

Tanya Ruetzler, Ph.D., CHE  
NMSU email: ruetzler@nmsu.edu

## Overview

- Experienced hospitality and tourism educator holding a diverse portfolio of courses taught in multiple formats including traditional, online, hybrid, and through faculty-led travel.
- Proficient in Moodle, Blackboard Learn 9.0, Blackboard Learn 9.0 Ultra, and Canvas.
- Passionate student mentor and advisor.
- Strong hospitality and tourism industry relationships and work experience.
- Skilled in curriculum development and program accreditation and assessment.

## Education

### **Doctor of Philosophy (Ph.D.), Nutrition and Food Systems Management**

The University of Southern Mississippi, Hattiesburg, MS, 8/2005

*Dissertation:*

*Culture and Service Quality Perceptions: Development of a University Foodservice Survey*

### **Master of Science (M.S.), Hotel Administration**

The University of Nevada, Las Vegas, NV, 8/1997

### **Bachelor of Science (B.S.), Hospitality Management**

The University of Central Florida, Orlando, FL, 5/1992

### **Associate of Science (A.S.), Travel and Tourism/Hospitality Management**

Daytona Beach College, Daytona Beach, FL, 5/1990

## Employment Record (Academia)

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

School of Hotel, Restaurant and Tourism Management

Visiting Professor, 8/2024 - present

Adjunct Faculty - periodically 2017-2023

### **Galen University, San Ignacio, Belize**

Faculty of Business and Entrepreneurship

Hospitality and Tourism Management

Associate Professor & Program Coordinator (part-time appointment), 1/2023 - 7/2024

Adjunct Professor, 1/2021 - 12/2022

### **Sullivan University, Louisville, KY**

College of Hospitality Studies

Hospitality, Culinary, Events, and Tourism Management

Adjunct Faculty & Curriculum Design Subject Matter Expert (SME/online), periodically  
8/2005 – 7/2024

**The University of Mississippi, Oxford, MS**

Department of Nutrition and Hospitality Management  
Adjunct Associate Professor (online), 8/2022 - 5/2023  
Associate Professor, 8/2012 - 7/2022  
Assistant Professor and Internship Director, 8/2006 - 7/2012

**College of Southern Nevada, Las Vegas, NV**

School of Business Hospitality and Business Services  
Hospitality and Culinary Arts  
Adjunct Professor (online), Fall 2022

**The University of South Carolina, Beaufort, SC**

Hospitality, Resort and Tourism Management  
Assistant Professor, 8/2005 - 5/2006

**The University of Southern Mississippi, Hattiesburg, MS**

College of Business  
Tourism and Hospitality Management  
Instructor, 6/2001 - 8/2005

**Pennsylvania Culinary Institute, Pittsburgh, PA**

Lodging and Restaurant Management  
Lead Management Instructor, 6/1998 - 5/2001

**University of Nevada, Las Vegas, NV**

William F. Harrah College of Hotel Administration  
Adjunct Instructor, 6/1997 - 5/1998

**Course Portfolio:**

*\*Indicates online and/or hybrid delivery (in addition to traditional format)  
Specific university related course assignments and course numbers available as requested*

**General Management**

- Introduction to Hospitality Management\*
- Legal Issues in the Hospitality Industry\*
- Business Law and Ethics\*
- Professional Communication and Development
- Academic Skills for College
- Service Quality Management (undergraduate\* and graduate\*)
- Principles of Cost Controls
- Human Resources in Hospitality Management\*
- Supervision
- Hospitality Industry Marketing
- Facilities Management
- Entrepreneurship\*

- Introduction to Business Marketing (non-hospitality)\*

### **Food and Beverage**

- ServSafe® Food Safety and Sanitation\*
- Foodservice Procurement and Supply Chain Management\*
- Foodservice Operations Management (undergraduate and graduate\*)
- Bar and Beverage Management\*
- Principles of Food Preparation
- Quantity Food Production and Service
- Menu Management
- Catering and Group Sales Management

### **Hotel/Lodging Administration**

- Front Office Administration
- Hotel Operations Management
- Convention Service Management\*
- Housekeeping Operations\*
- Private Club Management

### **Tourism**

- Introduction to Tourism\*
- Global Tourism\*

## **Teaching Skills/Certifications/Honors**

Online Learning Management Systems:

- Moodle, Blackboard Learn 9.0, Blackboard Learn 9.0 Ultra, and Canvas

eLearning certified (online teaching certificate program)

