, Becky Kasper.  
February 2016      **The drive to learn: Fostering intrinsic motivation**, Becky Kasper.
- November 2015**      **Teaching ethics: A key role for educators, Scott Jaschik, Webinar by the Inside Higher Ed.**
- October 2015**      **The 34<sup>th</sup> International Society of Travel & Tourism Educators (ISTTE) Conference 2015, Charlotte, NC.**  
- **Baking boot camp**, Ellen Duke and Cece Krelitz.  
- **Wine education & tastings: Holiday wines**, Sarah Malik.  
- **Panel discussion: Hiring recent graduates.**  
- **Attracting attention: Teaching best practices for attraction, promotion, & marketing**, Andi Stein.  
- **Tailoring the student experience**, David Jewell, Joan Geller, and Karen Mann.  
- **Wine education & tastings: Tasting wine like a professional**, Sarah Malik.  
- **BHMS-Study abroad partnerships in Switzerland**, Andrea Gardner.  
- **Faculty engagement and student retention**, Mimi Gough.

- October 2014      **Functional futures**, Peter Sparks, The 32<sup>nd</sup> EuroCHRIE Conference 2014, Dubai, United Arab Emirates.
- October 2014      **EUROCHRIE technology futures**, Salwan Finj, The 32nd EuroCHRIE Conference 2014, Dubai, United Arab Emirates.
- October 2014      **Future trends in hospitality & tourism**, Steve Hood, The 32nd EuroCHRIE Conference 2014, Dubai, United Arab Emirates.
- October 2014      **Behavioral economics & future of hotel design & customer service**, James Mabey, The 32nd EuroCHRIE Conference 2014, Dubai, United Arab Emirates.
- October 2014      **Future proofing the student experience**, David Russell, The 32nd EuroCHRIE Conference 2014, Dubai, United Arab Emirates.
- April 2014**      **Office of Foundations and Corporate Relations Strategic Fundraising Seminar, Brenna McBride and Meagan Mackin, Office of Institutional Advancement, Drexel University.**
- 2012-2014**      **Drexel Center of Academic Excellence (DCAE), Drexel University.**
- May 2014      **The role of the faculty reviewer: Helping students with personal statements and research proposals**, Rona Buchalter, Dan Driscoll, Scott Warnock, and Rachel Wenrick.
- February 2014      **Classroom management workshop**, Tim Kurzweg, Shivanthi Anandan, Sandy Friedlander, and Jennifer Taylor.
- April 2013      **How to package your materials for the tenure and promotion dossier**, N. John DiNardo, Teck-Kah Lim, and Barbara Hornum.
- February 2013      **Faculty and student diversity in the classroom**, Barbara Hoekje, Shivanthi Anandan, and Joseph Hancock.
- November 2012      **Faculty academic portfolio information session**, Teck-Kah Lim and Barbara Hornum.
- November 2012      **How best to serve our international students**, Angela Jeon-Huh, Julie Mostov, Antoinette Torres, Robert Walters, Rebecca Weidensaul, and David Ruth.
- October 2012      **Managing situations with students in crisis**, David A. Ruth and Annette J. Molyneux.
- November 2013**      **International Hotel, Motel & Restaurant Show (IHMRS), New York, NY.**  
- **Staying in touch with our guest – Technology trends**, Daniel Connolly, Mike Dickersbach, Simon Eng, and Jungsun (Sunny) Kim.  
- **Crisis communication 101**, Jeff Higley, Christine DaSilva, Jeff Flaherty, and Rich Roberts, Craig Smith.  
- **Reviews, ratings and revenue: Managing reputation in the age of social media**, Daniel Edward Craig.
- October 2013**      **EuroCHRIE 2013, Freiburg, Germany.**  
- **Introduction to the STR SHARE Center and the “Certification in hotel industry analytics”**, Steve Hood.

