

## ***DOGAN GURSOY, Ph.D.***

*Regents Professor and Taco Bell Distinguished Professor  
Editor-in-Chief, Journal of Hospitality Marketing & Management (IF = 11.9; CiteScore = 20.9)*

### ***CURRICULUM VITAE***

#### **Business Address:**

Washington State University  
Carson College of Business  
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#### **EDUCATION:**

Doctor of Philosophy December 2001	Virginia Polytechnic Institute and State University, Blacksburg, VA Major: Hospitality and Tourism Management
Master of Science December 1996	University of New Haven, West Haven, CT Major: Hospitality and Tourism Management
Bachelor of Science May 1992	Cukurova University, Mersin, Turkey Major: Tourism Administration and Hotel Management

#### **EMPLOYMENT HISTORY:**

##### **Current Employment/Appointments**

August 2024 – Present	Regents Professor and Taco Bell Distinguished Professor School of Hospitality Business Management Carson College of Business Washington State University Pullman, WA USA
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August 2009 – Present	Taco Bell Distinguished Professor School of Hospitality Business Management
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*Updated on August 20, 2023*

Carson College of Business  
Washington State University  
Pullman, WA USA

August 2022 – Present

Visiting Professor  
Sapienza University of Rome, Italy

August 2022 – Present

Visiting Professor  
University of Mauritius, Mauritius

August 2020 – Present

Visiting Professor  
University of Naples Federico II  
Department of Economics, Management, and  
Institutions  
Naples, Italy

September 2015 – Present

Visiting Adjunct Professor  
School of Marketing, Curtin Business School  
Curtin University, Perth WA, Australia

April 2014 – Present

Visiting Senior Research Fellow  
School of Tourism and Hospitality  
Faculty of Management  
University of Johannesburg  
Johannesburg, South Africa

### **Previous Employment/Appointments**

September 2015- 2020

Visiting Foreign Expert Faculty  
Department of Tourism Management  
School of Business Administration  
Southwestern University of Finance and Economics  
Chengdu, China

September 2012 –August 2013

Visiting Professor  
Taylor's School of Hospitality, Tourism & Culinary  
Arts  
Taylor's University  
Kuala Lumpur, Malaysia

March 2006 – August 2009

Associate Professor  
Washington State University

August 2001 – March 2006	Assistant Professor Washington State University
August 1998 – May 2001	Instructor, Virginia Polytechnic Institute and State University
February 1997-August 1997:	Area Manager S&K Travel, Tour Operator and Yachting Agency, Bodrum, Turkey
February 1994-August 1994:	Area Manager, Tourism Transport Tours Ltd., Istanbul, Turkey
November 1993-February 1994	Operations Supervisor Tourism Transport Tours Ltd., Bodrum, Turkey
May 1992-November 1993	Licensed Professional Tourist Guide Tourism Transport Tours Ltd., Bodrum, Turkey

### **COURSES THOUGHT**

Case Studies and Research – Capstone course

Developed the Hotel Business Management Training Simulation used in this capstone course (<https://www.hotelsimulation.com/>).

Hospitality Marketing Strategy

International Tourism

Destination Management and Marketing

Tourism, Society and Business

Project Management – MBA course

Services Management – MBA course

International Marketing - MBA course

Current Issues in Travel and Tourism – PhD seminar

Multivariate Analysis – PhD seminar

Structural Equation Modeling – PhD seminar

## RESEARCH INTEREST

Artificially intelligent device use in service delivery, services management, hospitality and tourism marketing, tourist behavior, travelers' information search behavior, community support for tourism development, cross-cultural studies, generational leadership, sustainability and metaverse.

## BOOKS

1. Gursoy, D., Bowie, D. & Buttle, F. (2022). *Hospitality Marketing*, 4<sup>th</sup> Edition. Routledge.
2. Kaurav, R. P. S. & Gursoy, D. (Eds.). (2022). *The Handbook of Tourism and Social Media*. Edward Elgar Publishing.
3. Gursoy, D., & Çelik, S. (Eds.). (2022). *Routledge Handbook of Social Psychology of Tourism*. Routledge.
4. Gursoy, D., Sariisik, M., Nunkoo, R. & Bogan, E. (Eds.). (2022). *Covid-19 and the Hospitality & Tourism Industry. A research companion*. Edward Elgar Publishing.
5. Kaurav, R. P. S., Gursoy, D. & Chowdhary, N. (Eds.). (2020). *An SPSS Guide for Tourism, Hospitality and Events Researchers*. Routledge.
6. Gursoy, D., Nunkoo, R. & Yolal, M. (Eds.). (2020). *The Routledge Handbook of Festival and Event Tourism Impacts*. Routledge.
7. Gursoy, D. & Nunkoo, R. (Eds.). (2019). *Routledge Handbook of Tourism Impacts: A Theoretical Perspective*. Routledge.
8. Gursoy, D. & Chi, C. G. (Eds.). (2018). *Routledge Handbook of Destination Marketing*. Routledge.
9. Gursoy, D. (Ed.). (2017). *Routledge Handbook of Hospitality Marketing*. Routledge.
10. Sotiriadis, M. & Gursoy, D. (Eds.). (2016). *The Handbook of Managing and Marketing Tourism Experiences*. Bingley, UK: Emerald Group Publishing Limited.
11. Gursoy, D., Uysal, M, Turk, E. S., Ekinci, Y. & Baloglu, S. (2015). *Handbook of Scales in Tourism and Hospitality Research*. Oxfordshire, UK: CABI.
12. Gursoy, D. Saayman, M., & Sotiriadis, M (Eds.). (2015). *Collaboration in Tourism Businesses and Destinations: A Handbook*. Bingley, UK: Emerald Group Publishing Limited.

## PUBLICATIONS IN REFEREED JOURNALS:

1. Gursoy, D., & Cai, R. (Forthcoming). Artificial intelligence: an overview of research trends and future directions. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-03-2024-0322>

