

Keith H. Mandabach, CEC AAC Ed. D.

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Career Overview

I am an experienced hospitality educator at New Mexico State University with a Doctorate in Education committed to making a difference in my community. I have over twenty years of experience as a practitioner in the industry as an award winning researcher and educator. I have a passion for teaching, research and community development. My students and university duties are my top priority. I speak regularly at academic meetings and industry conferences. I publish frequently in academic and industry journals, assist restaurant and bar owners as a consultant, write and administer grants, and serve as an editor, symposium and paper review chair for conferences and reviewer for a variety of publications and organizations. I am also a Certified Executive Chef who continues to use my creative skills by performing demonstrations at culinary conferences.

Educational Background

- Ed.D. 1998, University of Houston
- Major: Educational Leadership and Cultural Studies
- Emphasis: Higher Education: History of Culinary Education in USA.
- M.H.M. 1991, University of Houston Major: Hospitality Management: Finance
- B.S. 1989, St. Edward's University Major: Hotel Restaurant Management
- A.G.S. 1988 Houston Community College Major: General Studies

Present Position

- June 7, 1998 to Present: Professor (highest academic rank), School of Hotel, Restaurant, and Tourism Management, New Mexico State University. Teaching assignment is in the area of general hospitality management with an emphasis on food and beverage management. I have a wide range of research interests that focus on restaurant/beverage management, culinary tourism, culinary education, food service management, beverage management, purchasing, sanitation, food allergies, technology use, service learning, ethics, the history of culinary education, hotel operations and foodservice education.

Previous Positions

- July 30, 1997 to June 1, 1998: Assistant Professor, Department of Hotel and Restaurant Management, University of Missouri: Columbia. Nine-month teaching appointment focused on finance, strategic management and hotel operations.
- August 20, 1996 to June 1, 1997: Visiting Assistant Professor, Department of Hotel and Restaurant Management, Purdue University North Central.
- April 1992- January 1994: Instructor Foodservice Management, School of Culinary Arts, the Art Institute of Houston.
- August 1989- May 1994: Instructor Houston Community College Houston, TX.

Professional Experience

- September 1989- July 1997: Catering Service Manager, Memorial Healthcare Corp. Houston, Texas. Assignments including opening a senior living center and consulting on patient food service menus for a nine unit hospital system. I facilitated quality teams and instructed courses in service training at the Institute for Learning Center.
- November 1985 to August 1989: Executive Chef, Holiday Inn Crowne Plaza, Houston, Texas. Assignments included three periods of service as food and beverage manager. In addition to my Executive Chef Duties for a 500 room upscale hotel, I served as a regional corporate trainer
- 1984-1985: Executive Chef Holiday Inn Crowne Plaza Memphis, Memphis, TN.
- 1982-1984: Executive Chef, Holiday Inn Mills House, Charleston, SC.
- 1979-1982: Executive Chef, Kiawah Island Co., Charleston, SC.
- 1974-1979: Sous Chef, Summer Season, Jackson Lake Lodge, Rockresorts, Jackson, Wyoming
- 1977-1978: Sous Chef, Winter Season, Big Sky of Montana.
- 1973-1974: Sous Chef, Beef & Bottle Steakhouse Surgarbush Inn, Warren, VT.
- 1973: Cook, Rudy's Italian Restaurant, Honolulu, HI.
- 1972: Cook, Healy Hotel, Healy Alaska.
- 1971-1972: Cook, Clyde's: An American Bar, Washington, DC.

Refereed Publications

Mandabach, K. H., Wu, C. and Hertzman, J. L. (2018). "Managing Land Use Conflict: A Coastal Destination Tourism Case Study," *Journal of Tourism and Hospitality Tourism*, 7:4 DOI: 10.4172/2167-0269.1000369

Mandabach, K. H., (2015). "Publishing in Academic Journals and Conferences: How Reviewing Articles Improves Ones Writing and More." *Journal of Tourism and Hospitality*, 4:145. doi: 10.4172/2167-0269.1000145.

Stringam, B. B., Mandabach, K.H. and VanLeeuwen, D. M. (2015). "Management Contracts and Home Owners Association Controlled Timeshare Resorts: Is There a Difference in Performance Metrics?" *Journal of Tourism and Hospitality*, 4:151. Doi: 10.4172/2167-0269.1000151

Mandabach, K. H., Stringam, B. B. Ma, X, VanLeeuwen, D.M, and Gerdes, J. J. (2014). "The Impact of Online Traveler Ratings with the Willingness of the Traveler to Recommend Hotels for Five Selected Cities in China," *Journal of Tourism & Hospitality*, 3 (3) 100014, (1-7), ISSN 2167-0269.

