

# Dr. Courtney Suess-Raeisinafchi, Ph.D.

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## EDUCATION

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- Ph.D.**            **University of Nevada, Las Vegas**, William F. Harrah College of Hotel Administration  
2014            *Major Area of Study:* Hospitality Administration; Tourism  
*Dissertation:* “Factors Influencing the Impacts of Medical Tourism Development on Quality of Life”
- M.S.**            **University of Texas at Austin**, School of Architecture  
2021\*            *Major Area of Study:* Architecture Studies
- M.H.A.**            **University of Nevada, Las Vegas-Singapore**, William F. Harrah College of Hotel  
2009            Administration  
*Major Area of Study:* Hospitality Administration  
*Thesis:* “A Systematic Analysis of Sustainable Hotel Development; Identifying Key Indicators”
- B.I.A.**            **School of the Art Institute of Chicago**, Department of Architecture, Interior  
2007            Architecture and Designed Objects  
*Major Area of Study:* Interior Architecture; Fine Arts in Architecture

*\*Indicates expected*

## UNIVERSITY APPOINTMENTS

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- 2018-Present            Academic Scholar, Cornell University. Cornell Institute for Healthy Futures
- 2018-Present            Faculty Fellow, Texas A & M University. Center for Health Systems Design, College of Architecture
- 2017-Present            Assistant Professor, Texas A & M University. Department of Recreation, Parks, and Tourism Sciences
- 2017-Present            Assistant Professor, Texas A & M University at Galveston. Department of Liberal Studies, Tourism and Coastal Community Development
- 2014-2017            Assistant Professor, Boston University. School of Hospitality Administration
- 2013-2014            Instructor, Boston University. School of Hospitality Administration

2011-2011	Instructor, University of Nevada, Las Vegas-Singapore. William F. Harrah College of Hotel Administration
2009-2013	Instructor, University of Nevada, Las Vegas. William F. Harrah College of Hotel Administration

## EXTENSION APPOINTMENTS

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2017-Present	Hospitality Extension Specialist. AgriLife Extension, Texas A & M University
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## UNIVERSITY COURSES TAUGHT

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<b>Texas A &amp; M University</b>	RPTS 421	Hotel and Resort Operations
	RTPS 302	Applications of Tourism Principles
<b>Boston University</b>	SHA 492	Hospitality Consultancy
	SHA 372	Operations Strategy and Analysis
	SHA 322	Hospitality Design
	SHA 282	Culture and Communication with International Travel Series; Dubai, China, Greece
	SHA 270	Lodging Operations and Management
<b>University of Nevada, Las Vegas</b>	HMD 395	Hospitality Facilities Management
<b>University of Nevada, Las Vegas-Singapore</b>	HMD 376	Sustainability in the Hospitality Industry

## PEER-REVIEWED JOURNAL PUBLICATIONS

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# Indicates graduate student co-author at time of submission

19. **Suess, C.**, Woosnam, K., Mody, M. & Dogru, D. & Sirakaya, E. (2020) Understanding Residents' Emotions towards Airbnb and their Influence on Perceived Community Well-being and Personal Quality of Life. *Journal of Travel Research (In Press)*
18. **Suess, C.**, Woosnam, K., & Erul., E.# (2020) Stranger Danger: Understanding the moderating effects of children in the household on residents' emotional solidarity with visitors, sense of feeling safe and Airbnb host advocacy. *Tourism Management (In Press)*
17. Dogru, D., Mody, M., **Suess, C.**, Line, N. & Bonn, M. (2020) Airbnb 2.0: Is it a sharing economy platform or a lodging corporation? *Tourism Management (In Press)*
16. Dogru, T. Mody, M., **Suess, C.**, McGinley, S. & Line, N. (2020) The Airbnb paradox: Positive employment effects in the hospitality industry *Tourism Management (In Press)*