- **Case study writing: Publication opportunities and guidelines**, Elizabeth Ineson and Marianna Sigala.
- **Building a mentorship program**, Richard Ginioux.
- April 2013**      **Grants workshop: Deadlines, timelines and hiring**, Ted Faigle, Operations for Goodwin College of Professional Studies, Drexel University
- February 2013**      **Research integrity and responsible conduct of research: Why should you care?** Dr. John E. Dahlberg, Office of Research Integrity (*ORI*), Drexel University
- November 2012**      **International Hotel, Motel & Restaurant Show (IHMRs), New York, NY.**
  - **Young leadership: 5 things you need to know for tomorrow**, Mark Williams, Bruce Barishman, Emily Ellis, Angela Gonzalez-Rowe, and Randall Tucker.
  - **Hospitality new normal – Are you ready for it?**, Thomas F. Morone, William M. Bosch, Linda Bruno, Jonathan C. Nehmer, Richard E. Pastorino, and Rick Swig.
  - **Guest satisfaction trends in the lodging industry – Key insights from the American Customer Satisfaction Index (ACSI)**, Patrick Mayock, Jim Anhut, Michael Ennes, Dr. Bonnie Knutson, Dr. Forrest Morgeson, Loren Nalewanski, and Dr. A.J. Singh.
  - **ADA in your hotel and your workforce**, Kevin Maher, Minh N. Vu, and Judy Young.
  - **Keynote: Preparing a hospitality workforce that's as good as gold**, Monique Donahue and Shelly Weir.
  - **The brand connection**, Michelle Finn, Tim Dixon and Roger G. Hill.
  - **From social network to social business: Tales from the B2B "Social marketplace"**, Michael Cummins, Nathan Egan, Michelle Lapierre, and Virginia Pettit.
  - **Keynote luncheon: Back to basics with Anthony Melchiorri**, Anthony Melchiorri, David Millili, Kristin Muhlner, and Michael Russo.
  - **U.S. lodging industry summit panel**, John Campbell, Vail Brown, Chris Klauda, Warren Marr, and R. Mark Woodworth.
  - **CEO leadership panel**, John Russell, Kevin Kane, Michael Kaufman, Kirk Kinsell, and Pierre-Yves Rochon.
- November 2012**      **The top 10 faculty challenges for teaching online**, Lawrence C. Rogan, Web seminar by the Magna Online Seminars.
- September 2012**      **The creativity paradox**, James C. Kaufman, Torrance Center for Creativity and Innovation, Goodwin College of Professional Studies, Drexel University.

September 2012	Blackboard Learn basics, Chad Kealey, Online Learning Team, Office of Information Resources & Technology, Drexel University.
2009-2012	<u>Teaching, Learning, and Professional Development Center (TLPDC), Texas Tech University.</u>
March 2012	Writing your teaching philosophy, Dr. Allison Boye and Suzanne Tapp.
March 2012	“So you want to be a professor?” Series: Getting your first job and surviving your first year, Dr. Allison Boye.
March 2012	Difficult dialogues seminar: “Diversity Learning Workshop”, Suzanne Tapp.
February 2012	Using research to encourage deep learning: A workshop on developing a research course for undergraduates, Dr. Donna Janes.
February 2012	Balancing and integrating teaching and research responsibilities: Motivating graduate students to apply productive strategies, Dr. Elizabeth Sharp and Ms. Rachel R. Engler.
2009-2011	<u>Teaching, Learning, and Technology Center (TLTC, Texas Tech University).</u>
December 2011	Teaching the Ne(x)t Generation: Version 2.0 in check, Dr. Allison Boye and Suzanne Tapp.
November 2011	“So you want to be a professor?” Series: Creating an effective syllabus, Dr. Allison Boye.
May 2011	Blackboard: Using the communication tools, Karissa Greathouse.
May 2011	Blackboard: Using the quiz tool, Karissa Greathouse.
May 2011	Blackboard: Organize course content using the learning module tool, Heidy Zhao.
May 2011	Blackboard: Fundamentals training, Karissa Greathouse.
April 2011	Preventing and responding to disruptive students in and out of the classroom, W. Scott Lewis, JD.
January 2011	Blackboard: Assignment tool, Karissa Greathouse.
September 2010	Creating your teaching portfolio, Suzanne Tapp.
March 2010	The meeting of two cultures: Baby Boomer faculty and Millennial students, Dr. Jim Clopton.
October 2009	“So you want to be a professor?” Series: Survivor: Classroom island...outthink, outplan, outlast, Dr. Allison Boye & Suzanne Tapp.
September 2009	Blackboard: Managing students and the grade book, Karissa Greathouse.
September 2009	Blackboard: Grading form training session, Karissa Greathouse.
November 2011	Plagiarism in check: Ithenticate and Turnitin, Kimberly Vanderman, University Library, Texas Tech University.
March 2009	8 <sup>th</sup> Annual Thesis/ Dissertation Symposium, Cal Barnes, Todd Chambers, David Doerfert, & Anisa Zvonkovic, The Texas Tech Helen DeVitt Jones Lectures and Seminars, Texas Tech University.