- The University of Mississippi, Oxford, MS, awarded 3/2015

The Educational Institute of the National Restaurant Association, Washington, DC

- Certified ServSafe Food Safety Instructor and Proctor, 8/1998 - present
- Certified ServSafe Alcohol Instructor and Proctor, 6/2014 - present
- Certified Manage First Instructor and Proctor, 9/2014 - present

ManageFirst Program certificates:

- Controlling Foodservice Costs
- Hospitality and Restaurant Management
- Hospitality Human Resources Management and Supervision
- Customer Service
- Principles of Food and Beverage Management
- Purchasing
- Hospitality Accounting
- Bar and Beverage Management
- Hospitality and Restaurant Marketing

Certified Hospitality Educator (CHE), 3/2013 - present (renewal in process)

Honors:

- Eta Sigma Delta International Hospitality Management Honor Society
- Kappa Omnicron Nu National Human Science Honor Society

- Four-time award winner of the University of Mississippi's Division of Student Life faculty award of significant student impact.

## **Student Support and Service**

- Provide individual academic advising and professional career mentoring for up to 50 undergraduate and 10 graduate students each year.
- Teach developmental courses in Life skills and Academic Skills for college.
- Serve on, and lead, undergraduate student honors theses, graduate student theses and doctoral dissertations.
- Act as a faculty liaison and provide guidance to student-organized catering and fundraising events.
- Serve on student scholarship committees.
- Faculty advisor for Hospitality and Tourism student clubs/organizations
- Present at school hosted career field days (high schools)
- Led student groups to professional conferences and on international study tours:
  - New York HX: The Hotel Experience; Study USA New York
  - The National Restaurant Association Show; Study USA Chicago
  - Las Vegas Tour, Resort Operations; Study USA Las Vegas
  - Tourism of Australia and Fiji, Study Abroad
- Served as a Kappa Omnicron Nu Honor Society faculty advisor.
- Presented workshops on Professional Development and Etiquette to select student groups.

## **Curriculum Development**

- Experienced in complete hospitality and tourism program development and in existing program curriculum revisions.
- Serve as a Subject Matter Expert (SME) for various hospitality and culinary programs/schools to design new courses and revise and update existing course offerings.
- Served as a core curriculum design and development member for the Department of Nutrition and Hospitality Management at the University of Mississippi, Oxford, MS.  
New Programs:
  - Online Hospitality Management Master's degree, implemented fall 2018
  - Ph.D. in Nutrition and Hospitality Management, implemented fall 2017
 Curriculum Revisions:
  - Bachelor of Science in Hospitality Management, implemented fall 2007
- Developed faculty-led, location-based learning (LBL) courses utilizing student driven learning contracts.
  - New York, Chicago, Las Vegas, Australia/Fiji
- Self-Study team member for Accreditation Commission for Programs in Hospitality Administration (ACPHA) for the University of Mississippi.
  - Granted in August 2012; re-accreditation granted summer 2019 (until 2026)
- Evaluated University-wide curriculum assessment plans and reports as a member of the

- University of Mississippi Curriculum Assessment Committee, 2013 – 2022.
- Serve(d) on standing and ad-hoc curriculum committees including:
  - Curriculum Policy and Development
  - Undergraduate Program Counsel
  - Internationalization of the Curriculum
  - Study Abroad Advisory Board
- Completed curriculum revisions for the University of Southern Mississippi's Hospitality Management program to prepare for transitioning into the College of Business from the College of Health, Hattiesburg, MS., 2004
- Served as lead management instructor for developing the Hotel/Restaurant Management program at Pennsylvania Culinary Institute, Pittsburgh, PA., 1998 - 2001

## Publications

### Preparing for Submission:

**Ruetzler, T.,** Jo, J., Choi, H., Taylor, J. (in progress). Perceptions of tourism development by Belizean residents.  
*Target Journal: Journal of Belizean Research*

### Published:

**Ruetzler, T.** and Taylor, J. Foodservice Industry and Operations. In: Brymer, R. A., Cain, L. N., & Orlowski, M. (2023). Hospitality: An Introduction (18<sup>th</sup> ed.) Dubuque, IA: Kendall-Hunt. (Book Chapter).