15. Dogru, T. **Suess, C.**, & Sirakaya, E. (2020) Why do some countries perform better than others: Global competitiveness of tourism development. *Journal of Hospitality and Tourism Research (In Press)*
14. Bulut, U., Kocak, E., & **Suess, C.** (2020) The effect of freedom on international tourism demand: theory and empirical evidence from top 8 most visited countries. *Tourism Economics (In Press)*
13. Mody, M., **Suess, C.**, & Dogru, D. (2019) Restorative Servicescapes: The Influence of Hotel-like Attributes on Patients' Well-being: Examining the Moderating Effects of Physical and Mental Wellbeing. *Cornell Quarterly (In Press)*
12. Dogru, T., Mody, M., & **Suess, C.** (2019). Adding evidence to the debate: Quantifying Airbnb's disruptive impact on ten key hotel markets. *Tourism Management*, 72, 27-38.
11. Dogru, T., Marchio, E.,<sup>#</sup> Bulut, U., & **Suess, C.** (2019). Climate change: Vulnerability and resilience of tourism and the entire economy. *Tourism Management*, 72, 292-305.
10. Kenningham, T. Hildebrand, Bas. Zeya, F., Jang, J. **Suess, C.** & Wu, L. (2019). Creating innovation that drives authenticity. *Journal of Service Management*
9. Mody, M., **Suess, C.**, & Lehto, X. (2019). Using segmentation to compete in the age of the sharing economy: Testing a core-periphery framework. *International Journal of Hospitality Management*, 78, 199-213.
8. Mody, M., **Suess, C.**, & Dogru, T. (2019). Not in my backyard? Is the anti-Airbnb discourse truly warranted?. *Annals of Tourism Research*, 74(C), 198-203.
7. Mody, M., **Suess, C.**, & Lehto, X. (2019). Going back to its roots: can hospitableness provide hotels competitive advantage over the sharing economy? *International Journal of Hospitality Management*, 76, 286-298.
6. **Suess, C.**, Baloglu, S., & Busser, J. A. (2018). Perceived impacts of medical tourism development on community wellbeing. *Tourism Management*, 69, 232-245.
5. **Suess, C.**, & Mody, M. A. (2018). Hotel-like hospital rooms' impact on patient well-being and willingness to pay: An examination using the theory of supportive design. *International Journal of Contemporary Hospitality Management*, 30(10), 3006-3025.
4. **Suess, C.**, & Mody, M. (2018). The influence of hospitable design and service on patient responses. *The Service Industries Journal*, 38(1-2), 127-147.
3. Mody, M. A., **Suess, C.**, & Lehto, X. (2017). The accommodation experiencescape: a comparative assessment of hotels and Airbnb. *International Journal of Contemporary Hospitality Management*, 29(9), 2377-2404.
2. **Suess, C.**, & Mody, M. (2017). Hospitality healthscapes: A conjoint analysis approach to understanding patient responses to hotel-like hospital rooms. *International Journal of Hospitality Management*, 61, 59-72.

1. **Suess, C.,** & Mody, M. (2016). Gaming can be sustainable too! Using Social Representation Theory to examine the moderating effects of tourism diversification on residents' tax paying behavior. *Tourism Management, 56*, 20-39.

## MANUSCRIPT REVISIONS UNDER REVIEW IN PEER-REVIEWED JOURNALS

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# Indicates graduate student co-author at time of submission

Mody, M. & **Suess, C.,** & Dogru, D. The Rhetoric and the Reality of Research on Airbnb *Under 2<sup>nd</sup> Review in Current Issues in Tourism*

**Suess, C.,** Chen, C. & Dogru, T. The Influence of the Accommodations' Home-like environment on Healthcare Traveler Well-being: A comparison of hotels and Airbnb. *Under 1<sup>st</sup> Review in Journal of Travel and Tourism Marketing*

Song, S. # **Suess, C.,** Mody, M. & Dogru, T. Comparing the influence of substantive and communicative servicescape on hotel and Airbnb guests' emotions: The moderating effect of interior design style. *Under 1<sup>st</sup> Review in International Journal of Contemporary Hospitality Management*

Dogru, D., Hanks, K, Mody, M., **Suess, C.** The effects of Airbnb on hotel performance: Evidence from cities beyond the United States *Under 1<sup>st</sup> Review in Tourism Management*

Dogru, T. Sirakaya, E. & **Suess, C.,** Kuznet Curve: A competitive analysis of global countries and environmental effects *1<sup>st</sup> Review in International Journal of Hospitality and Tourism Research*

Mody, M., Suess, C., Woosnam, K., Dogru, T, & Evan, S. A Multi-Model Approach to Understanding Residents' Attitudes towards Airbnb using Weber's Theory of Rationality and Foucauldian Concepts *Journal of Sustainable Tourism*