February 2009	End Note Web seminar, Cynthia Henry, Graduate School, Texas Tech University.
November 2008	Publishing before, during, from, and after the dissertation: Best tips, Dr. Joe L. Kincheloe & Shirley Steinberg, Texas Tech University.
2006	<u>Rosen College of Hospitality Management, University of Central Florida.</u>
September 2006	The ABC's of diversity & cultural competencies, Michael Freeman.
September 2006	Using mid-term evaluation, Kevin Yee, Smith Faculty Center for Teaching & Learning.
August 2006	Adjunct faculty development retreat, Kevin Yee, Karen L. Smith Faculty Center for Teaching & Learning, University of Central Florida.

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### **OTHER ATTENDED EXHIBITIONS & GLOBAL EVENTS**

2024	3 <sup>rd</sup> International Conference on Global Advanced Nursing and Healthcare, Sciencezo Planet, <i>(Virtual Conference)</i> .
2023	2 <sup>nd</sup> International Conference on Global Advanced Nursing and Healthcare, Sciencezo Planet, <i>(Virtual Conference)</i> .
2021	The 1st Annual North East chapter of the Travel and Tourism Research Association (NETTRA) Conference, <i>(Virtual Conference)</i> .
2014	The 18 <sup>th</sup> East Coast Gaming Congress & iGaming Institute, Atlantic City, NJ
2014	The 12 <sup>th</sup> E-Learning Conference: Technology use in teaching and learning, Online Learning Team (OLT), Drexel University, Philadelphia, PA.
2013	The 7 <sup>th</sup> International Conference on Management Science and Engineering Management, LeBow College of Business, Drexel University, Philadelphia, PA.
2013	International Council on Hotel Restaurant & Institutional Education (ICHRIE), St. Louis, MO..
2013	The 17 <sup>th</sup> East Coast Gaming Congress & Hospitality Forum, Atlantic City, NJ.
2013	20th Annual Hospitality Education Day (HED) hosted by the Philadelphia Multicultural Affairs Congress, Greater Philadelphia Hotel Association, and Pennsylvania Convention Center, Philadelphia, PA.
2012	The 17 <sup>th</sup> Graduate Education and Research Conference in Hospitality and Tourism, Auburn, AL.



2011	International Council on Hotel Restaurant & Institutional Education (ICHRIE), Denver, CO.
2010	The 15 <sup>th</sup> Graduate Education and Research Conference in Hospitality and Tourism, Washington, DC.
2009	The 14 <sup>th</sup> Graduate Education and Research Conference in Hospitality and Tourism, Las Vegas, NV.
2007	Las Vegas International Hospitality & Convention Summit, University of Nevada in Las Vegas (UNLV), Las Vegas, NV
2007	Opera Users Conference, Annapolis, MD.
2004	Philoxenia 2004: 20 <sup>th</sup> International Tourism Exhibition, Thessaloniki, Greece.
2003	Philoxenia 2003: 19 <sup>th</sup> International Tourism Exhibition, Thessaloniki, Greece.
2003	3 <sup>rd</sup> Conference on Thessalian Growth with main focus on “Water Resource Management and the Sustainable Growth of Thessaly”, Larissa, Greece.
2003	Literature and Environmental Education, Mouzaki, Greece.
2003	Local Development and the Environment, Mouzaki, Greece.
2003	Agrotourism-History and Civilization of the Municipality of Koilada and Krannwna, Koilada, Greece.
2003	Evaluating Students, Larissa Greece.
2002	Philoxenia 2002: 18 <sup>th</sup> International Tourism Exhibition, Thessaloniki, Greece School Management, Volos, Greece.
2001	Tourism Studies: University-level Technological Education, Thessaloniki, Greece.
2000	World Travel Market, London, England International Symposium with main focus on “Margaret Yourcenar, authoress of the 19 <sup>th</sup> Century”, Thessaloniki, Greece.
1999	Hotelia-Philoxenia 1999: 15 <sup>th</sup> International Tourism Exhibition, Thessaloniki, Greece.

## **CHRISTINA K. DIMITRIOU**

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1999	Tourist Development of the Coastline of the Municipality of Thessaly, Larissa, Greece.
1998	Hotelia-Philoxenia 1998: 14 <sup>th</sup> International Tourism Exhibition, Thessaloniki, Greece.
1998	Mass Media-Internal Tourism-Quality, Volos, Greece.
1995	World Travel Market, London, England.