Hong, C., Soifer, I., Lee, H., Choi, C., **Ruetzler, T.** (2023). Hospitality and tourism management student satisfaction with their majors and career readiness amid the COVID-19 pandemic. *Journal of Hospitality, Leisure, Sport & Tourism Education*,  
<https://doi.org/10.1016/j.jhlste.2023.100434>

Jo, J., Choi, H.Y., Taylor, J., **Ruetzler, T.**, Davison, K., Reynolds, D. (2022). Craft beer consumption: roles of motivation and personal involvement. *International Journal of Hospitality Beverage Management*, DOI: <https://doi.org/10.52713/ijhbm.v3.11>

Choi, E. K., **Ruetzler, T.**, & Wang, A. (2019). Hospitality program selection criteria: A comparison of international undergraduate, master's, and doctoral students. *Journal of Hospitality & Tourism Education*, 31(3), 149-158.

Taylor, J., Bing, M., Reynolds, D., Davison, H. K., & **Ruetzler, T.** (2018). Motivation and personal involvement leading to wine consumption. *International Journal of Contemporary Hospitality Management*, 30 (2), 702-719, <https://doi.org/10.1108/IJCHM-06-2016-0335>

Feinstein, A., Hertzman, J., Stephanelli, J., & **Ruetzler, T.** (2017). Instructor's Manual to Accompany Purchasing: Selection and Procurement for the Hospitality Industry (9<sup>th</sup> ed.). Hoboken, NJ: John Wiley and Sons. (non-refereed textbook support materials)

- Kim, Y., Taylor, J., & **Ruetzler, T.** (2015). Any difference? A comparative analysis: A case study of two festivals. *Journal of Tourism Research & Hospitality*, 4 (1), <http://dx.doi.org/10.4172/2324-8807.1000144>
- Chang, Y., Adams, R., Carithers, T., & **Ruetzler, T.** (2014). Do grocery store personnel's perceptions, attitudes, and knowledge determine availability of organic food products? *Journal of Food Distribution Research*, 45 (2), 1-25.
- Ruetzler, T.**, Baker, W., Reynolds, D., Taylor, J., & Allen, B. (2014). Perceptions of technical skills required for successful management in the hospitality industry: An exploratory study. *International Journal of Hospitality Management* 39, 157-164.
- Guchait, P., **Ruetzler, T.**, Taylor, J., & Toldi, N. (2014). Video interviewing: A potential selection tool for hospitality managers – A study to understand applicant perspective. *International Journal of Hospitality Management*, 36, 90-100.
- Ruetzler, T.**, Taylor, J., Reynolds, D., Baker, W., & Killen, C. (2012). What is professional attire today? A conjoint analysis of personal presentation attributes. *International Journal of Hospitality Management*, 31 (3), 937-943.
- Ruetzler, T.**, Taylor, J., & Hertzman, J. (2012). Adaption and international students' perceptions of on-campus foodservice. *British Food Journal*, 114 (11), 1599-1612.
- Ruetzler, T.**, Taylor, J., Reynolds, D., & Baker, W. (2011). Understanding perceptions of professional attributes using conjoint analysis. *International Journal of Hospitality Management*, 30, 551-557.
- Taylor, J. & **Ruetzler, T.** (2010). A student-centered exploration of the National Restaurant Association Show: Developing a course for academic credit. *Journal of Culinary Science and Technology*, 8 (1), 1-13.
- Kim, Y.H., Kim, M., **Ruetzler, T.**, & Taylor, J. (2010). An examination of festival attendees' behavior using SEM. *International Journal of Event and Festival Management*, 1(1), 86-95.
- Ruetzler, T.**, Hertzman, J., & Taylor, J. (2009). A comparative analysis of the impact of culture on university foodservice satisfaction: a pilot study. *Journal of Foodservice*, 20, 200-208.
- Ruetzler, T.** (2008). Food, beverage, and service quality: Does culture impact satisfaction with university foodservices? *Journal of Culinary Science and Technology*, 6 (4), 308-324.
- Taylor, J., Oakley, C., Bomba, A., **Ruetzler, T.**, Webb, V., Dodd, L., Carithers, T., & Schneider, D. National Food Service Management Institute. (2008). *Evaluation of the Marketing Sense: Make a Star Choice Training Program for Child Nutrition Personnel*. University, MS. (Technical Report)
- Kim, Y., Taylor, J., **Ruetzler, T.**, Bomba, A., & Varnell, C. (Spring, 2008). *The 13<sup>th</sup> Annual Oxford Double Decker Arts Festival Survey*. University, MS. (Technical Report)

Kim, Y., Taylor, J., **Ruetzler, T.**, Bomba, A., & Varnell, C. (Fall, 2008). *The 2<sup>nd</sup> Annual Oxford BBQ Throwdown Survey*. University, MS. (Technical Report)

**Ruetzler, T.** (2007). The development of a university foodservice quality survey instrument: A culture different perspective. *Journal of Quality Assurance in Hospitality and Tourism*, 8 (1), 27-47.