Valentine, S., Godkin, L, Mandabach, K.H. (2014). "Ethical Employment Ethical Employment Context and Ethical Decision Making in Hospitality Organizations Located in the United States and Mexico in print with the *Journal of Quality Assurance in Hospitality* 15 (3)227-252.

Mandabach, K, H. (2012). Structure and Philosophy in the Classroom Makes you a Better Teacher, *Journal of Tourism and Hospitality* 1:e108, Doi:10.4172/jtj.1000e108

Hubbard, K., Mandabach, K. H., McDowall, S., and VanLeeuwen, D. (2012). Perceptions of Quality, Satisfaction, Loyalty & Approximate Spending at an American Wine Festival," *Journal of Culinary Science and Technology* V 10-(4).

Mandabach, K. H., Siddiqui, M, G. F. Blanch, VanLeeuwen, D. (2011). "Restaurant Viability: Operations Rating of Success Factors in New Mexico Restaurants," *Journal of Culinary Science and Technology*. 9 (1), 71-84.

Müller, K.F., VanLeeuwen, D.L., Mandabach, K.H, Harrington, R. H. (2008), "Effectiveness of Culinary Curricula: A Case Study ", *International Journal of Hospitality Management*, 27-(1).

Mandabach, K. H., Blanch, G. F., VanLeeuwen, D. M., and H. L. Waters. (2006). Differences in the use, training and effect on careers of technology between independent and chain foodservice managers. *Journal of Culinary Science & Technology*, 5 (1), pp. 5-18.

Harrington, R.J., Mandabach, K., Thibodeaux, W. & VanLeeuwen, D. (2007). "The Institutionalization of Culinary Education: An Initial Assessment. *Journal of Culinary Science & Technology*, 4(4): 31-49 [2005 cover date].

Mandabach, K.H., Ellsworth, A, VanLeeuwen, D. M., Blanch, G.F. and Water, H.L. (2005) "Restaurant Managers' Knowledge of Food Allergies: A Comparison of Differences by Chain or Independent Affiliation, Type of Service and Size ". *Journal of Culinary Science & Technology*, 4 (2-3), 63-77.

Harrington, R., Mandabach, K. H., VanLeeuwen, D. and Thibodeaux, W. (2005). "A multi-lens framework explaining structural differences across foodservice and culinary education," *International Journal of Hospitality Management*, 24(2005) 195-218. (Cover 2004).

Mandabach, K. H., Cole, R. P., VanLeeuwen, D. and Revelas, D. (2005). "Reasons for Stopping on the Highway: A Comparison of Driver Preferences and Travel Center Perceptions." *PRAXIS Journal of Applied Hospitality Education*, 7 (1) Spring 2005, 170-179.

Harrington, R.J., Mandabach, K., VanLeeuwen, D. & Rande, W. (2004) "A Survey of the Control Process in Foodservice Laboratory Classes." *Journal of Hospitality & Tourism Education*, 16(2): 47-55.

Book Chapters and other refereed publications

Mandabach, K. H. and Wu, C. (2018). "Gastronomic Festivals and Events: Future Scenarios", *Routledge Handbook of Gastronomic Festivals and Events*, Chapter 52, edited by Dixit, S. K. in press.

Mandabach, K. H. (2017), Chapter 37 "Customer Engagement in Building Customer Loyalty", *Handbook for Consumer Behavior in Tourism*, Dixit, S. K. Editor, Routledge, 286-296.

Mandabach, K.H. (2012), "The Culinary World", *Hospitality and Tourism, 14th edition*, Brymer, Robert Editor, Kendall Hunt, Dubuque

Mandabach, K.H. (2009), "The Culinary World", *Hospitality and Tourism, 13th edition*, Brymer, Robert Editor, Kendall Hunt, Dubuque

Mandabach, K. H. (2005), "Technology in Food Service Purchasing", *Purchasing for Foodservice Managers 5th edition*, Werfel, M.C. and Cremer, M. L., McCutchan, Richmond, CA.

Mandabach, K. H. (2005). "From Volunteerism to Service-Learning: A Recipe for Success of Foodservice Education" refereed chapter in *Hospitality with a Heart: Concepts and Models for Service Learning in Lodging, Foodservice, and Tourism: The Association for Higher Education Service Learning Series: Hospitality Education, Stylus, Virginia. Cover 2004.*

Mandabach, K. H. (2005). "A review of service learning literature" refereed chapter in *Concepts and Models for Service Learning in Lodging, Foodservice, and Tourism: The Association for Higher Education Service Learning Series: Hospitality Education, Stylus, Virginia. Cover 2004.*

Creative Activity Presentations

Mandabach, K...H. (2011). "Spice up Your Menu Green Chile Style", Culinary demonstration with the NMDA, Western Regional American Culinary Federation Conference 2011 Scottsdale, AZ.
http://www.acfchefs.org/download/documents/events/2011/we_handout_green_chiles.pdf

Mandabach, K...H. (2010). "California Rice 101", culinary demonstration with the California Rice Commission, Western Regional American Culinary Federation Conference, Albuquerque, NM.
<http://www.calrice.org/pdf/ACF-Presentation.pdf>

Mandabach, K. H. (2005). "The Art of Culinary Competition", culinary demonstration and presentation, Food Educators Network International 2005, New Orleans, LA.

