

Dr. Courtney Suess-Raeisinafchi, Ph.D.

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EDUCATION

- 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 Perceived Impacts of Medical Tourism
Development on Quality of Life"
- 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: Fine Arts in Architecture; Interior Architecture

UNIVERSITY APPOINTMENTS

- 2017-Present Assistant Professor, Texas A & M University. Department of Recreation, Parks,
and Tourism Sciences
- 2018-Present Faculty Fellow, Texas A & M University. Center for Health Systems Design,
College of Architecture
- 2018-Present Academic Scholar, Cornell University. Cornell Institute for Healthy Futures
- 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

COURSES TAUGHT

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

PEER-REVIEWED JOURNAL PUBLICATIONS

Dogru, D., Mody, M., & Suess, C. (2019) Addressing the hotel industry's soliloquy: Using disruptive innovation theory to quantify Airbnb's impact across 10 key hotel markets. *Tourism Management* (forthcoming)

Mody, M., Suess, C., & Lehto, X. (2019) Using Segmentation to Compete in the Age of the Sharing Economy: The Core-periphery Framework of Experiential Consumption. *International Journal of Hospitality Management* (forthcoming)

Suess, C., Baloglu, S. & Busser, J. (2018) Perceived Impacts of Medical Tourism on Community Wellbeing. *Tourism Management*, 69, 232-245.

Mody, M., Suess, C., & Dogru, D. (2018) Not in My Backyard! Is the Anti-Airbnb Discourse Really Warranted? *Annals of Tourism Research* available online: <https://doi.org/10.1016/j.annals.2018.05.004>

Mody, M., Suess, C., & Lehto, X. (2018) Going Back to its Roots: Can Hospitableness Provide Hotels Competitive Advantage Over the Sharing Economy? *International Journal of Hospitality Management* available online: <https://doi.org/10.1016/j.ijhm.2018.05.017>

Suess, C., & Mody, M. (2018) Using Theory of Supportive Design to Examine the Influence of Hotel-like Attributes on Patients' Well-being. *International Journal of Contemporary Hospitality Management*. available online: <https://hdl.handle.net/2144/26393>

Suess, C., & Mody, M. (2017) The Impact of Hospitable Design and Service on Patients' Satisfaction and Loyalty Intentions. *Service Industries Journal*, 38(1-2), 127-147.

Mody, M., Suess, C., & Lehto, X. (2017). The Accommodations Experiencescape: A Comparative Assessment of Hotels and Airbnb. *International Journal of Contemporary Hospitality Management*, 29, 9, 2377-240.

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.

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.

GRANTS AND FUNDING

Academic Innovation Grant (2018) *Role: Faculty Recipient*. Proposal submitted for enhancing research and teaching effectiveness. Establishing international collaborative project on hospitality operations in healthcare centers. 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 Sheperdson Faculty Development Grant (2018-present) *Role: Faculty Recipient*. Proposal submitted for enhancing research and teaching effectiveness. Establishing international collaborative project on hospitality operations in healthcare centers. 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 the 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. Competitive.

Caesars Foundation Graduate Research 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. Competitive.

Conrad N. Hilton Foundation UNLV 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. 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: \$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. Examining the social, environmental and economic impacts of public and privately funded ecotourism developments on federal lands. Develops study analyzing impacts and recommends \$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: \$24,971. Competitive.

REFEREED PRESENTATIONS

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 Patient's 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 116th 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

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. 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. Boston, MA. (Accepted for Poster Presentation)

GRANT SUPPORTED FINAL REPORTS

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 Task Force, 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; United States Department of Agriculture.

COMMISSIONED REPORTS

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

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

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

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

Texas Friendly Ambassador Workshop (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 Workshop. (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 training for east region Agrilife extension agents. Texas Freshwater Fisheries Center. Athens, TX.

INVITED ADDRESSES

Questrom School of Business, Boston University. (2017, March). Invited address at the Eye2Eye Conference, Boston, MA. (Panelist)

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

EDITORIAL ACTIVITIES

Reviewer, Tourism Management, Elsevier. 2017-present

Reviewer, Annals of Tourism Research, Emerald. 2017-present

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

Reviewer, International Journal of Tourism Cities, Emerald. 2013-present

Reviewer, Boston Hospitality Review, Boston University. 2013-present

Reviewer, International Council on Hotel, Restaurant, & Institutional Education, Orlando, FL. 2015

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

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.

SERVICE

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

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

SKILLS

Software

AutoDesk AUTOCAD v.2004-v.2014

AutoDesk REVIT Architecture v.6.0-v.2014

AutoDesk Green Building Studio + Energy Analysis

Autodesk 3Ds MAX Modeling v.9.0

Adobe Creative Suite; Photoshop, Flash, Dreamweaver, Illustrator

STATA Statistical Analysis v.14.0

IBM SPSS Statistical Analysis v.19.0

Microsoft Excel v.2004-v.2014

Languages

German (fluent)

Farsi (beginning)

Spanish (beginning)