## Conference Papers and Presentations

Lopez, F., Berezina, K., **Ruetzler, T.** (2023). Perceived value of VR tourism experience: A scale development. AIRSI2023 virtual conference hosted by Zaragoza University, Spain, May 15-17, 2023. \*presentation given by co-author

**Ruetzler, T.**, Jo, J., Choi, H., Taylor, J. (2021). Perceptions of tourism development by residents of Belize. Western Federation CHRIE virtual conference hosted by Northern Arizona University, February 19-20, 2021.

**Ruetzler, T.** (2020). Perceptions of tourism by residents in three different regions of a small Central American country. Western Federation CHRIE, Pomona, California, February 6-8, 2020.

Hertzman, J., **Ruetzler, T.**, & Mandabach, K. (2019). Replication of and applications for the wine neophobia scale. Western Federation CHRIE, Sonoma, California, February 6-8, 2019.

**Ruetzler, T.**, & Choi, C. (2018). Hospitality program selection criteria: An investigation of international students. West Federation CHRIE, Denver, Colorado, February 1-3, 2018.

**Ruetzler, T.** (2017). Child friendliness of restaurants - Part 2. Western Federation CHRIE, San Diego, California, February 10-12, 2017.

**Ruetzler, T.** (2016). Child friendliness of restaurants: A pilot study. Western Federation CHRIE, Denver, Colorado, February 4-6, 2016.

**Ruetzler, T.**, Taylor, J., & Guchait, P. (2015). The impact of appearances, interpersonal skills, and the resume on initial perceptions of job candidates by career fair recruiters. Western Federation CHRIE, San Francisco, California, February 6-7, 2015.

**\*Best Research Paper Award**

**Ruetzler, T.** (2014). Developing the skills needed by hospitality management students for successful interviewing and job hunting: What does industry really want? Western CHRIE, Long Beach California, February 6-9, 2014.

Reynolds, D., Taylor, J., & **Ruetzler, T.** (2014) Canonical correlation analysis of consumer involvement with wine - A push-pull study of internal drivers, external drivers, and personal involvement. Washington Association of Wine Grape Growers Convention and



Trade Show, Kennewick, Washington, February 5-7, 2014. \* *presentation given by co-author*

Reynolds, D., Taylor, J., & **Ruetzler, T.** (2013). Wine purchase intentions: A push-pull study of external drivers, internal drivers, and personal involvement. American Association of Wine Economists AAWE Stellenbosch, South Africa, June 26-29, 2013. \* *presentation given by co-author*

**Ruetzler, T.**, Baker, W., Reynolds, D., & Taylor, J. (2013). Perceptions of technical skills required for successful management in the hospitality industry: A conjoint analysis. Asia Pacific CHRIE, Macau, China, May 21-24, 2013. \* *presentation given by co-author*

Guchait, P., **Ruetzler, T.**, Taylor, J., & Toldi, N. (2013). Understanding the pros and cons of video interviewing: A qualitative study to understand applicant perspective. Travel and Tourism Research Association Annual Conference TTRA, Kansas City, Missouri, June 20-22, 2013. \* *presentation given by co-author*

**Ruetzler, T.** (2013). Video interviewing: Student perceptions and implications for educators. Western Federation CHRIE, Denver, Colorado, January 31-February 2, 2013.

Shackelford, K., Bass, M., Keena, L., & **Ruetzler, T.** (2012). "The San Mateo Empowerment Project: Service Learning and Civic Engagement in Belize". Gulf Coast Summit on Service Learning and Civic Engagement, Hattiesburg, Mississippi, March 21-23, 2012.

**Ruetzler, T.** (2012). Applying student-centered learning theories to develop a travel course to the NRA Show. Western Federation CHRIE, Las Vegas Nevada, January 27-28, 2012.

**Ruetzler, T.**, & Taylor, J. (2011). The perceptions of appearances by career fair recruiters. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 15(2), 34-39. Southeast CHRIE, Fall, 2011.

**Ruetzler, T.**, Taylor, J., Reynolds, D., & Baker, W. (2010). Assessing professional attributes using conjoint analysis. Available at: [http://scholarworks.umass.edu/refereed/CHRIE\\_2010/Wednesday/12/](http://scholarworks.umass.edu/refereed/CHRIE_2010/Wednesday/12/) ICHRIE, San Juan, Puerto Rico, July 2010.