2. Shin, S., Koo, C., Kim, J., & Gursoy, D. (Forthcoming). Effects of metaverse experience on behavioral intention of visitors: moderating role of similarity between virtual and real experience. *International Journal of Contemporary Hospitality Management*.  
<https://doi.org/10.1108/IJCHM-10-2023-1567>
3. Huang, Y., & Gursoy, D. (Forthcoming). Customers' online service encounter satisfaction with chatbots: interaction effects of language style and decision-making journey stage. *International Journal of Contemporary Hospitality Management*.  
<https://doi.org/10.1080/19368623.2024.2368040>
4. Liu, C., Zhao, Q., Gursoy, D., & Zheng, H. (Forthcoming). Livestreamed tourism shopping: consumers' attitudes and behaviors. *Tourism Review*.  
<https://doi.org/10.1080/19368623.2024.2368040>
5. Cicek, M., Gursoy, D., & Lu, L. (Forthcoming). Adverse impacts of revealing the presence of "Artificial Intelligence (AI)" technology in product and service descriptions on purchase intentions: the mediating role of emotional trust and the moderating role of perceived risk. *Journal of Hospitality Marketing & Management*, 1-23.  
<https://doi.org/10.1080/19368623.2024.2368040>
6. Xu, Y., & Gursoy, D. (Forthcoming). Comparative Analysis of Per-Tourist and Total Carbon Emissions Generated in Hospitality and Tourism Sectors: Impact on Climate Change and Implications for Economy, Society, and Environment. *Journal of Hospitality Marketing & Management*, 1-29. <https://doi.org/10.1080/19368623.2024.2359597>
7. Xu, X. A., Chen, F., & Gursoy, D. (Forthcoming). Shopping destination brand equity and service quality. *Tourism Review*. <https://doi.org/10.1108/TR-08-2023-0597>
8. Hu, Z., Luo, J. M., Geng-Qing Chi, C., & Gursoy, D. (Forthcoming). Examination of experience attributes of parks in urban tourist destinations and their influence on visitor satisfaction: a topic modelling approach. *Leisure Studies*, 1-16.  
<https://doi.org/10.1080/02614367.2024.2392583>
9. Bozkurt, V. & Gursoy, D. (Forthcoming). The Artificial Intelligence Paradox: Opportunity or Threat for Humanity? *International Journal of Human-Computer Interaction*, 1-15. <https://doi.org/10.1080/10447318.2023.2297114>
10. Lu, A. C. C., & Gursoy, D. (Forthcoming). Cultural Value Orientation and Hospitality Employee Voice Behavior: The Moderating Role of Leader-Member Exchange (LMX). *Journal of Hospitality & Tourism Research*, 10963480221148175.
11. Hyun, M. Y., Jung, S., Kim, H. C., & Gursoy, D. (Forthcoming). Effects of perceived benefits and concerns misfit on residents' destination citizenship behaviors: a moderating

- role of perceived risk of COVID-19 recurrence. *Journal of Sustainable Tourism*, 1-20.  
<https://doi.org/10.1080/09669582.2023.2292963>
12. Rabiul, M. K., Gursoy, D., Mohamed, A. E., & Patwary, A. K. (Forthcoming). Managers' Motivating Language and employees' Job Engagement: The Role of Meaningfulness and Employee–Manager Relationships. *Journal of Quality Assurance in Hospitality & Tourism*, 1-31. <https://doi.org/10.1080/1528008X.2023.2270617>
  13. Xu, Y. W., Cai, R. R., & Gursoy, D. (2024). When disclosing the artificial intelligence (AI) technology integration into service delivery backfires: Roles of fear of AI, identity threat and existential threat. *International Journal of Hospitality Management*, 122, 103829.
  14. Gursoy, D., Luongo, S., Della Corte, V., & Sepe, F. (2024). Smart tourism destinations: an overview of current research trends and a future research agenda. *Journal of Hospitality and Tourism Technology*, 15(3), 479-495.
  15. Selem, K.M., Shoukat, M.H., Shehata, A.E., Ahmad, M.S., & Gursoy, D. (2024). From workplace to home: consequences of supervisor bullying in the hospitality setting. *Evidence-based HRM*. <https://doi.org/10.1108/EBHRM-10-2023-0309>
  16. Xu, X. A., Xue, K., & Gursoy, D. (2024). How does experienced compassion influence community citizenship behaviour? The roles of psychological contracts and regulatory focus. *Journal of Sustainable Tourism*, 32(1), 184-201.
  17. Polat, E., Çelik, F., Ibrahim, B., & Gursoy, D. (2024). Past, present, and future scene of influencer marketing in hospitality and tourism management. *Journal of Travel & Tourism Marketing*, 41(3), 322-343.
  18. Huang, Y., & Gursoy, D. (2024). How does AI technology integration affect employees' proactive service behaviors? A transactional theory of stress perspective. *Journal of Retailing and Consumer Services*, 77, 103700.
  19. Wang, J., Vo-Thanh, T., Gursoy, D., Dang-Van, T., & Nguyen, N. (2024). Effects of hotels' green practices on consumer citizenship behavior. *International Journal of Hospitality Management*, 118, 103679.
  20. Ai, J., Lv, X., & Gursoy, D. (2023). Impact of social media posts on travelers' attitudes and behaviors towards a destination after a natural disaster: moderating role of the source of the post. *Journal of Sustainable Tourism*, 31 (11), 2460-2478.
  21. Gursoy, D., Lu, L., Nunkoo, R. & Deng, D. (2023). Metaverse in services marketing: an overview and future research directions. *The Service Industries Journal*, 43 (15-16), 1140-1172

22. Della Corte, V., Sepe, F., Gursoy, D., & Prisco, A. (2023). Role of trust in customer attitude and behaviour formation towards social service robots. *International Journal of Hospitality Management*, 114, 103587.
23. Xiong, L., Hu, J., Gursoy, D., & Liu, Y. (2023). Hotel philanthropy and brand attitudes: Can donation type and amount influence customers' warmth perceptions and attitudes?. *Journal of Hospitality and Tourism Management*, 56, 376-384.
24. Gursoy, D., Li, Y., & Song, H. (2023). ChatGPT and the hospitality and tourism industry: an overview of current trends and future research directions. *Journal of Hospitality Marketing & Management*, 32(5), 579-592.
25. Chi, O. H., Chi, C. G., Gursoy, D., & Nunkoo, R. (2023). Customers' acceptance of artificially intelligent service robots: The influence of trust and culture. *International Journal of Information Management*, 70, 102623.
26. Gursoy, D., & Maier, T. (2023). Diversity, equity and inclusion in hospitality: Value centered leadership as a conduit for change. *Journal of Hospitality Marketing & Management*, 32(4), 445-453.
27. Nunkoo, R., Gursoy, D., & Dwivedi, Y. K. (2023). Effects of social media on residents' attitudes to tourism: Conceptual framework and research propositions. *Journal of Sustainable Tourism*, 31(2), 350-366.
28. Aggarwal, P. J., Kaurav, R. P. S., & Gursoy, D. (2023). Effects of covid-19 pandemic on tourism businesses in India: operational and strategic measures undertaken for survival. *Tourism Culture & Communication*, 23, 177-191.
29. Lin, H., Shi, S., & Gursoy, D. (2022). Destination experiencescape: conceptualization and scale development amid COVID-19 pandemic. *Current Issues in Tourism*, 25(24), 4047-40474.
30. Kesgin, M., Can, A. S., Gursoy, D., Ekinci, Y., & Aldawodi, K. (2022). Effects of religiosity and travel desire on COVID-19 vaccination intentions. *Current Issues in Tourism*, 25(23), 3888-3904.
31. Fu, X., Pang, J., & Gursoy, D. (2022). Effects of online commercial friendships on customer revenge following a service failure. *Journal of Business Research*, 153, 102-114.
32. Liu, J., & Gursoy, D. (2022). Emotional intelligence similarity in service recovery. *Annals of Tourism Research*, 96, 103465.