Joo, D. Woosnam, K. Suess, C. In search of the emotion-behavior nexus: Applying the theory of interaction ritual in tourism research *Journal of Sustainable Tourism*

## INDUSTRY PUBLICATIONS

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Dogru, T., Mody, M., & Suess, C. (2018). Making Room for Airbnb *Wall Street Journal*, May 20, 2019. Available at: <https://www.wsj.com/articles/making-room-for-airbnb-11558394000>

Mody, M., Suess, C., & Dogru, T. (2018). How Does My Neighbor Feel About my Airbnb? *Boston Hospitality Review*, Winter 2018. Available at: <https://www.bu.edu/bhr/category/finance/>

Dogru, T., Mody, M., & Suess, C. (2017). Comparing apples and oranges? Examining the impacts of Airbnb on hotel performance in Boston. *Boston Hospitality Review*, Spring 2017. Available at: <http://www.bu.edu/bhr/2017/06/07/airbnb-in-boston/>

Suess, C., Mody, M., & Guarracino, G. (2017). Hospitality Healthscapes: The New Standard for Making Hospitals More Hospitable. *Boston Hospitality Review*, Spring 2017. Available at: <http://www.bu.edu/bhr/2017/06/07/hospitality-healthscapes/>

Dogru, T., Mody, M., & Suess, C. (2017). The hotel industry's Achilles Heel? Quantifying the negative impacts of Airbnb on Boston's hotel performance. *Boston Hospitality Review*, Fall 2017. Available at: <http://www.bu.edu/bhr/2017/10/05/the-hotel-industrys-achilles-heel-quantifying-the-negative-impacts-of-airbnb-on-bostons-hotel-performance/>

## REFEREED BOOK CHAPTERS

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Mody, M., Suess, C., (In progress) Restorative Servicescapes: The Influence of Hotel-like Attributes on Patients' Well-being: Examining the Moderating Effects of Physical and Mental. Book Chapter in Wellbeing, Medical Tourism and Wellness: Hospitality Bridging Healthcare (H2H) 2nd Edition.

## GRANTS AND FUNDING

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Presidential Transformational Teaching Grant Improving *Faculty Recipient*. Proposal submitted for enhancing research and teaching effectiveness. Improving RPTS 421 Hotel & Resort Operations For Strategic Education Initiatives In Hospitality. Funding Agency: Texas A & M University's Presidential Excellence Fund. Total Funding Awarded \$20,000.

Wellness Environments Grant: Implementing Strategies and Activities to Aid Opportunities in Nutrition and Physical Activity (2018-2020) *Role: Co-Investigator*. Conducting grant research to determine design of physical environments that promote health-related behaviors, including nutritious eating and increased physical activity. Results inform stakeholders in target communities of Texas. Funding Agency: Center for Disease Control. Total Funding Awarded: \$2,000,000; Individual Allocation: \$60,000. Competitive.

Assessing and Remediating Health and Safety Issues in Hotel and Resort Heatscapes (2018) *Role: Co-Principal Investigator*. Conducting grant research to determine vulnerabilities in resort construction and the microclimates that impact acute health and well-being of guests. Results will inform hotel developers and stakeholders. Funding Agency: Texas A&M Triads for Transformation (T3) President's Excellence Fund Texas A&M University. Total Funding Awarded: \$30,000; Individual Allocation: \$10,000.

Texas A&M Triads for Transformation (T3) President's Excellence Fund Texas A&M University Student Funds Award (2018). Total funding awarded: \$6,500 to fund one graduate research assistant and one undergraduate research assistant.

Academic Innovation Grant (2018) *Role: Faculty Recipient*. Proposal submitted for enhancing research and teaching effectiveness. Establishing course on hospitality operations. Funding Agency: Texas A & M University's Instructional Technology Services. Total Funding Awarded \$10,000. Competitive.

Recreation, Parks, and Tourism Sciences Faculty Development Grant (2018-present) *Role: Faculty Recipient*. Proposal submitted for international collaborative project investigating migrant tourism operator and local experiences and workplace relationships in Chile. Funding Agency: College of Agriculture and Life Sciences; Department of Recreation, Park and Tourism Sciences. Total Funding Awarded: \$3,500.