**Ruetzler, T.**, Taylor, J., & Hertzman, J. (2010). Time spent living in the United States: The impact of foodservice quality perceptions of international students. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 14(2), 61-67. Southeast CHRIE Fall, 2010.

Kim, Y.H., Taylor, J., & **Ruetzler, T.** (2009). Is there any difference: A comparative analysis of visitors at an arts and food festival. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 13 (1), 17-20. Southeast CHRIE Spring, 2009.

Kim, Y.H., Taylor, J., **Ruetzler, T.**, & Kim, M. (2009). An examination of food tourist's behavior: The relationship between perceived value, satisfaction, and intent to revisit. *Frontiers in Southeast CHRIE Hospitality and Tourism Research* (13), 1, 21-24. Southeast CHRIE Spring, 2009.



- Kim, Y.H., Taylor, J., & **Ruetzler, T.** (2008). A small festival and its impact on a community: A case study. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 12 (2), 49-52. Southeast CHRIE Fall, 2008.
- Ruetzler, T.**, Taylor, J., & Kim, Y.H. (2008). The economic impact of the Southern Foodways Alliance annual symposium. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 12 (1), 42-46. Southeast CHRIE Spring, 2008.
- Taylor, J., & **Ruetzler, T.** (2007). The use of advisory board committees in hospitality programs: An exploratory study. *Research Proceedings Southeast Council on Hotel, Restaurant, & Institutional Education*, 11 (1), 38-41. Southeast CHRIE Spring, 2007.
- Salzar, J., Calvert, C., & **Ruetzler, T.** (2006). Hospitality core curriculum assessment based on student, faculty, and industry responses: A pilot study. *Research Proceedings Southeast Council on Hotel, Restaurant, & Institutional Education*, 10 (1), 30-33. Southeast CHRIE Spring, 2006.
- Ruetzler, T.** (2005). Culture and service quality perceptions: Foodservice attributes most valued by international students. Hospitality and Tourism: Driving National and International Development. University of Technology, Jamaica.
- Ruetzler, T.** (2004). Culture's influence on service quality perceptions: Foodservice at a southern university. *Advances in Hospitality and Tourism Research*, 9, 665-667. Hospitality Graduate Program Research Conference, Myrtle Beach, South Carolina.
- Ruetzler, T.** (2003). Culture's influence on service quality perceptions: Foodservice at a southern university. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 7(1), 85-87. Southeast CHRIE Fall, 2003.
- Ruetzler, T.** (2002). The Charcoal Room Lab: Teaching students and building business. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 6 (1), 50-53. Southeast CHRIE Fall, 2002.
- Ruetzler, T.**, & Taylor, J. (2002). Culinary school analysis – part 2. *Research Proceedings: Spring Southeast CHRIE*, 5 (1), 35-39. Southeast CHRIE Spring, 2002.
- Ruetzler, T.**, & Taylor, J. (2001). Culinary school analysis. *Frontiers in Southeast CHRIE Hospitality and Tourism Research*, 4 (2), 71-73. Southeast CHRIE Fall, 2001.
- Ruetzler, T.** (1997). Development of a teaching apprenticeship. *Advances in Hospitality and Tourism Research*, 2, 401-411. Hospitality Graduate Program Research Conference, Las Vegas, Nevada.

## Audio Production

- Kim Shakelford (producer), Linda Keena (assistant-producer), Martha Bass, **Tanya Ruetzler.** (2011, November). The Road: San Mateo Ole Miss Empowerment with Morgan Freeman. [Audio Broadcast].

## Contributing Editor

Journal of Culinary Science and Technology:  
Websites of Interest to Culinarians and Culinary Teachers

**Ruetzler, T. & Taylor, J.** (2010). Artisan Foods. *Journal of Culinary Science & Technology*, 8 (1) 166-168.

**Ruetzler, T. & Taylor, J.** (2009). Culinary Trails. *Journal of Culinary Science & Technology*, 7 (4), 257-258.

**Ruetzler, T. & Taylor, J.** (2009). International Chef Associations. *Journal of Culinary Science & Technology*, (7) 2/3, 207-210.

**Ruetzler, T. & Taylor, J.** (2009). Scholarships for Hospitality Students and Educators *Journal of Culinary Science & Technology*, (7) 1, 34-36.

**Ruetzler, T. & Taylor, J.** (2008). Food Heritage. *Journal of Culinary Science & Technology*, (6) 2-3, 188-191.

**Ruetzler, T. & Taylor, J.** (2008). Sustainable and Green Trends. *Journal of Culinary Science & Technology*, (6) 4, 290-294.