33. Gursoy, D., Ekinici, Y., Can, A. S., & Murray, J. C. (2022). Effectiveness of message framing in changing COVID-19 vaccination intentions: Moderating role of travel desire. *Tourism Management, 90*, 104468.
34. Ekinici, Y., Gursoy, D., Can, A. S., & Williams, N. L. (2022). Does travel desire influence COVID-19 vaccination intentions? *Journal of Hospitality Marketing & Management, 31*(4), 413-430.
35. Gursoy, D., Malodia, S., & Dhir, A. (2022). The metaverse in the hospitality and tourism industry: An overview of current trends and future research directions. *Journal of Hospitality Marketing & Management, 31*(5), 527-534.
36. Çalışkan, U., Gursoy, D., Özer, Ö., & Chi, O. H. (2022). Effects of Tourism on Local Residents' Quality of Life, Happiness and Life Satisfaction: Moderating Role of the COVID-19 Risk Perceptions. *Journal of Tourism, Sustainability and Well-being, 10*(4), 274-291.
37. Gursoy, D., Akova, O., & Atsız, O. (2022). Understanding the heritage experience: a content analysis of online reviews of World Heritage Sites in Istanbul. *Journal of Tourism and Cultural Change, 20* (3), 311-334
38. Lin, H., Zhang, M., & Gursoy, D. (2022). Effects of Tourist-to-Tourist Interactions on Experience Cocreation: A Self-Determination Theory Perspective. *Journal of Travel Research, 61* (5), 1105-1120
39. Lv, H., Shi, S., & Gursoy, D. (2022). A look back and a leap forward: a review and synthesis of big data and artificial intelligence literature in hospitality and tourism. *Journal of Hospitality Marketing & Management, 31* (2), 145-175.
40. Ribeiro, M. A., Gursoy, D. & Chi, O. H. (2022). Customer Acceptance of Autonomous Vehicles in Travel and Tourism. *Journal of Travel Research, 61* (3), 620-636
41. Denton, G., Chi, H., & Gursoy, D. (2022). An examination of critical determinants of carbon offsetting attitudes: the role of gender. *Journal of Sustainable Tourism, 30*(7), 1539-1561.
42. Gursoy, D. (2022). Artificially Intelligent Social Device Use Acceptance. In *Encyclopedia of Tourism Management and Marketing*. Edward Elgar Publishing.
43. Gursoy, D. (2022). Residents' Perceptions of Tourism Impacts. In *Encyclopedia of Tourism Management and Marketing* (pp. 694-697). Edward Elgar Publishing.
44. Chi, O. H., Gursoy, D. & Chi, C. G. (2022). Tourists' attitudes toward the use of artificially intelligent (AI) devices in tourism service delivery: moderating role of service

value seeking. *Journal of Travel Research*, 61(1), 170-185.

45. Ai, J., Gursoy, D., Liu, Y., & Lv, X. (2022). Effects of offering incentives for reviews on trust: Role of review quality and incentive source. *International Journal of Hospitality Management*, 100, 103101.
46. Aggarwal, P. J., Kaurav, R. P. S., & Gursoy, D. (2022). Effects of covid-19 pandemic on tourism businesses in India: operational and strategic measures undertaken for survival. *Tourism Culture & Communication*.
47. Fan, J., Zhang, M., Wei, X., Gursoy, D., & Zhang, X. (2021). The bright side of work-related deviant behavior for hotel employees themselves: Impacts on recovery level and work engagement. *Tourism Management*, 87, 104375.
48. Zhang, M., Gursoy, D., Zhu, Z., & Shi, S. (2021). Impact of anthropomorphic features of artificially intelligent service robots on consumer acceptance: moderating role of sense of humor. *International Journal of Contemporary Hospitality Management*, 33(11), 3883-3905.
49. Olya, H., Altinay, L., Farmaki, A., Kenebayeva, A., & Gursoy, D. (2021). Hotels' sustainability practices and guests' familiarity, attitudes and behaviours. *Journal of Sustainable Tourism*, 29(7), 1063-1081.
50. Chi, O. H., Saldamli, A., & Gursoy, D. (2021). Impact of the COVID-19 pandemic on management-level hotel employees' work behaviors: Moderating effects of working-from-home. *International Journal of Hospitality Management*, 98, 103020.
51. Shi, S., Gong, Y. & Gursoy, D. (2021). Antecedents of Trust and Adoption Intention toward Artificially Intelligent Recommendation Systems in Travel Planning: A Heuristic–Systematic Model. *Journal of Travel Research*, 60(8), 1714-1734.
52. Wu, G., Liang, L., & Gursoy, D. (2021). Effects of the new COVID-19 normal on customer satisfaction: Can facemasks level off the playing field between average-looking and attractive-looking employees? *International Journal of Hospitality Management*, 97, 102996.
53. Gursoy, D., & Altinay, L. (2021). The Silk Road and the service industries. *The Service Industries Journal*, 41(7-8), 441-445.
54. Gursoy, D., Can, A. S., Williams, N., & Ekinci, Y. (2021). Evolving impacts of COVID-19 vaccination intentions on travel intentions. *The Service Industries Journal*, 41(11-12), 719-733.