Neuhaus-Shepherdson Faculty Development Grant (2018-present) *Role: Faculty Recipient*. Proposal submitted for enhancing research and teaching effectiveness. Establishing international collaborative project on hospitals and hospitality operations. Funding Agency: College of Agriculture and Life Sciences, Office of

the Dean and The Department of Recreation, Park and Tourism Sciences. Total Funding Awarded: \$4,000. Competitive.

Boston University/Boston Medical Center: Healthcare Servicescape Improvement Grant (2014-2017) *Role: Primary Investigator*. Proposal submitted for strategic planning project that examined strategies for improvement of Boston Medical Center healthcare units' built environment, atmospherics and service delivery. Acquired grant and conducted research. Funding Agency: Boston University School of Hospitality Administration, Boston University Medical Center. Total Funding Awarded: \$13,000. Individual Allocation: \$13,000. Competitive.

Caesars Foundation Graduate Dissertation Grant (2013-2014) *Role: Ph.D. Candidate Researcher* Proposal submitted for Dissertation to University of Nevada, Las Vegas, under the direction of Dr. Seyhmus Baloglu for dissertation examining Las Vegas resident reactions to development and marketing strategies for medical, spa, dental, healthcare-education and medical-convention tourism in Las Vegas. Contributed to grant acquisition and conducted funded dissertation research. Funding Agency: Caesars Foundation. Total Funding Amount: \$5,000. Individual Allocation: \$5,000. Competitive.

Conrad N. Hilton Foundation Graduate Summer Research Grant: Assessing Las Vegas Valley Resident Support for Ecotourism Development (2012) *Role: Principal Investigator*. Research to examine resident reactions to proposed types of ecotourism development on the public lands surrounding the Las Vegas metro area. Funding Agency: Conrad N. Hilton Foundation. Contributed to grant acquisition and conducted grant research. Total Funding Amount: \$5,000. Individual Allocation: \$5,000. Competitive.

U.S. Department of Agriculture Rural Business in Ecotourism Grant: Determining Traveler Characteristics and Preferences to Aid Rural Business Opportunities in Ecotourism (2011) *Role: Principal Investigator*. Conducted grant research to determine travelers' preferences of ecotourism attractions. Results informed stakeholders of ecotourism products, activities and services that will attract travelers to rural areas of Nevada. Recommended \$28.6 Million of USDA and other Stakeholder funds to develop ecotourism village prototype in Boulder City, NV. Funding Agency: United States Department of Agriculture. Total Funding Amount: \$15,000 Individual Allocation: \$3,000. Competitive.

Southern Nevada Regional Open Space Planning Grant (2011-2013) *Role: Principal Investigator*. Research ongoing open space planning initiatives for BLM lands, implemented in 2006. Examined the social, environmental and economic impacts of public and privately funded ecotourism developments on federal lands. Developed study analyzing impacts and recommended \$128 Million of Public and Private stakeholder funds to develop 120+ Mile trail and recreation system on federal lands surrounding the Las Vegas Valley. Funding Agency: Outside Las Vegas Foundation and Wells Fargo. Total Funding Amount: \$25,000. Individual Allocation: \$25,000. Competitive.

## **REFEREED PRESENTATIONS**

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*# Indicates graduate student co-author at time of submission*

Nganga, L.<sup>#</sup> Suess, C. & Dogru, T. Using self-transcendence and self-enhancement theory to examine the mediating effects of diversified rural tourism activity participation on travel spending behavior. 2020, January) 25th Annual Graduate Student Research Conference in Hospitality and Tourism. Las Vegas, NV. (Accepted for Stand-Up Presentation)

Suess, C., & Mody, M. There's No Place Like Home! The Influence of the Homescape on Traveler Wellbeing. (2018, July) Travel and Tourism Research Association. Miami, FL. (Accepted for Stand-up Presentation)

Dogru, T. Mody, M & . Suess, C. The Effects of Airbnb on Hotels: A Tale of Ten Cities (2018, July) International Council on Hotel, Restaurant, and Institutional Education. Palm Springs, CA. (Accepted for Stand-up Presentation)

Suess, C., & Mody, M. The Impact of a Hospitable Design and Service on Patients' Satisfaction and Loyalty Intentions. (2017, July) International Council on Hotel, Restaurant, and Institutional Education. Baltimore, MD. (Accepted for Stand-up Presentation)