## Grants (funded)

Berezina, K., & **Ruetzler, T.** 2020. "Problem-based learning in hospitality". FACT Institute grant proposal. The University of Mississippi, \$8,000.

Berezina, K., & **Ruetzler, T.** 2020. "Data-driven hospitality. Critical Thinking Redesign (CTR) Grant". The University of Mississippi, \$2,000.

**Ruetzler, T.** 2011. "Pro Slim Restaurant Simulation Application for NHM 441". The Center for Excellence in Teaching and Learning. The University of Mississippi, \$1,000.

Shakelford, K., Bass, M., **Ruetzler, T.**, Keena, L., Vaughan, L., Ivey, L., Ford Wade, A., Waddel, D. 2010. "University of Mississippi Faculty and Students Working Together in Belize". The School of Applied Sciences Interdisciplinary Work Grant (IWOG). The University of Mississippi, \$5,000.

Kim, Y., Taylor, J., **Ruetzler, T.** 2008. "The Regional Economic Impact of the 2008 13<sup>th</sup> annual Oxford Double Decker Art Festival and the 2<sup>nd</sup> annual BBQ Throw down Festival in Oxford, MS." Oxford Convention and Visitors Bureau, 102 Ed Perry Boulevard, Oxford, MS 38655, \$3,418.10.

Taylor, J., Carithers, T., **Ruetzler, T.**, Bomba, A. 2008. "Evaluation for Marketing Healthy Food Choices for Child Nutrition Programs". USDA/ NFSMI, 6 Jeanette Phillips Drive; University, MS 38677, \$50,092.

Taylor, J. & **Ruetzler, T.** 2005. "Operational Improvements: The Charcoal Room Restaurant Lab". Darden Restaurants Incorporated, 5900 Lake Ellenor Drive; Orlando, FL 32809, \$40,000.

### **Grants (not funded)**

Flowers, G., Cattouse, S., **Ruetzler, T.**, Martinez, O., Aird, C., Thompson, D. 2020. "Certification in the BTB Hospitality Gold Standards Project. Beyond Tourism Innovation". Inter-American Development Bank, United Nations World Tourism Organization, \$130,000.

**Ruetzler, T.** 2019. "Wow the on-line World. Academic Outreach". The University of Mississippi, \$6,179.

Roseman, M., Taylor, J., **Ruetzler, T.**, Joung, D. 2014. "Partnership in Hospitality Education with The Association for Convenience & Fuel Retailing (NACS)". NACS, 1600 Duke Street, 7th Floor, Alexandria, VA 22314, \$485,756.

### **Service and Professional Activities:**

#### **Service in Curriculum**

- Lead faculty for Curriculum Pathways revisions for Galen University; shifting from a tourism-focused program to a more inclusive tourism and hospitality management degree, 2023 - present
- Member of the University of Mississippi Curriculum Assessment Committee, 2013 - 2022
- Core faculty member assisting the University of Mississippi Hospitality Management Program's accreditation by the Accreditation Commission for Programs in Hospitality Administration (ACPHA) and continuous curriculum development, 2012 - 2022
- School of Applied Sciences representative for the University of Mississippi Undergraduate Council, 2012 - 2015
- Member of the University of Mississippi School of Applied Sciences Curriculum and Policy committee, 2008 - 2010; 2012 - 2015
- Member of the University of Mississippi Internationalization of the Curriculum Committee, 2012 - 2013
- Member of the University of Mississippi Study Abroad Office Advisory Board, 2008 - 2010
- Developed the University of South Carolina's (Beaufort) first travel study course to the National Restaurant Show in Chicago, spring 2005
- Assisted with the transition of the Hospitality Management program from the College of Health to the College of Business with a new Tourism Management focus at the University of Southern Mississippi, 2003 - 2004

#### **Service to Academia**

- Faculty Senate representative for the Department of Nutrition and Hospitality Management at the University of Mississippi, 2022
- Departmental representative for the School of Applied Sciences' Diversity, Equity, and