55. Wu, X., Gursoy, D., & Zhang, M. (2021). Effects of social interaction flow on experiential quality, service quality and satisfaction: moderating effects of self-service technologies to reduce employee interruptions. *Journal of Hospitality Marketing & Management*, 30 (5), 571-591.
56. Pan, L., Xu, X. A., Lu, L., & Gursoy, D. (2021). How cultural confidence affects local residents' wellbeing. *The Service Industries Journal*, 41 (9/10), 581-605.
57. Huang, Y., Gursoy, D., Zhang, M., Nunkoo, R., & Shi, S. (2021). Interactivity in online chat: Conversational cues and visual cues in the service recovery process. *International Journal of Information Management*, 60, 102360.
58. Wu, G., Liang, L., & Gursoy, D. (2021). Effects of the new COVID-19 normal on customer satisfaction: Can facemasks level off the playing field between average-looking and attractive-looking employees?. *International Journal of Hospitality Management*, 97, 102996.
59. Gursoy, D., & Chi, C. G. (2021). Celebrating 30 years of excellence amid the COVID-19 pandemic—An update on the effects of COVID-19 pandemic and COVID-19 vaccines on hospitality industry: overview of the current situation and a research agenda. *Journal of Hospitality Marketing & Management*, 30 (3), 277-281.
60. Xue, K., Wang, L., Gursoy, D., & Song, Z. (2021). Effects of customer-to-customer social interactions in virtual travel communities on brand attachment: The mediating role of social well-being. *Tourism Management Perspectives*, 38, 100790.
61. Chi, O. H., Jia, S., Li, Y., & Gursoy, D. (2021). Developing a formative scale to measure consumers' trust toward interaction with artificially intelligent (AI) social robots in service delivery. *Computers in Human Behavior*, 118, 106700.
62. Gursoy, D., Chi, C. G., & Chi, O. H. (2021). Effects of COVID 19 pandemic on restaurant and hotel customers' sentiments towards dining out, traveling to a destination and staying at hotels. *Journal of Hospitality*, 3(1), 1-17.
63. Yolal, M., Sevinc, F., & Gursoy, D. (2021). How do residents perceive tourism development? A small community perspective. *Journal of Tourism Quarterly*, 3(2), 52-67.
64. Xu, X., & Gursoy, D. (2021). STHRSCAPE: Developing and validating a collaborative economy based short-term hospitality rental servicescape scale. *International Journal of Hospitality Management*, 94, 102833.
65. Chi, O. H., Denton, G., & Gursoy, D. (2021). Interactive effects of message framing and information content on carbon offsetting behaviors. *Tourism Management*, 83, 104244.

66. Lin, H., Gursoy, D., & Zhang, M. (2020). Impact of customer-to-customer interactions on overall service experience: A social servicescape perspective. *International Journal of Hospitality Management*, 87, 102376.
67. Denton, G., Chi, O. H., & Gursoy, D. (2020). An examination of the gap between carbon offsetting attitudes and behaviors: Role of knowledge, credibility and trust. *International Journal of Hospitality Management*, 90, 102608.
68. Jiang, H., Tan, H., Liu, Y., Wan, F., & Gursoy, D. (2020). The impact of power on destination advertising effectiveness: The moderating role of arousal in advertising. *Annals of Tourism Research*, 83, 102926.
69. Huang, Y., Zhang, M., Gursoy, D., & Shi, S. (2020). An examination of interactive effects of employees' warmth and competence and service failure types on customer's service recovery cooperation intention. *International Journal of Contemporary Hospitality Management*, 32(7), 2429-2451.
70. Lin, H., Zhang, M., & Gursoy, D. (2020). Impact of nonverbal customer-to-customer interactions on customer satisfaction and loyalty intentions. *International Journal of Contemporary Hospitality Management*, 32(5), 1967-1985.
71. Pan, L., Gursoy, D. (2020). Traveling to a Gendered Destination: A Goal-Framed Advertising Perspective. *Journal of Hospitality & Tourism Research*, 44 (3), 499-522
72. Xu, X., & Gursoy, D. (2020). Exploring the relationship between servicescape, place attachment, and intention to recommend accommodations marketed through sharing economy platforms. *Journal of Travel & Tourism Marketing*, 37(4), 429-446.
73. Gursoy, D., & Chi, C. G. (2020). Effects of COVID-19 pandemic on hospitality industry: Review of the current situations and a research agenda. *Journal of Hospitality Marketing & Management*, 29 (5), 527-529.
74. Zhang, H., Xu, H., & Gursoy, D. (2020). The effect of celebrity endorsement on destination brand love: A comparison of previous visitors and potential tourists. *Journal of Destination Marketing & Management*, 17, 100454.
75. Lin, H., Chi, O. H., & Gursoy, D. (2020). Antecedents of customers' acceptance of artificially intelligent robotic device use in hospitality services. *Journal of Hospitality Marketing & Management*, 29(5), 530-549.
76. Fong, L. H. N., Gursoy, D., & Sigala, M. (2020). Experimental research in tourism. *Journal of Travel and Tourism Marketing*, 25 (7) 707-709.

77. Modica, P. D., Altinay, L., Farmaki, A., Gursoy, D., & Zenga, M. (2020). Consumer perceptions towards sustainable supply chain practices in the hospitality industry. *Current Issues in Tourism*, 23(3), 358-375.
78. Gursoy, D. (2019). A critical review of determinants of information search behavior and utilization of online reviews in decision making process. *International Journal of Hospitality Management*, 76, 53-60.
79. Gursoy, D., Chi, O. H., Lu, L., & Nunkoo, R. (2019). Consumers' acceptance of artificially intelligent (AI) device use in service delivery. *International Journal of Information Management*, 49, 157-169.
80. Gursoy, D., Boğan, E., Dedeoğlu, B. B., & Çalışkan, C. (2019). Residents' perceptions of hotels' corporate social responsibility initiatives and its impact on residents' sentiments to community and support for additional tourism development. *Journal of Hospitality and Tourism Management*, 39, 117-128.
81. Gursoy, D., Zhang, C., & Chi, O. H. (2019). Determinants of Locals' Heritage Resource Protection and Conservation Responsibility Behaviors. *International Journal of Contemporary Hospitality Management*, 31(6), 2339-2357.
82. Gursoy, D., Ouyang, Z., Nunkoo, R., & Wei, W. (2019). Residents' impact perceptions of and attitudes towards tourism development: a meta-analysis. *Journal of Hospitality Marketing & Management*, 28(3), 306-333.
83. Gursoy, D. (2019). Foodborne illnesses: An overview of hospitality operations liability. *Journal of Hospitality*, 1(1), 41-49.
84. Wang, Y., Shi, S., Chen, Y., & Gursoy, D. (2019). An examination of market orientation and environmental marketing strategy: The case of Chinese firms. *The Service Industries Journal*, 39(15-16), 1046-1071
85. Picazo, P., Moreno-Gil, S., & Gursoy, D. (2019). Analysis of the projected image of tourism accommodations: a methodological proposal. *International Journal of Contemporary Hospitality Management*, 3325-3351.
86. Xu, X., Liu, W., & Gursoy, D. (2019). The Impacts of Service Failure and Recovery Efforts on Airline Customers' Emotions and Satisfaction. *Journal of Travel Research*, 58(6), 1034-1051
87. Ouyang, Z., Gursoy, D., & Chen, K. (2019). It's all about life: Exploring the role of residents' quality of life perceptions on attitudes toward a recurring hallmark event over time. *Tourism Management*, 75, 99-111