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### **SERVICE**

#### **SERVICE TO THE DEPARTMENT**

##### **Open Houses:**

2016	HRTM Alumni Survey for ACPHA with Dr. Ray Guydosh
2015– 2019	Open Houses, SUNY Plattsburgh
2012– 2014	Freshman Open Houses and Accepted Student Days, Drexel University
2007– 2008	Open Houses, Professional Culinary Institute (PCI)

##### **Department Committees:**

2022–Present	HRTM Curriculum Committee, New Mexico State University
2022–Present	HRTM Graduate Committee, New Mexico State University
2022–Present	Visit Las Cruces Industry Partner Group, Las Cruces, NM
2015– 2016	HRTM Search Committee, SUNY Plattsburgh
2013– 2014	Online Course Committee, Drexel University
2013	Program Manager Search Committee, Drexel University
2012– 2014	Hospitality Curriculum Committee, Drexel University
2012– 2014	HOSP MS Committee, Drexel University

##### **School of Business & Economics (SBE) Committees:**

2015– 2019	SBE Assessment Committee, SUNY Plattsburgh
2015– 2016	Human Resources and Organizational Behavior (HR/ OB) Search Committee, Management, Information Systems & Analytics (MISA) Department, SUNY Plattsburgh

#### **SERVICE TO THE COLLEGE OF AGRICULTURAL, CONSUMER AND ENVIRONMENTAL SCIENCES (ACES)**

2024	ACES Open House Undergraduate Poster Judging
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#### **SERVICE TO THE UNIVERSITY**

2022–2023	Post-doc and New Faculty Event Organizer, New Mexico State University
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2017	Representing SUNY Plattsburgh at the Aschaffenburg University of Applied Sciences, Aschaffenburg, Germany.
2016– 2018	Academic Policies Committee
2013– 2014	Faculty Senate Alternate, Drexel University
2012– 2013	Faculty Learning Community (FLC): Online Teaching and Learning: Best Practices, Drexel University

### **PROFESSIONAL & COMMUNITY SERVICES**

#### **Conference Moderator/Chairperson:**

August 2023	Chairperson, <i>2<sup>nd</sup> International Conference on Global Advanced Nursing and Healthcare</i> , Friday, 11 <sup>th</sup> August 2023 (virtual conference).
October 2016	Session Moderator, <i>The 34<sup>th</sup> EuroCHRIE Conference 2016</i> , Budapest, Hungary, Friday, 28 <sup>th</sup> October 2016.
May 2016	Session Moderator, <i>4<sup>th</sup> Interdisciplinary Tourism Research Conference 2016</i> , Bodrum, Turkey, Wednesday, 25 <sup>th</sup> May 2016.
October 2015	Session Moderator, <i>The 34<sup>th</sup> Annual International Society of Travel &amp; Tourism Educators (ISTTE) Conference 2015</i> , Charlotte, NC, Saturday, 17 <sup>th</sup> October 2015.
October 2014	Session Moderator, <i>The 32<sup>nd</sup> EuroCHRIE Conference 2014</i> , Dubai, United Arab Emirates, Wednesday, 8 <sup>th</sup> October 2014.

#### **Community Service:**

May 2011	Guadalupe–Parkway Neighborhood Centers Fund Raising Project, Lubbock, TX
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### **AD HOC REVIEWER FOR HOSPITALITY AND TOURISM JOURNALS:**

#### **European Journal of Geography**

February 2024	Manuscript Reviewer
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#### **Journal of Open Innovation: Technology, Market, and Complexity**

December 2023	Manuscript Reviewer
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#### **Journal of Quality Assurance in Hospitality & Tourism**

July 2025	Manuscript Reviewer
September 2023	Manuscript Reviewer

#### **Canadian Journal of Administrative Sciences**

January 2023	Manuscript Reviewer
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#### **Scandinavian Journal of Hospitality and Tourism**

January 2020	Manuscript Reviewer
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**International Journal of Hospitality and Tourism Administration**

March 2017	Manuscript Reviewer
September 2016	Manuscript Reviewer
June 2016	Manuscript Reviewer