- Inclusion committee at the University of Mississippi, 2020 - 2022
- Core member of the University of Mississippi's Nutrition and Hospitality Management program's graduate student admissions selection committee 2020 - 2022
- Member of the University of Mississippi Academic Discipline Committee, 2019 - 2022
- Core graduate faculty member for the Hospitality Management PhD and MS Degree at the University of Mississippi, 2017 - 2022
- Member of the T&P Committee, Department of Nutrition and Hospitality Management at the University of Mississippi, 2012 - 2022
- Core faculty member for the Hospitality Management Program at the University of Mississippi, 2006 - 2022
- Presented research to hospitality management students and faculty in Central America during sabbatical leave. Continuously remain in contact to share research progress, 2018
- Faculty Liaison for the University of Mississippi Square Toast for Scholarships, 2014
- Presented research at the School of Applied Sciences First Friday series: "*Hospitality HR practices and the implications of using video interviewing in employee selection*", November 2, 2012
- Served as Hospitality Program Reviewer for Tougaloo College, Jackson, Mississippi, September, 2012
- Co-hosted the annual Consortium for Belize Educational Cooperation (COBEC) Summer conference held on the University of Mississippi campus, July 24 - 27, 2012
- Co-presented the San Mateo Empowerment Project Video Premier and fundraiser through with the Division of Outreach and IWOG group members, September 27<sup>th</sup> 2011
- Collected data and prepared reports for Dean's office on vendor perceptions and feedback regarding the SAS career fair at the University of Mississippi, February, 2011
- Co-hosted the SECHRIE fall conference at the University of Mississippi, October 2 - 3, 2010
- Column Editor for the Journal of Culinary Science and Technology, Websites of Interest to Culinarians and Culinary Teachers, 2008 - 2010
- Prepared poster presentations for display at the SAS career fair and alumni association reception at the University of Mississippi, February, 2010
- Foodservice Educators' Network International (FENI) Inaugural Hospitality Educators' Leadership and Development Conference. Las Vegas, NV. Invited lecturer on Location Based Learning (LBL) and the use of Learning Contracts, February 14 - 17, 2008
- Southeast Council on Hotel, Restaurant, and Institutional Education (SECHRIE) fall conference, hosted by the University of South Carolina. Hilton Head, SC. Invited presenter and panel discussion moderator, "Hospitality Management Internship Opportunities", an informative session for faculty, October, 2007
- University of South Carolina, Beaufort, Academic Misconduct Committee, 2005 -2006
- University of Southern Mississippi's Hospitality Management Library liaison; managed budgets, consulted with faculty on resource needs, collaborated with librarians, 2001 - 2005

## **Service to Society**

- Provide ServSafe food safety training to foodservice operators and their employees, 2019 - present
- Assist local hospitality operations including hotels, restaurants, catering operations, and private clubs in planning and delivering special events in the community, including also recruitment of student interns and volunteer workers for the events, 2001 - present
- Served as an outside member representing the Department of Nutrition and Hospitality

Management at the University of Mississippi with the faculty of Willie Price Daycare in securing a \$20,000 Smart from the Start to initiate a healthy eating curriculum, 2015 - 2016

- Provided student volunteers and volunteer personally for the Southern Foodways Association Symposium luncheons hosted by Tabasco and Viking in Oxford, MS 250+ guests, 2006 - 2010
- Managed service activities for the following major events:
  - Prepared foods and provided service for events of up to 400, including homecoming and alumni receptions; College of Health, University of Southern Mississippi, 2001 - 2005
  - Annual Mississippi Gulf Coast Legislative Reception in Jackson, MS, 2002 - 2005
  - Junior Auxiliary Annual Mardi Gras Fundraiser, 600 guest formal banquet, Hattiesburg, MS, 2005
  - Cystic Fibrosis Culinary Holiday, 150 guest reception and auction, Pittsburgh, PA, 2000
  - Confrerie de la Chaine des Rotisseurs, Baillaige de Pittsburgh, PA, 2000
  - United States Culinary Olympic Team 2000 practice dinner, Pittsburgh, PA, 2000
  - American Retried Citizens, 400 guest fundraising dinner, Pittsburgh, PA, 1999
  - UNLVino, 5,000 guest wine tasting featuring 100 wineries, Las Vegas, NV, 1996 & 1997
  - Opportunity Village Snowflake Ball, 200 guest charity banquet, Las Vegas, NV, 1996

### **Additional Service to Students**

- University of Mississippi Kappa Omnicron Nu Honor Society, 2011 - 2022
  - Served as the academic advisor
  - Presented annual lectures on leadership and self-management
- University of Mississippi Women's Law Association Annual Professional Development and Etiquette Dinner, 2009 - 2019 (periodically)
  - Present lectures on professional dress, meal etiquette, and interviewing etiquette
- University of Mississippi Science Fair volunteer judge, 2007 - 2019 (periodically)
  - Judge various science fair projects from grades 1-12
- Faculty volunteer and co-coordinator for the University of Mississippi Square Toast for Scholarships, 2008 - 2014
- University of Mississippi Department of Nutrition Hospitality Management Scholarship Committee member, 2008 - 2012
- University of Mississippi interview volunteer for Scholar's Day, 2007
- University of Southern Mississippi Faculty Advisor for ETA SIGMA DELTA, 2002 - 2005
- Managed scholarships awarded to the University of Southern Mississippi's hospitality students; supervised application and evaluation procedures, 2002 - 2005