88. Shi, S., Gursoy, D., & Chen, L. (2019). Conceptualizing home-sharing lodging experience and its impact on destination image perception: A mixed method approach. *Tourism Management*, 75, 245-256.
89. Lu, L., Cai, R., & Gursoy, D. (2019). Developing and Validating a Service Robot Integration Willingness Scale. *International Journal of Hospitality Management*, 80, 36-51.
90. Lin, H., Zhang, M., Gursoy, D., & Fu, X. (2019). Impact of tourist-to-tourist interaction on tourism experience: The mediating role of cohesion and intimacy. *Annals of Tourism Research*, 76, 153-167.
91. Köşker, H., Unur, K., & Gursoy, D. (2019). The effect of basic personality traits on service orientation and tendency to work in the hospitality and tourism industry. *Journal of Teaching in Travel & Tourism*, 19(2), 140-162
92. Santos, G. E. D. O., Gursoy, D., Ribeiro, M. A., & Netto, A. P. (2019). Impact of transparency and corruption on mega-event support. *Event Management*, 23, 27-40.
93. Sharma, B. & Gursoy, D. (2019). Host communities' perceptions of support, attachment, emotions, and trust for a mega-event: An empirical investigation of demographic influence. *Journal of Tourism Quarterly* 1 (1), 31-42
94. Santos, G. E. D. O., Netto, A. P., Ribeiro, M. A., & Gursoy, D. (2019). Impactos objetivos e percebidos da Copa do Mundo FIFA de 2014 no Brasil. *El Periplo Sustentable*, 36, 295-324
95. Zhang, M., Zhang, G. Y., Gursoy, D., & Fu, X. R. (2018). Message framing and regulatory focus effects on destination image formation. *Tourism Management*, 69, 397-407.
96. Cai, R. R., Lu, L., & Gursoy, D. (2018). Effect of disruptive customer behaviors on others' overall service experience: An appraisal theory perspective. *Tourism Management*, 69, 330-344.
97. Chen, K. C., Gursoy, D., & Lau, K. L. K. (2018). Longitudinal impacts of a recurring sport event on local residents with different level of event involvement. *Tourism Management Perspectives*, 28, 228-238.
98. Gursoy, D., Del Chiappa, G., & Zhang, Y. (2018). Impact of destination familiarity on external information source selection process. *Journal of Destination Marketing & Management*, 8, 137-146

99. Lu, L., Gursoy, D., Chi, C. G., & Xiao, G. (2018). Developing a Consumer Complaining and Recovery Effort Scale. *Journal of Hospitality & Tourism Research*, 42(5), 686-715.
100. Gursoy, D. (2018). Future of hospitality marketing and management research. *Tourism Management Perspectives*, 25, 185-188.
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#### **PRESENTATIONS AND PAPERS IN PROCEEDINGS:**

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6. Sinclair-Maragh, G. & Gursoy, D. (2015). The dynamics of trust and tourism in developing countries: residents' perceptions and support. 5<sup>th</sup> Advances in Hospitality Marketing and Management Conference, June 18-21. Beppu, Japan

7. Lu, L., Gursoy, D. (2015). Developing a consumer complaining effort scale. *20<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8 – 10, 2015.*
8. Lu, L., Gursoy, D. (2014). Would U.S. diners pay a premium for “Non-Genetically Modified” cuisines at restaurants? (*ICHRIE Summer Conference, San Diego, USA, July 30-Augst 1, 2014*).
9. Lu, A. and Gursoy, D. (2014). A Conceptual Model of Antecedents and Outcomes of Online Tourist Confusion. *19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 3 - 5, 2014, Houston, TX, NV, USA*
10. Lu, A., Gursoy, D., and Chiappa, G. D. (2014). A Proposed Framework of Consumers’ Materialism Value, Ecotourism Attitude, Interest, Intention, and Willingness to Pay a Premium. *19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 3 - 5, 2014, Houston, TX, NV, USA*
11. Lu, L., Xu, X., Lu, C. C., & Gursoy, D. (2013). How does work engagement influence job satisfaction and turnover intention? A comparison between U.S. hotel managers and employees. *ICHRIE Summer Conference, St. Louis, Missouri, USA, July 24-27, 2013*
12. Kasim, A., Dzakiria, H., Gursoy, D., Okumus, F., & Wong, A. (2013). Towards a water management framework in hotels. *Euro-American Conference for Academic Disciplines, Prague, Czech Republic, May 28-31.*
13. Lu, C., Gursoy, D. and Chen, B. T. (2012). Comparative analysis of cross cultural information search behavior: The case study of Taiwan. *16th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 6 - 8 January, 2011, Auburn, AL., USA*
14. Gursoy, D. and Chi, C. G. (2011). Industry’s Expectations from Hospitality Schools: What Has Changed? *Annual Proceedings of 9th Asia-Pacific CHRIE (APacCHRIE) Conference, 2-5 June, Hong Kong.*
15. Chen, B. T., Chi, G. C. and Gursoy, D. (2011). Factors, affecting international travelers' loyalty to Taiwan. *Annual Proceedings of 9th Asia-Pacific CHRIE (APacCHRIE) Conference, 2-5 June, Hong Kong.*
16. Park, J. and Gursoy, D. (2011). Generation Effect on the Relationship between Work Engagement, Satisfaction, and Turnover Intention among US Hotel Employees. *16th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 6 - 8 January, 2011, Houston, TX, USA*

17. Chi, C. G., Gursoy, D. and Chen, B. T. (2010). A systematic examination of destination loyalty formation. *2010 I-CHRIE Annual Conference & Exposition, July 28 – 31, 2010, San Juan, Puerto Rico.*
18. Gursoy, D., Chi, C. G. and Erdem, M. (2010). Impact of Generational Differences on Work Values and Perceptions of Service Employees. *17<sup>th</sup> International Conference on Recent Advances in Retailing and Services Science, July 2 – 5, 2010, Istanbul, Turkey.*
19. Nunkoo, R., Ramkissoon, H., Gursoy, D. and Chi, C. G. (2009). A Model for Understanding Residents' Support for Tourism in Small Islands. *2009 I-CHRIE Annual Conference & Exposition, July 29 – Aug. 1, 2009, San Francisco, CA, USA.*
20. Gursoy, D. & Chi, C. G. (2009). Local Residents Perceptions of Mass and Alternative Tourism Development. *2009 Sustainable and Alternative Tourism: An International Conference, July 11- 13, 2009, Yangshuo (Guilin), China.*
21. Chi, C. G., Gursoy, D. and Qu, H. (2009). Demographic variables and loyalty formation: A systematic examination. *2009 I-CHRIE Annual Conference & Exposition, July 29 – Aug. 1, 2009, San Francisco, CA, USA.*
22. Nunkoo, R. and Gursoy, D. (2009). Modeling Host Attitudes toward Tourism Development in a Small Island Developing State: Mauritius. *14th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 4 - 6, 2007, Las Vegas, NV, USA*
23. Gursoy, D., Baloglu, S. & Millar, M. (2008). *A competitiveness analysis of Middle Eastern countries.* The 2008 EuroCHRIE Conference. Dubai, UAE (Refereed Presentation)
24. Gursoy, D. and Chi, C. G. (2008). *Employee satisfaction, customer satisfaction, and financial performance.* 2008 I-CHRIE Annual Conference & Exposition, July 30 – Aug. 2, 2008, Atlanta, GA, USA.
25. Neal, J., Gursoy, D. and Chi, C. G. (2008). *Tourism satisfaction: A system's approach.* 2008 TTRA Annual Conference, June 15 – 17, 2008, Philadelphia, PA, USA.
26. Gursoy, D., Chi, C. G. and Chen, B. T. (2007). *Factors influencing Taiwanese students' camping behavior.* 4<sup>th</sup> China Tourism Forum, Dec. 15 – 16, 2007, Kunming, Yunnan, China..
27. Gursoy, D. and Maier, T. A. (2007). Increasing Knowledge of Generational differences in the Tourism Workforce. UNWTO Ulysses Conference 2007, *Knowledge-based Development through Tourism*, May 30-31, 2007, Madrid, Spain.