Mody, M., Suess, C., & Lehto, X., A Hotel and Airbnb Comparison: Examining the Moderating Effects of Individual Characteristics and Situational Factors. (2017, July) International Council on Hotel, Restaurant, and Institutional Education. Baltimore, MD. (Accepted for Stand-up Presentation)

Mody, M., Suess, C., & Lehto, X., Creating Memorable Experiences in the Accommodations Industry: Examining the Moderating Effects of Individual Characteristics and Situational Factors (2016, October) Northeast Regional Hospitality and Tourism Research Symposium. Boston, MA (Accepted for Stand-up Presentation)

Suess, C., & Mody, M. Understanding Patients' Preferences for Hotel-like Hospital Attributes (2016, October) Cornell University's Institute for Healthy Futures: Health, Hospitality and Design Symposium. Ithaca, NY. (Accepted for Stand-up Presentation)

Suess, C., & Mody, M. Factors Influencing Travelers Likelihood to Participate in Ecotourism Activities and Travel Spending. (2016, August). International Council on Hotel, Restaurant, and Institutional Education. Orlando, FL. (Accepted for Stand-up Presentation)

Suess, C., Norbash, A., Kadom, N., & Hassan, K. Radiology Servicescape- More than Meets the Eye. (2016, April). American Roentgen Ray Society's 116<sup>th</sup> Annual Meeting. Los Angeles, CA. (Accepted for Stand-up Presentation)

Suess, C., & Baloglu, S., Factors Influencing Residents' Perceived Impact of Medical Tourism on Quality of Life. (2014, October). European Council on Hotel, Restaurant, and Institutional Education. Dubai, UAE. (Accepted for Stand-up Presentation)

Suess, C., & Baloglu, S., Factors Influencing Residents' Tax Paying Behaviors and Support for Ecotourism Development in Rural Communities. (2014, August). International Council on Hotel, Restaurant, and Institutional Education. San Diego, CA. (Accepted for Stand-up Presentation)

Suess, C., & Baloglu, S. Determining Resident Support for Tourism Development on Public Lands. (2012, September). International Conference on Tourism, Climate Change and Sustainability. Bournemouth, United Kingdom. (Accepted for Stand-up Presentation)

Suess, C., Baloglu, S., Jones, T., &. Documenting Energy Awareness at Upscale U.S. Lodging Properties. (2013, January). 18th Annual Graduate Student Research Conference in Hospitality and Tourism. Seattle, WA. (Accepted for Stand-up Presentation)

Suess, C., Baloglu, S. & Giannoulakis, C. Determining Traveler Characteristics and Preferences to Aid Development of Rural Business Opportunities in Ecotourism. (2012, February). International Scientific Congress on Current Trends in Tourism Management and Tourism Policy, Athens, Greece. (Accepted for Stand-Up Presentation)

Suess, C., & Baloglu, S. Development of a Sustainability Index to Assess Hotel Development in Marginally Developed Southeast Asian Tourism Destinations. (2012, April). Western Decision Sciences Institute, Forty First Annual Meeting, Big Island, HI. (Accepted for Stand-up Presentation)

Suess, C., & Baloglu, S. Systematic Analysis of Identifying Key Dimensions of Environmentally and Socially Responsible Hotels. (2011, January). 16th Annual Graduate Student Research Conference in Hospitality and Tourism. Houston, TX. (Accepted for Stand-Up Presentation)

Suess, C. & Nowak, G. Hospitality Architecture: Learning from Las Vegas, Learning from Everywhere Else. (January 2011). Hawaii International Conference on Arts and Humanities. Honolulu, HI. (Accepted for Stand-Up Presentation)

## **REFEREED POSTER PRESENTATIONS**

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Erul, E., Suess, C., Mody, M., & Dogru, D. Applying the integration information theory to determine residents' support for Airbnb (2019, July). International Council on Hotel, Restaurant, and Institutional Education Conference. New Orleans, LA. (Accepted for Poster Presentation)

Suess, C., & Mody, M. Determining in-patient preferences for hotel-like hospitality room attributes: a conjoint choice modeling approach (2016, April). Northeastern Federation of the International Council on Hotel, Restaurant, and Institutional Education Conference. Boston, MA. (Accepted for Poster Presentation)