### **Search Committees (all at the University of Mississippi)**

- Member, Administrative Assistant of Nutrition and Hospitality Management Search Committee, Nutrition and Hospitality Management, 2022
- Member, Assistant Professor of Nutrition and Hospitality Management Search Committee, Nutrition and Hospitality Management, 2015 - 2016
- Member, Chair of Nutrition and Hospitality Management Search Committee, Nutrition and Hospitality Management, 2014 - 2015
- Outside member, Assistant/Associate Professor Search Committee, HERSM, 2014
- University of Mississippi Faculty Search Committee Chair, Hospitality Management, 2006 -

2007

- University of Mississippi Instructor Search Committee Member, Hospitality Management, 2007 - 2008

### **Peer Reviewer:**

### **Conferences**

- I-CHRIE Annual Summer Conference (July/August), periodically 2007 - 2022
- I-CHRIE Hospitality Management Graduate Conference (January); Advances in Hospitality and Tourism Research, periodically 2007 - 2022
- Western Federation CHRIE Annual Conference (February), 2021

### **Academic Journals**

Editorial Board member:

- Journal of Culinary Science and Technology, 2005 - present

Reviewer:

- Hospitality and Tourism Complete, 2020 - present
- Tourism Management Perspectives, 2020 - present
- Journal of Hospitality, Leisure, Sport & Tourism Education, 2020 - present
- Human Resource Management Journal, 2016 - present
- International Journal of Hospitality Management, 2014 - present

### **Textbooks**

Delmar Publishing & Pearson Publishing:

- Perez, Hospitality Law, 1<sup>st</sup> edition
- Mills/Mills/Mills, Hospitality and Tourism Law, 1<sup>st</sup> edition
- Morris/Cournoyer/Marshall, Hotel, Restaurant, and Travel Law, 8<sup>th</sup> edition

### **Hospitality Industry Professional Activities:**

Attend industry conventions, conferences, meetings, and seminars to network with corporate professionals and investigate and develop student internships and research opportunities.

### **Current:**

- Belize Tourism Board (BTB), Annual Tourism Industry Presentation and Strategic Planning meeting, Annual BOOM Forum, and various BTB sponsored Trade Events throughout the year, 2022 - present
- Belize Tourism Industry Association (BTIA), Annual General Meeting, Chapter Meetings for locations in the Cayo and Stann Creek Districts, 2022 - present

### **Past/Periodically:**

- HX: The Hotel Experience, Javits Center, New York, New York (November) 2008 - 2019
- National Restaurant Association (NRA) International Restaurant Show, McCormick Place, Chicago (May) 2003 - 2019
  - Trips/events were suspended during the COVID-19 pandemic
- Nation's Restaurant News Menu Trends and Directions periodically 2009 - 2019
- Nation's Restaurant News Hot Concepts Awards periodically 2005 - 2019
- Nation's Restaurant News Culinary R&D conference periodically 2004 - 2019
- Multi-unit Foodservice Operators (MUFSO) conference periodically 2004 - 2019
- Nation's Restaurant News and Ventura Foods Menu Master's Awards periodically 2003 - 2019

## **Past Hospitality Industry Employment Record**

### **Deiss Incorporated, Las Vegas, NV**

1/1998 - 8/1998

Food Broker/Sales Representative

### **Guadalajara Restaurant at Boulder Station Casino, Las Vegas, NV**

1/1997 - 1/1998

Restaurant Manager

### **Delta Airlines, Washington, DC**

6/1994 - 7/1995

Customer Service Representative

### **Ruby Tuesdays, Laurel, MD**

12/1993 - 6/1994

Restaurant Manager

### **Treasure Island Resort, Daytona Beach, FL**

5/1992 - 12/1993

Catering & Group Sales Associate

### **HOA Incorporated Restaurant Group, Orlando, FL & Las Vegas, NV**

1989 - 1992 & 8/1995 - 12/1995

Office Manager, Corporate Trainer (FOH & BOH)

### **Rocco's Italian Restaurant, McLean, VA**

1983 - 1987, & part-time 1994 - 1995

FOH Shift Supervisor, Bar Manager, Trainer, Server, Hostess

*\* Any gap in employment was due to school enrollment*