28. Powell, A., Gursoy, D., and Chi, C. G. (2007). Leading the Next Generation in the Lodging Industry: Generational differences and strategies to deal with the differences, *12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 4 - 6, 2007, Houston, TX, USA.
29. Gursoy, D. and Umbreit, W. T. (2006). Career Services: In Search of Excellence, *The 2006 EuroCHRIE Conference*. Thessaloniki, Greece. (Refereed Presentation)
30. Gursoy, D. and Chhabra, D. (2006). Perceived impacts of gambling: Integration of two theories. *2006 International CHRIE Conference*, Crystal City, Virginia. (Refereed Presentation) **(Received the Best Paper Award)**
31. Gursoy, D., Ekiz, E. H. and Chi, C. G. (2006). Impacts of Organizational Responses on Complainants' Justice Perceptions and Post-Purchase Behaviors. *2006 International CHRIE Conference*, Crystal City, Virginia. (Refereed Presentation)
32. Gursoy, D., Umbreit, W. T. and Swanger, N. (2005) Chaotic Changes in Distribution
33. Channels: Implications for Hospitality Companies. *The 2005 EuroCHRIE Conference*. Paris, France. (Refereed Presentation)
34. Swanger, N., Gursoy, D. and DesRosier, T (2005). An industry-driven model of hospitality curriculum for programs housed in accredited colleges of business – program learning outcomes. *The 2005 EuroCHRIE Conference*. Paris, France. (Refereed Presentation)
35. Gursoy, D., McCleary, K. W. and Lepsito, L. R. (2005). Propensity to Complain: Affects of Personality and Behavioral Factors. In H. Qu (Ed.) *Proceedings of 2005 International CHRIE Conference*, (pp. 143-147). (Refereed Proceedings)
36. Gursoy, D. and Chhabra, D. (2005). Perceived Social Impact of Gaming on Local Communities: Perceptual differences between gamblers and non-gamblers. *2005 International CHRIE Conference*. (Refereed Poster Presentation)
37. Gursoy, D. and Swanger, N. (2005). Organizational success and failure: An analysis of critical success factors. *International Conference on Business, Economics, and Information Technology Manila, Philippines*. (Refereed Presentation)
38. Benson, L. S., Gursoy, D. and Haryadi, P. (2005). Hospitality management students' level of environmental concern: Are we behind the trend? *The Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Myrtle Beach, SC. **(Received the Best Conference Paper Award in the Hospitality and Tourism Education area)**

39. O'Fallon, M. J., Gursoy, D. Swanger, N. (2005). To Buy or not to buy: Impact of labeling on purchasing intentions of genetically modified foods. *The Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Myrtle Beach, SC.
40. Gursoy, D. (2004). The Impact of Tourism on Host Community's Quality of Life. Advancing Quality of Life in a Turbulent World. International Society of Quality of Life Studies. Sixth International Society of Quality of Life Studies (ISQOLS) Conference. Philadelphia, PA, USA. (Refereed Presentation)
41. Gursoy, D. and Kendall, K. W. (2004). A competitive positioning of Mediterranean destinations. In S. Baloglu and A. B. Collins (Eds.) *Proceedings of the 2004 EuroCHRIE Conference: Global Issues and Trends in the Hospitality and Tourism Industries* (CD). Ankara, Turkey. (Refereed Presentation) (**Nominated for Best Conference Paper Award**)
42. Madanoglu, M., Erdem, M. and Gursoy, D. (2004). Risk-return and cost of equity of small and large causal-dining restaurants. In S. Baloglu and A. B. Collins (Eds.) *Proceedings of the 2004 EuroCHRIE Conference: Global Issues and Trends in the Hospitality and Tourism Industries* (CD). Ankara, Turkey. (Refereed Presentation) (**Received the Best Student Paper Award**)
43. Gursoy, D. and Swanger, N. (2004). Curriculum development: A comparison of industry perspectives. *2004 International CHRIE Conference*. Philadelphia, PA. (Refereed Poster)
44. Schneider, C. and Gursoy, D. (2004). The Europeans' use of the internet for travel-related information search: An exploratory study. In *Advances in Hospitality and Tourism Research: Vol. 9. Proceedings of the Ninth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 672-674). Houston, TX: University of Houston. (Refereed Proceedings).
45. Gursoy, D. and Umbreit, W. T. (2003). The perception of learning and the factors that are likely to impact learning: Implications for internationalization of future hospitality industry. In J. S. Chen, P. Thuy and H. Wachowiak (eds) *2003 EuroCHRIE Congress Proceedings*, (pp. 47-50). Bad Honnef, Germany. (Refereed Proceedings) (**Received the Best Conference Paper Award**)
46. Madanoglu, M. and Gursoy, D. (2003). Globalization perspectives of tourism and hospitality education in Eastern Europe: As assessment of Bulgaria and Turkey. In J. S. Chen, P. Thuy and H. Wachowiak (eds) *2003 EuroCHRIE Congress Proceedings*, (pp. 64-66). Bad Honnef, Germany. (Refereed Proceedings)
47. Gursoy, D. and McCleary, K. W. (2003). Travelers' Prior Knowledge and its Impact on their Information Search Behavior. In H. Qu (ed) *Proceedings of 2003 International*

*CHRIE Conference: An Oasis of Hospitality and Tourism*, (pp. 143-148). Palm Spring, CA. (Refereed Proceedings)