In Progress:

Mandabach, K. H. and Miller, C. A. (2019). "Evaluating Student Performance in Foodservice/Culinary Laboratories for publication in the Journal of Culinary Science and Technology.

Mandabach, K.H. (2019) "Relationships between tourists' emotional experiences, perceived overall image, satisfaction, and loyalty" The Routledge Handbook of Tourism Experience Management and Marketing, S. B. Dixit Editor, Routledge.

Mandabach, K. H., Chaunbaio, W. & Herztzman, J. (2018). "The future of Gastronomic Festivals and Events in New Mexico" for publication in the International Journal of Tourism and Events.

Refereed Proceedings and Abstracts related to Research

Mandabach, K. H., Valentine, S and Godkin, L (2011). "Ethical Reasoning: An Examination of Hospitality Organizations Located in the United States and Mexico" EURO CHRIE Dubrovnik

Mandabach, K.H. (2011). "When Inmates are in Charge of the Asylum: Managing Student Run Restaurants and Dinners", Western CHRIE Conference Denver.

Müller, K.F. VanLeeuwen, D., Mandabach, K., & Harrington, R.J., (2007). "Effectiveness of Culinary Curricula: A Case Study" *2007 Proceedings*, EURO CHRIE Conference, Leeds, UK.

Mandabach, K. H., VanLeeuwen, D. M, Blanch G. and Waters, H. L. (2006). "Differences in the Use, Training and Effect on Careers of Technology between Independent and Chain Foodservice Managers EURO CHRIE Greece.

Mandabach, K. H., VanLeeuwen, D. M, Siddiqui, M., Blanch, G.F. and Lee, C. (2006). "Benchmarking Key Performance Indicators: Success and Expansion in Southern New Mexico US Restaurant Viability: Operators Rating Of Contributing Success Factors From Restaurants In Southern New Mexico", EURO CHRIE Greece.

Van Dyke, T, Cumming, P., Koeppel, J. and Mandabach, K. H. (2006). "Solving Real World Problems with Service Learning," ICHRIE Crystal City, VA, 2006

Rande, W., Mandabach, K., Harrington, R.J. & VanLeeuwen, D.M. (2005) "Culinary/Foodservice Instructor Classroom Policies and Behavior: Student, Faculty and Administrator Perceptions." 2005 Proceedings, International CHRIE Conference Las Vegas, NV.

Harrington, R.J., Mandabach, K., VanLeeuwen, D. & Thibodeaux, W. (2004). "The Institutionalization of Culinary Education: Public and Private Four-Year Culinary Degrees." International CHRIE Conference Philadelphia, PA.

Recent Papers and/or Posters Presented before professional societies.

Mandabach, K. H. and Rande, W. (2018). "The Future of Gastronomic Festivals and Events" Symposium Round Table, ICHRIE Conference Palm Springs, CA.

Mandabach, K. H. and Hogan, D. (2018). "New Mexico Specialty Crop Demonstration and Discussion", American Culinary Federation, Chef Connect, Laguna Beach, CA.

Mandabach, K. H., Liu, Y. and Hertzman, J. L. (2018). "Gastronomic Festivals and Events in New Mexico," West CHRIE Conference, Denver.

Mandabach, K. H. (2017). "The future of symposiums at ICHRIE", ICHRIE Baltimore. .

Stringam, B.S., Correa, J. S., Mitchell, P. & Mandabach, K. H. (2016) "Extending your Academic Reach using the Internet", ICHRIE, Dallas, TX.

Dormody, T.J., Mandabach, K.H., Cowley, D. E., Archara, R. & Goss, R.M. (2016). A College Wide Project to Improve Student Writing, 62nd annual NACTA Conference Honolulu.

Dormody, T., Mandabach, K.H., Goss, R., Acharya, Ram, Cowley, D. & VanLeeuwen, D.M. (2016) "Writing Assessment Workshop in the College of ACES", NMHEAA Annual Conference Albuquerque.

Mandabach, K. H. & Miller, C. A. (2016). Foodservice Laboratory Student Performance Evaluation Methodology, Western Federation of CHRIE, Denver.

