

Handbook of hospitality human resources management

Edited by
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About the authors

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Dr. Leo Jago is a Professor in Tourism at Victoria University and Director of the Centre for Tourism and Services Research. For the last 6 years, he has been seconded to the position of Deputy CEO and Director of Research for Australia's national Cooperative Research Centre for Sustainable Tourism. He is a former national Chair of the Council of Australian Universities

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Osman M. Karatepe is an associate professor of marketing at the School of Tourism and Hospitality Management at Eastern Mediterranean University in the Turkish Republic of Northern Cyprus. He received his Ph.D. in business administration from Hacettepe University in 2002, M.S. in production management and marketing from Gazi University in 1997, and B.S. in tourism and hotel management from Bilkent University in 1992 in Turkey. His research interests entail service quality and customer satisfaction, customer complaint management, customer equity, scale development and validation, work-family conflict and facilitation, emotional labor, customer aggression, and burnout and work engagement. Dr. Karatepe has contributed to a number of journals such as the Journal of the Academy of Marketing Science; the Journal of Business Research; the International Journal of Service Industry Management, Managing Service Quality; the Journal of Retailing and Consumer Services; the International Journal of Bank Marketing; the Journal of Travel & Tourism Marketing, The Service Industries Journal, Tourism Management; and the International Journal of Hospitality Management. Currently, he teaches marketing and strategic management courses at the undergraduate and graduate levels at the School of Tourism and Hospitality Management at Eastern Mediterranean University.

Dean A. Koutroumanis is an adjunct professor of business for the John H. Sykes College of Business at the University of Tampa, and an entrepreneur in the restaurant industry. He received his doctorate in business administration, with a concentration in Human Resources from Nova Southeastern University in 2005. Dr. Koutroumanis' research interests have been focused on the development of human capital, commitment, service, and organizational culture in the restaurant industry. He has worked on developing academic models that could prove to have a significant impact on restaurant operations from a human relations perspective and has had his work in this area published in Journal of the American Association of Behavioral and Social Sciences and Business

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Dr. Jalane Meloun is an Assistant Professor and the Academic Coordinator of Human Resources Administration in the School of Adult and Continuing Education at Barry University in South Florida. She has recently passed the national certification exam to become a Senior Professional in Human Resources (SPHR) and, as such, has taken over the position of chapter advisor for the Barry University Society for Human Resource Management (SHRM). Dr. Meloun earned her Ph.D. in Industrial/Organizational Psychology from the University of Akron, which has consistently had its I/O program ranked as one of the top ten such programs in the nation. As for research, Dr. Meloun's interest in human-computer interaction began over a decade ago when she was a computer software instructor and eventually led to her conducting extensive research on computer anxiety. Thus far, she has published two journal articles, a book chapter, given several presentations, and won three awards for her technological anxiety research. In 2005, Dr. Meloun has won the Best Paper Competition for the International Public Management Association Assessment

Council's annual contest. Dr. Meloun's teaching experience is both broad and deep. She began teaching business and secretarial skills in private small business colleges in Ohio. Then she taught for several years at each the University of Akron and Kent State University before relocating to Florida. Besides her academic specialty of Industrial-Organizational Psychology, Dr. Meloun has spent years teaching computer skills to both older adult and visually impaired populations.

Dr. Fevzi Okumus joined the Rosen College of Hospitality Management at UCF in August of 2005. He holds a Bachelors of Science degree in Tourism and Hospitality Management from Cukurova University and a Masters of Science degree in Tourism and Hospitality Management from Erciyes University, Turkey. From Oxford Brookes University, UK, he received his second Masters degree in International Hotel Management in 1995 and his Ph.D. in Strategic Hotel Management in 2000. He worked in the hotel business and held managerial positions before starting his academic career. Before coming to UCF, Dr. Okumus was the Department Head for Hospitality Management at Mugla University Turkey. Previously he held positions as Associate Professor at Mugla University, Turkey, Research Fellow at the Hong Kong Polytechnic University, Part-Time Lecturer at Oxford Brookes University and Lecturer at Erciyes University. During his Ph.D. studies he worked as a consultant for InterContinental and Forte Hotel groups on the implementation process of some specific projects in their hotel units. His research areas include strategy implementation, change management, competitive advantage, learning organizations, knowledge management, crisis management, cross-cultural management, destination marketing, and developing countries. He has widely published in leading journals, including *Annals of Tourism Research*, *Service Industries Journal*, *Tourism Management*, *Management Decision*, *International Journal of Hospitality Management*, *Journal of Hospitality and Tourism Research* and *International Journal of Contemporary Hospitality Management*. He has over 75 academic publications (journal articles, book chapters, and conference presentations). His publications have been cited over 90 times by other academics and industry practitioners in numerous academic and industry publications.