Suess, C., Mody, M. & Ford, J. What does it mean to be responsible? A semantic analysis of the online representation of responsible tourism (2016, April). Northeastern Federation of the International Council on Hotel, Restaurant, and Institutional Education Conference. Boston, MA. (Accepted for Poster Presentation)

## **GRANT SUPPORTED FINAL REPORTS**

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*See grants section for detailed description of grants*

Suess, C., Nowak, G. (December, 2011) Bootleg Canyon Ecotourism Village Master Plan and Feasibility Study Data Final Report. Final report including survey data, financial projections, site analysis and conceptual designs for ecotourism facilities activities and service plans in Boulder City, Nevada's Bootleg Canyon. Part of the USDA Rural Businesses in Ecotourism

Suess, C. (2012, September). The Vegas Valley Rim Trail and Recreation System: An Analysis of Economic, Social, and Environmental Impacts. Report submitted to Southern Nevada Planning Coalition, Las Vegas, NV; Nevada State Governors Economic Planning Office, Las Vegas, NV; Regional Transportation Commission, Las Vegas, NV; Outside Las Vegas Foundation, Las Vegas, NV; Open Space Planning and



Trails Work Group, Las Vegas, NV; City of Las Vegas, Las Vegas, NV; City of Henderson, Henderson, NV.

## **COMMISSIONED REPORTS**

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Suess, C., Newnham, M., Sliter, T., Olsen, H., Adnani, K., & Manea, D. (2017, April). Dubai's Evolving Accommodations: Emerging Market Trends. Final report submitted to Dubai Holding, Dubai, UAE.

Shoemaker, S., Suess, C., & Moll, L. (2012, April). Las Vegas Health Tourism Strategic Plan. Draft Report submitted to the Southern Nevada Medical Industry Coalition, Las Vegas Convention and Visitors Authority; and Las Vegas Health Tourism Strategic Planning Work Group, Las Vegas, NV.

Suess, C., & Nowak, G. (2011, December). Bootleg Canyon Strategic Development Plan and Survey Data Report. Final report submitted to Building Hope Nevada, L.L.C., City of Boulder City, Boulder City, NV; Greenheart L.L.C.; Southern Nevada Planning Coalition, Las Vegas, NV.

## **EXTENSION WORKSHOPS**

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Texas Friendly Ambassador Instructor Training. (2019, November) Best practices in hospitality (Ambassador program) training for high-school teachers. Hospitality Educators Association of Texas Annual Conference. Glen Rose, TX.

Texas Friendly Hospitality Instructor Training. (2019, June) Best practices in hospitality training. New Braunfels Conventions and Visitor's Bureau. New Braunfels, TX.

Texas Friendly Hospitality Workshop. (2019, May) Best practices in hospitality workshop. McAllen, TX.

Texas Friendly Hospitality Instructor Training. (2019, May) Best practices in hospitality training. Corpus Christi Convention and Visitors Bureau. Corpus Christi, TX.

Texas Friendly Hospitality Instructor Training. (2019, May) Best practices in hospitality training. Chamber of Commerce. Rockport, TX.

Texas Friendly Hospitality Instructor Training. (2019, January) Best practices in hospitality training. Annual Executive directors for regional trails meeting. Austin Convention and Visitor's Bureau, Austin, TX.

Texas Friendly Hospitality Instructor Training. (2018, December) Best practices in hospitality training. Fort Worth Botanical Gardens. Fort Worth, TX.

Texas Friendly Hospitality Workshop. (2018, December) Best practices in hospitality workshop. Fort Worth Botanical Gardens. Fort Worth, TX.

Texas Friendly Ambassador Instructor Training. (2018, November) Best practices in hospitality (Ambassador program) training for high-school teachers. Hospitality Educators Association of Texas Annual Conference. San Antonio, TX.

Texas Friendly Hospitality Workshop. (2018, May) Workplace relationships and cultural awareness workshop for local and migrant tourism operators and employees agents. Center for Economic Development. Malalcahuello, Chile.

Texas Friendly Hospitality Instructor Training. (2018, February) Best practices in hospitality training for regional Agrilife extension agents. Agrilife Extension Office. Fort Worth, TX.

Texas Friendly Hospitality Instructor Training. (2018, February) Best practices in hospitality training. New Braunfels Conventions and Visitor's Bureau. New Braunfels, TX.