48. Gursoy, D. and Kendall, K. W. (2003). Perceived Social Impacts of Mega Events on Local Communities. 34<sup>th</sup> Annual Conference Proceedings: Travel and Tourism Research Association Conference.
49. Neal, J. D. and Gursoy, D. (2003). Horizontal Spillover Effects of Neighboring Domains on the Leisure Life Domain: An Empirical Study. International Society of Quality of Life Studies. Fifth International Society of Quality of Life Studies (ISQOLS) Conference. Frankfurt, Germany. (Refereed Proceedings)
50. Madanoglu, M. and Gursoy, D. (2003). Cross-cultural comparison of external information search for accommodation information: Travelers from European Union member states. In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 426-429). Las Vegas, Nevada. (Refereed Proceedings)
51. Umbreit, T. W. and Gursoy, D. (2003). Exploring the dimensionality of student teaching evaluations: What factors are important? In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 678-679). Las Vegas, Nevada. (Refereed Proceedings)
52. Meinzer, O., Kendall, K. W. and Gursoy, D. (2003). Resident and business perceptions of mega event impacts: A multivariate approach. In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 452-456). Las Vegas, Nevada. (Refereed Proceedings)
53. Kroh, S. A., Rutherford, D. G. and Gursoy, D. (2003). A study of ethnic capital among immigrant housekeeping employees and expectations for intergenerational mobility. In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 324-327). Las Vegas, Nevada. (Refereed Proceedings)
54. Gursoy, D. and Umbreit, T. (2002). Cross-cultural comparison of travelers' information search behavior: European Union member states. Proceedings of the 2002 Euro-CHRIE Conference, Barcelona, Spain. (Refereed Proceedings) **(Nominated for the Best Conference Paper Award)**
55. Umbreit, T. and Gursoy, D. (2002). Cross cultural examination of student evaluations of

- faculty. Proceedings of the 2002 Euro-CHRIE Conference, Barcelona, Spain. Barcelona, Spain. (*Refereed Proceedings*)
56. Gursoy, D. and Kendall, K. W. (2002). The Couple Life Cycle (CLC) and Family Vacation Decision-Making Process. Hawaii International Conference on Business. Honolulu, Hawaii. (*Refereed Proceedings*)
57. Gursoy, D. and Kim, K. (2002). Modeling the Cost of Travelers' Information Search Behavior. International CHRIE 2002 Convention. Orlando, Florida. (Refereed Presentation)
58. Gursoy, D., and Jurowski, C. (2002). Resident Attitudes in Relation to Distance from Tourist Attractions. In 33<sup>rd</sup> Annual Conference Proceedings: Travel and Tourism Research Association – Capitalizing on Travel Research for Marketing Success, R. N. Moisey, N. P. Nickerson, K. L. Andereck, and N. G. McGehee, eds. Arlington, Virginia: Travel and Tourism Research Association. (*Refereed Proceedings*)
59. Kim, K. and Gursoy, D. (2002). Perceived Socio-Economic Impacts of Festivals Among Organizers. *Advances in Hospitality and Tourism Research: Vol. 7. Proceedings of the Seventh Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Houston, TX. (*Refereed Proceedings*)
60. Gursoy, D. (2001) Panel speaker on The Positive and Negative Impacts of Travel/Tourism on the Quality of Life in Third World and Developing Nations— Measurement Issues chaired by *Janet Neal*. Fourth International Society of Quality of Life Studies (ISQOLS) Conference. Washington, DC.
61. Gursoy, D. (2001). The effects of gaming on communities' quality of life. In H. E. Spotts, H. L. Meadow and S. Grzeskowiak (Eds.) *The Fourth International Society of Quality of Life Studies (ISQOLS) Conference*. Washington, DC. (*Refereed Presentation*)
62. Neal, J. D. and Gursoy, D. (2001). An examination of how age impacts the effects of tourism services on the travelers' quality of life. In H. E. Spotts, H. L. Meadow and S. Grzeskowiak (Eds.) *How to Measure Quality of Life in Diverse Populations: Proceedings of the Fourth International Society of Quality of Life Studies (ISQOLS)*, (pp. 57). Blacksburg, VA: International Society of Quality of Life Studies. Fourth International Society of Quality of Life Studies (ISQOLS) Conference. Washington, DC. (*Refereed Proceedings*)
63. Gursoy, D and Hahm, S. P. (2001). The Influence of Couple life Cycle (CLC) on Family Vacation Decision-Making Process. In D. F. Cannon (Ed.) *Advances in Hospitality and Tourism Research: Vol. 6. Proceedings of the Sixth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 179-183). Atlanta, GA: Georgia State University. (*Refereed Proceedings*)

64. Hahm, S. P. and Gursoy D. (2001). Co-Branding Strategy in Foodservice Industry. In D. F. Cannon (Ed.) *Advances in Hospitality and Tourism Research: Vol. 6. Proceedings of the Sixth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 179-183). Atlanta, GA: Georgia State University.
65. Gursoy, D. (2000). An examination of the influence of prior product knowledge and motivations on the traveler's utilization of external information sources. In C. C. B. Mok and A. L. DeFranco (Eds.) *Advances in Hospitality and Tourism Research: Vol. 5. Proceedings of the Fifth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 1-10). Houston, TX: Hilton University of Houston. (Refereed Proceedings) **(Received the Haworth Hospitality Press Award for Best Conference Paper)**
66. Gursoy, D., McCleary, K. W., and Lepsito, L. R. (2000). Segmenting dissatisfied restaurant customers based on their complaining response styles. In M. Dallas (Ed.) *New Beginnings: International CHRIE 2000 Convention Proceedings*, (pp. 44-49). (Refereed Proceedings) **(Received the Best Paper Award)**
67. Gursoy, D., Chen, J. S., and Yoon, Y. (2000). Using structural equation modeling to assess the affects of tourism impacts factors and local residents support for tourism development. In N. P. Nickerson, R. N. Moisey, and K. L. Andereck (Eds.) *31<sup>st</sup> Annual Conference Proceedings: Travel and Tourism Research Association – Lights, Camera, Action: Spotlight on Tourism in the New Millennium* (pp. 243-250). Boise Idaho: Travel and Tourism Research Association. (Refereed Proceedings)
68. Chen, J. S., and Gursoy, D. (2000). Information usage between first-time and repeat international travelers. *New Beginnings: International CHRIE 2000 Convention Proceedings*, (p. 27). (Refereed Proceedings)
69. Gursoy, D. (2000). Modeling host community residents' attitudes toward tourism using LISREL. In *16<sup>th</sup> Annual Research Symposium of Virginia Tech: Bridging Research Boundaries* (p. 51). Blacksburg, VA: Virginia Tech.
70. Gursoy, D., and Uysal, M. (2000). A Structural modeling of resident's attitudes towards tourism. In *The 2000 Southeastern Recreation Research Conference*. Charleston, SC. (Refereed Presentation)
71. Chen, J. S. and Gursoy, D. (1999). Trip experience and information search behavior. In Cathy H. C. Hsu (Ed.) *Proceedings of Research and Academic Papers: The International Society of Travel and Tourism Educators Annual Conference – New Frontiers in Tourism Research* (pp. 209-211). Vancouver, Canada: The International Society of Travel and Tourism Educators. (Refereed Proceedings)