Dr. Michael Ottenbacher is an Associate Professor at San Diego State University, CA, USA. He received his Ph.D. in Marketing from the University of Otago, New Zealand and his Master and Bachelor of Science in Hospitality Management from

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Robert C. Preziosi was named “Faculty Member of the Year in 2003”. He is a professor of management with the Wayne Huizenga Graduate School of Business and Entrepreneurship at Nova Southeastern University. He is faculty chair of HRM. He was the recipient of the school’s first Excellence in Teaching Award. In December 2000 he was named Professor of the Decade. He has been vice president of management development and training for a Fortune 50 company. In 1984, he was given the Outstanding Contribution to HRD Award by the American Society for Training and Development. In 1990, he received the Torch Award, the highest leadership award that the society can give. He was named HRD Professional of the Year for 1991. He has been named to the first edition of *International Who’s Who in Quality*. In June 1996, he received his second Torch Award from the society—the first time ASTD has given a second Torch Award to one individual. Bob has worked as a human resource director, line manager, business school dean, and leadership-training administrator. He has published in various national publications, including Training Professor, and Quality Review. He has been a consultant to consultants, educator of educators, and a trainer of trainers. Bob’s management education consulting experience includes all levels of management with many organizations including American Express, AT&T, Burger King, FP&L, NCCI, and Pollo Tropical and a large number of hospitals, banks, and government organizations at the local, state, and federal levels. He has trained entire departments of trainers. He has been interviewed for Fortune, Meeting Management, Savings Institutions, Technical and Skills Training, the Miami Herald, and the Sun-Sentinel. Recently, *Training and Development* referred to him as a member of Who’s Who in HRD. He has a B.A. degree in social science and an M.Ed. degree in educational psychology. He received his doctoral degree in management. He has a special certification in coaching skills, participative leadership, and consulting skills, and has completed study at Harvard University’s Institute for the Management of Lifelong Education. He is listed in *Who’s Who in Finance and Industry*, *Who’s Who in the World*, and *Who’s Who in American Education*. Four times he has been selected

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Dr. Larry Rice is a television personality, teacher, and civic leader. Dr. Larry Rice has flourished from his humble beginnings in Union, South Carolina, to be acclaimed as an expert in the hospitality and education field. He currently is Dean of Academic Affairs at Johnson & Wales University, Florida Campus, where he oversees all faculty and operations of the administration of college academia, which includes oversight of the campus' Academic Services, Library, and Student Success departments. Rice has kept himself in the forefront of the business and hospitality industries as Chair of the Board for the Visitors Industry Council of Greater Miami and as a Board member of the Greater Miami Convention and Visitors' Bureau and the Adrienne Arsht Center for the Performing Arts of Miami-Dade County, Inc. A highlight of Rice's career was co-hosting the television show "Leadership in the New Millennium," a half hour show which aired on Cable TAP—Channel 36 in Dade County. The show focused on various leadership tactics and the vision of success in the new millennium. Dr. Rice has been part of several educational and hospitality-related organizations such as the American Association of Higher Education (AAHE), Council on Hotel & Restaurant Institutional Education (CHRIE), Multicultural Food Service & Hospitality Alliance (MFHA), and the National Black MBA Association (NBMBA). Dr. Larry Rice has been featured in Miami Today magazine; The National Black MBA magazine; Hospitality Lodging Magazine, U.S. News & World Report; the Miami Times, The Black EOE Journal; and The Black Ph.D./Ed.D. magazine. He was also featured on the cover of the November 2004 addition of the *South Florida CEO* magazine. Rice's upcoming book, *The Recess Effect*, discusses teambuilding practices from the perspective of the effect of childhood

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