Texas Friendly Ambassador Instructor Training. (2017, November) Best practices in hospitality (Ambassador program) training for high-school teachers. Hospitality Educators Association of Texas Annual Conference. Frisco, TX.

Texas Friendly Hospitality Instructor Training. (2017, November) Best practices in hospitality training for Hotel General Managers. Laredo Conventions and Visitor's Bureau. Laredo, TX.

Texas Friendly Hospitality Workshop. (2017, September) Best practices in hospitality workshop for east region Agrilife Extension Agents. Texas Freshwater Fisheries Center. Athens, TX.

## **INVITED PANELS**

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Research Design & Design Research: Extending hospitality studies into architectural analyses. (2020, February). Invited panelist at the Western Federation of the International Council on Hotel, Restaurant, and Institutional Education Conference, Los Angeles, CA. (Panelist)

Working in Architecture and Design (2017, March). Invited panelist at the Boston University's Questrom School of Business, Eye2Eye Conference, Boston, MA. (Panelist)

Architecture Commission: UNLV Performing Arts Center. (2011, May). Invited panelist at the United States Institute of Theatre Technology Annual Conference, Charlotte, NC. (Co- Presenter)

## **EDITORIAL ACTIVITIES**

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### **Editorial Boards**

Journal of Travel Research, Routledge. 2019-present

Tourism Economics, Sage. 2019-present

### **Journal Reviewer**

International Journal of Hospitality Management, Eselvier. 2019-present

Journal of Hospitality and Tourism Research, Eselvier. 2019-present

Current Issues in Tourism, Taylor and Francis. 2019-present

Tourism Economics, Sage. 2019-present

Tourism Management, Eselvier. 2017-present

Annals of Tourism Research, Eselvier. 2017-present

International Journal of Contemporary Hospitality Management, Emerald. 2017-present

International Journal of Tourism Cities, Emerald. 2013-present  
Boston Hospitality Review, Boston University. 2013-2017

### **Conference Reviewer**

Reviewer, Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV 2019  
Reviewer, European Council on Hotel, Restaurant, & Institutional Education, Dubai, UAE. 2014  
Reviewer, International Council on Hotel, Restaurant, & Institutional Education, San Diego, CA. 2014

### **ACADEMIC AWARDS**

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Northeastern Federation of the International Council on Hotel, Restaurant, and Institutional Education, Best Research Paper, April, 2016.  
Strategic Plan Graduate Research Assistantship, University of Nevada, Las Vegas, 2012-2013.  
Strategic Plan Graduate Research Assistantship, University of Nevada, Las Vegas, 2010-2011  
Western Decision Sciences Institute, Best Graduate Student Research Paper, April, 2012.  
NEWH Hospitality Industry Network, Hospitality Design Scholarship, April, 2011.  
Minority Scholarship, University of Nevada, Las Vegas, 2011-2012.  
Alumni Association Scholarship, University of Nevada, Las Vegas, February, 2011.  
School of Architecture Graduate Assistantship, University of Nevada, Las Vegas, September, 2011.  
Golden Key International Honour Society, University of Nevada, Las Vegas, April 2009-2012.  
United States Institute of Theatre Technology Architecture Commission Honor Participant, May 2011.  
Marya Lillien Award, School of the Art Institute of Chicago, 2006.  
Student Leadership Award, School of the Art Institute of Chicago, 2006.  
Presidential Scholarship, School of the Art Institute of Chicago, 2004.

### **PH.D. DISSERTATION ADVISING**

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#### **Chair**

Leah Nganga Wachuka, Department of Recreation, Parks and Tourism Sciences, Texas A & M University

#### **Committee Member**

Thomas Eck, Department of Recreation, Parks and Tourism Sciences, Texas A & M University  
Julie Kircher, Department of Recreation, Parks and Tourism Sciences, Texas A & M University  
Seobgyu Song, Department of Recreation, Parks and Tourism Sciences, Texas A & M University  
Benjamin Ghasemi, Department of Recreation, Parks and Tourism Sciences, Texas A & M University  
Andrew Lacanienta, Department of Recreation, Parks and Tourism Sciences, Texas A & M University

### **POST DOCTORAL SUPERVISORY WORK**

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Dr. Emrullah Erul, Ph.D. (Summer 2018; Fall 2018; Spring 2019)  
Dr. Eric Joo, Ph.D. (Fall 2018; Spring 2019)

### **UNDERGRADUATE THESIS ADVISING**

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#### **Chair**

Emily Powell “Best Practices in Sustainability for the Hotel Industry”. Boston University Kilichand Honors College. Graduated Spring 2013

## SERVICE

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Undergraduate Council, Department of Recreation, Park and Tourism Sciences, Texas A & M University. 2018-Present. *Role: Committee Member.* Monitor student programs in the undergraduate curriculum; review extracurricular and study abroad initiatives within the College; review degree requirements and certificate programs; advise the department on issues with regard to its current and future undergraduate programs.