**International Journal of Contemporary Hospitality Management**

Aug 2025	Manuscript Reviewer
July 2025	Manuscript Reviewer
March 2024	Manuscript Reviewer
December 2023	Manuscript Reviewer
March 2023	Manuscript Reviewer
December 2022	Manuscript Reviewer
November 2022	Manuscript Reviewer
June 2021	Manuscript Reviewer
March 2021	Manuscript Reviewer
December 2020	Manuscript Reviewer
March 2020	Manuscript Reviewer
January 2019	Manuscript Reviewer
March 2017	Manuscript Reviewer
January 2017	Manuscript Reviewer
September 2016	Manuscript Reviewer
July 2016	Manuscript Reviewer
December 2015	Manuscript Reviewer
November 2015	Manuscript Reviewer
September 2015	Manuscript Reviewer
September 2014	Manuscript Reviewer
March 2014	Manuscript Reviewer
January 2014	Manuscript Reviewer
August 2013	Manuscript Reviewer

**SAGE Open**

December 2013	Manuscript Reviewer
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**AD HOC REVIEWER FOR HOSPITALITY AND TOURISM CONFERENCES:**

**EuroCHRIE**

May 2025	Manuscript Reviewer, EuroCHRIE
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**West Federation CHRIE**

December 2022	Manuscript Reviewer, WF CHRIE
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**EDITORIAL MEMBER OF HOSPITALITY AND TOURISM JOURNALS:**

**Assistant Editor** - *Journal of Hospitality and Tourism Issues (JOHTI)*

**Editorial Board Member** - *Journal of Tourism Futures*

**Editorial Board Member** - *Advances in Hospitality and Tourism Research (AHTR)*

**BOOK EDITOR:**

**Co-Editor** with Robin Nunkoo, *Handbook of Tourism and Leadership*, Edward Elgar Publishing (in progress)

**SCIENTIFIC COMMITTEE MEMBERSHIPS:**

**Scientific Committee Member** - *7th International Conference on Tourism Management and Hospitality (ICTMH)*, Acavent, Vienna, Austria.

**Scientific Committee Member** - *6th International Conference on Tourism Management and Hospitality (ICTMH)*, Acavent, Paris, France.

**Scientific Committee Member** - *5th International Conference on Tourism Management and Hospitality (ICTMH)*, Acavent, London, U.K.

**Scientific Committee Member** - *4th International Conference on Tourism Management and Hospitality (ICTMH)*, Acavent, Vienna, Austria.

**Scientific Committee Member** - The International Uludere Symposium, Şırnak University, Turkey.

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**LANGUAGES**

**Fluent Written and Spoken:**

- Greek
- English
- French

**HONORS & AWARDS**

Feb 2024	WF CHRIE Conference 2024 Faculty Scholarship Award
Fall 2017	Certificate of Appreciation for Outstanding Contributions to Student Success Through Academic Advising
Fall 2016	Certificate of Appreciation for Outstanding Contributions to Student Success Through Academic Advising
Fall 2016	NYS/UUP Professional Development Award
Fall 2016	Discretionary Salary Award (DSA)
Spring 2012	Summer Dissertation/Thesis Research Award Nomination, Texas Tech University
Spring 2012	Helen DeVitt Jones Excellence in Graduate Teaching Award administered by the Graduate School for Graduate Part-Time Instructors (GPTI), Texas Tech University
2011-2012	The Hospitality Industry Network Dallas Chapter Scholarship
2011-2012	The United Supermarkets, LLC. Scholarship Endowment, College of Human Sciences, Texas Tech University
2010-2011	Jack and Vivian Broyles Endowed Scholarship, College of Human Sciences
2009-2010	C. J. Davidson Home Economics Endowed Scholarship, College of Human

2008-2011                      Sciences, Texas Tech University  
   AT&T Chancellor's Graduate Fellowship, Texas Tech University

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**PROFESSIONAL AFFILIATIONS**

- Textbook and Academic Authors Association (TAA)
- International Society of Travel & Tourism Educators (ISTTE)
- International Council on Hotel, Restaurant, and Institutional Education (*ICHRIE*) Society
- American Hotel & Lodging Association (AH&LA)
- American Hotel & Lodging Educational Foundation (AHLEF)
- STR SHARE Center
- Greater Philadelphia Hotel Association (*GPHA*)
- The Hospitality Industry Network Dallas Chapter (*NEWH*)
- Eta Sigma Delta (*HΣΔ*)
- Association of Graduates of Tourist Business Administration of Greece
- Hellenic-American Association of Larissa, Greece  
(Also served as the Public Relations Representative for two years)
- Orthodox Christian Fellowship (*OCF*)