Mitchell, P & Mandabach, K. H. (2016) "Professional Development for Hospitality Management Faculty", Western Federation of CHRIE, Denver.

Mandabach, K. H. (2015). "Symposium Submission Review Forum", ICHRIE Orlando Conference.

Mandabach, K. H. (2014). "Symposium Reviewer Forum", ICHRIE San Diego Conference.

- Mandabach, K. H. (2012). "Philosophy of Foodservice Education: Impact on Classroom Performance", ICHRIE Providence Conference symposium presentation
- Mandabach, K. H. (2012). "Culinary SIG presentation 2012" ICHRIE Providence Conference.
- Mandabach, K.H. (2011). "Culinary SIG Mile High Chefs Panel" ICHRIE Denver Conference.
- Mandabach, K. H., Ma, Xingya, Stringam, B and VanLeeuwen, D, (2011). "Analysis of Hotel Guest Comments to Investigate the Relationship Between Customer Satisfaction and Customer Loyalty in Five Selected Cities in China," ICHRIE Denver Conference.
- Mandabach, K. H. (2011). Mandabach, K. H., Hubbard, K., McDowall, S and VanLeeuwen, D. (2011). "An Empirical Study of New Mexico Wine Festival Attendee Perceptions",
- Hubbard, K., Mandabach K. H. (2011). New Mexico Wine Festival Attendees Perceptions of the Event", Western ICHRIE Denver Conference.
- Mandabach, K.H. (2011). "When Inmates are in Charge of the Asylum: Managing Student Run Restaurants and Dinners", Western CHRIE Conference Denver.
- Mandabach, K.H. (2009). Culinary Special Interest Group, ICHRIE San Francisco.
- Van Dyke, T, Cumming, P., Koeppel, J. and Mandabach, K. H. (2006). "Solving Real World Problems with Service Learning," ICHRIE Crystal City, VA, 2006.
- Mandabach, K., VanLeeuwen, D., Harrington, R.J., Rande, W., & Bruin, B. (2005). "Evaluation and Planning Student Assessment in Food Laboratory Classes in Student Restaurants." Symposium at the 2005 I-CHRIE Conference, July 28, Las Vegas, NV.
- Mandabach, K.H., (2005), Chaos in Action: Common Challenges in Food Labs, ACF Western Conference Educators Forum, The Broadmoor, Colorado Springs, CO.
- Mandabach, K., Harrington, R.J., Rande, W. & VanLeeuwen, D. "Planning Foodservice Laboratory Activities: A Survey of Educators." 2004 International CHRIE Conference, July 29, Philadelphia, PA.

Research Activity-Grants

- NMDA Specialty Crop Promotion with Denis Hogan.
- HSIAC USDA Grantee with P. Bloomquist (2006).HSIAC HUD Office of Partnership Grant Reviewer (1999-2009).
- HSIAC HUD Office of University Partnership Doctoral Dissertation Reviewer 2000-2011.
- HSIAC Housing and Urban Development (HUD) University Partnership Grant (1999). “The Community Cocina”. Primary investigator and administrator of \$400, 000 grant from application to completion

Invited Grant Review Panels, task forces etc.

- Invited Participant in the Association of North America Higher Education International (ANAHEI) November, 2018, Hospitality Think Tank 2030, New York City.
- Co-Chair of the ICHRIE Conference Scientific Paper Food and Beverage Track 2011-present.
- Chair of the ICHRIE Conference Symposium Track Committee 2013 to present
- Editor Journal of Tourism and Hospitality.
- HSIAC USDA Grantee with P. Bloomquist (2006).
- HSIAC HUD Office of Partnership Grant Reviewer (1999-2009).
- HSIAC HUD Office of University Partnership Doctoral Dissertation Reviewer 2000-2011.
- HSIAC Housing and Urban Development (HUD) University Partnership Grant (1999). “The Community Cocina”. Primary investigator and administrator of \$400, 000 grant from application to completion Prior to period under review
- Johnson and Wales Providence Hospitality College outside accreditation review team 2011.
- *Hosteur* 2011
- International Journal of Hospitality Management, 2010-Present
- Journal of Hospitality & Tourism Education – 2011
- Journal of Culinary Science and Technology 2007-Present
- International Journal of Hospitality and Tourism Administration 2004-Present
- HUD Office of University Partnerships Grant Reviewer 2000-Present
- International CHRIE Conference Refereed and Symposium Track member 1998-2011.
- Journal of Hospitality and Tourism Administration 2004- Present

Awards:

International Council of Hotel Restaurant and Institutional Educators The Chef Herman Breithaupt Outstanding Foodservice Educator Award 2005.