“BU-Hub” Provost’s Task Force on General Education, Boston University. 2016-2017. *Role: Committee Member.* Appointed to satellite committee on Diversity and Global Citizenship charged with determining University courses and co-curricular activities that qualify as satisfying university’s expectations for general education.

University and Faculty Council, Boston University. 2015-2017. *Role: College Representative.* Elected representative by faculty of the School of Hospitality Administration. Participated in open forum with university council representatives and senior university administrators, to learn about, question, and voice opinions on policies and activities of Boston University. Reviewed new proposals for academic programs, evaluated and provided feedback to the administration on new initiatives and policy changes.

University Research Council, Boston University. 2015-2016. *Role: Committee Member.* Appointed by Provost based on nomination by Dean of the School of Hospitality Administration. Developed, implemented, and monitored research activities and initiatives within the College; initiated collaborative research programs with other entities on and off the Boston University campus; advised the School of Hospitality Administration on issues with regard to its current and future research productivity.

Academic Assessment Committee, Boston University. 2013-2017. *Role: Committee Member.* Appointed by Dean. Developed, implemented, and monitored student competencies in the undergraduate curriculum; developed extracurricular and study abroad initiatives within the College; initiated collaborative degree programs and graduate education with other entities on and off the Boston University campus; advised the College on issues with regard to its current and future facilities and programs.

Eta Sigma Delta, Boston University. 2013-2017. *Role: Chapter Advisor* Appointed by Dean. Inducted and advised honor students in the networking system through their chapters that allows for interaction and the exchange of information among hospitality students. Planned special events and functions at annual trade shows, campus activities, fundraisers and volunteer programs. Provided tutoring or other forms of academic support for students needing assistance

Hospitality Design Concentration, School of Architecture, University of Nevada, Las Vegas. 2010-Present. *Role: Assistant Coordinator and Hotel College Representative.* Developed a program dedicated to Hospitality Design on an official level. Assisted program director in developing innovative curriculum models for graduate and undergraduate hospitality design education, and collaborated with industry-leading architects from Las Vegas for research. Aided in development of the Hospitality Design Program’s overall strategic plan. Applied for grant funding, raised scholarship funds for students for travel to research conferences and networking events. Participated in collecting special hospitality items for the both UNLV’s Architecture and Lied libraries, hosting symposiums, lectures, exhibitions and fundraising events. Marketed the program, created graphic logos and literature, and drafted press releases.

Sustainability Committee, William F. Harrah College of Hotel Administration, University of Nevada Las Vegas. 2010-2013. *Role: Committee Member.* Appointed by Associate Dean for Academic Affairs and Operations and elected for 3 successive terms by committee faculty members. Developed, implemented, and monitored student sustainability competencies in the undergraduate curriculum; graduate curriculum; extracurricular and administrative sustainability initiatives within the College; Initiated collaborative sustainability activities with other entities on and off the UNLV campus; Advised the college on sustainable development issues with regard to current and future facilities and programs.

## PROFESSIONAL ACTIVITIES

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International Council on Hotels Restaurants and Institutional Education (ICHRIE)  
Hospitality Industry Network (NEWH)  
American Institute of Architecture Students (AIAS)

## SKILLS

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### Software

*AutoDesk AUTOCAD v.2004-v.2014*  
*AutoDesk REVIT Architecture v.6.0-v.2014*  
*Sketch-up 3D modeling*  
*Adobe Photoshop*  
*Adobe Premier*  
*Wordpress*  
*STATA Statistical Analysis v. 20.0*  
*IBM SPSS Statistical Analysis v.19.0*  
*Microsoft Excel v.2004-v.2017*

### Languages

*German (fluent)*  
*Farsi (beginning)*  
*Spanish (beginning)*