72. Tuna, O., and Gursoy, D. (1998). Bir turizm aktivitesi olarak sportif amacli dalislar: Izmir'de dalis yapan kisilerin demografik ve kisilik ozellikleri uzerine ampirik bir arastirma [Diving as a tourism activity: An examination of socio-demographics and psychological factors that influence divers in Izmir. In *1. Ulusal Deniz Turizm Sempozyumu* (pp. 140-149). Izmir: Dokuz Eylul Universitesi. (*Refereed Proceedings*)

**OTHER PUBLICATIONS:**

1. Gursoy, D., Chi, C. G., & Chi, O. H. (2021). COVID-19 Study 4 Report: Restaurant and Hotel Industry. In *Would They Come Back? If They Would, WHEN?*. Carson College of Business, Washington State University.
2. Gursoy, D., Chi, C. G., & Chi, O. H. (2020). COVID-19 Study Report 3: Restaurant and Hotel Industry. In *Would They Come Back? If They Would, WHEN?*. Carson College of Business, Washington State University.
3. Gursoy, D., Chi, C. G., & Chi, O. H. (2020). COVID-19 Study 2 Report: Restaurant and Hotel Industry. In *Would They Come Back? If They Would, WHEN?*. Carson College of Business, Washington State University.
4. Gursoy, D., Chi, C. G., & Chi, O. H. (2020). COVID-19 Study 1 Report: Restaurant and Hotel Industry. In *Would They Come Back? If They Would, WHEN?*. Carson College of Business, Washington State University.
5. Gursoy, D. (2009). Editorial: Appointment of a New Editor and the Name Change. *Journal of Hospitality Marketing & Management*, 18(1), 1-3.
6. Gursoy, D. and Swanger, N. (2008). Understanding Key Generational Differences in the Workplace: Findings from the Phase II – Generational Differences or Not. Washington State University, Pullman, WA.
7. Gursoy, D. and Swanger, N. (2007). Understanding Key Generational Differences in the Workplace: Findings from the Phase I. Washington State University, Pullman, WA.
8. Gursoy, D., Kildew, L. and Kirk, T. (2006). Advances in Hospitality and Tourism Research: Vol. 11. Abstract of *Proceedings of the Eleventh Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Seattle, WA: Washington State University.
9. Gursoy, D., Swanger, N. and Kendall, K. W. (2005). Proposed School of Hospitality Business Management's learning goals and assessment of those goals. Washington State University, Pullman, WA.
10. Gursoy, D. and Swanger, N. (2004) Assessment of curriculum: Industry perspectives.

Washington State University, Pullman, WA.

11. Gursoy, D. (2001). Development of travelers' information search behavior model. Unpublished doctoral dissertation. Blacksburg, VA: Virginia Polytechnic Institute and State University. (**Awarded the Keeling Dissertation Merit Award by TTRA in 2002**)
12. Gursoy, D. (1996). The impact of family life cycle on vacation decision making process. Unpublished Master of Science thesis. New Haven, CT: University of New Haven.

## **INVITED PRESENTATIONS, SPEECHES AND LECTURES**

**2023**

### **Invited Speaker**

Beijing International Studies University, Beijing, China. December 11, 2023

*Topic:* Publishing in leading international journals

### **Dean's Distinguished Speaker, Saunders College of Business, Rochester Institute of Technology. November 10, 2023.**

*Topic:* Use of Artificial Intelligence (AI) Applications in Services Marketing and Management

### **Keynote Speaker**

IV International Tourism, Hospitality & Gastronomy Congress: Digital Transformation, Lima, Peru. October 25 – 27, 2023.

*Topic:* Social robots in service delivery.

### **Invited Speaker**

Research Seminar Series by School of Strategy, Marketing and Innovation, Portsmouth University, Portsmouth, UK. September 27, 2023

*Topic:* Use of Artificial Intelligence (AI) Applications in Services Marketing and Management

### **Invited Speaker**

University of Mauritius, Higher Education Council and International Center for Sustainable Tourism and Hospitality: May 18, 2023

*Topic:* Application of Artificial Intelligence in Service Delivery

### **Invited Speaker**

Lux Collective Resort, Mauritius and Lux Collective Resort, Maldives: May 19-21, 2023.

*Topic:* Artificial intelligence application in hotel operations.

### **Invited Speaker**

Invited speaker for Faculty Development Program. Haldia Institute of Technology (HIT), India. February 10, 2023

*Topic:* Editor's perspective on publishing.

**Workshop:**

10<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management Conference,  
Rome, Italy: July 3-7, 2022

*Topic:* Use of Structural Equation Modeling in Hospitality and Tourism Research.

**Workshop:**

10<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management Conference,  
Rome, Italy: July 3-7, 2022

*Topic:* Metaverse in hospitality marketing and management.

**Invited Panelist**

Editors Panel Panelist. 10<sup>th</sup> Advances in Hospitality and Tourism Marketing and  
Management Conference, Rome, Italy: July 3-7, 2022

*Topic:* Publishing in international journals.

**Keynote Speaker**

Invited Keynote speaker for Editor's Corner. MTCOON 2023 Conference. Istanbul,  
Turkey, March 21, 2023

*Topic:* Publishing in international journals.

**2022**

**Keynote Speaker**

Invited Keynote speaker for Editor's Corner. MTCOON 2022 Conference. Antalya,  
Turkey, March 26, 2022

*Topic:* Publishing in international journals.

**Invited Speaker**

University of Agder (Kristiansand Campus), Kristiansand, Norway, March 4, 2022.

*Topic:* Use of social service robots powered by artificial intelligence in service  
delivery.

**Invited Speaker**

University of Naples Federico II, Naples, Italy. February 25, 2022.

*Topic:* An Examination of Perceived Impacts of Tourism Development:  
Antecedents, outcomes and moderators

**Invited Panelist**

2022 WF CHRIE Conference. Online. February, 12, 2022.

*Topic:* Professional Development 2: Research Productivity & Building a Pipeline.

**2021**

**Keynote Speaker**

Rural Tourism and Development Conference, Antalya, Turkey: October 29-31, 2021.

*Topic: An examination of the Covid-19 Pandemic on service industries.*

**Keynote Speaker**

International Conference on AI, Health, Tourism and Talent, Shandong University, Weihai, China: October 22, 2021.

*Topic: An examination of the Covid-19 Pandemic on service industries.*

**Keynote Speaker**

5<sup>th</sup> International West Asia Tourism Conference, Van, Turkey: September 24-25, 2021.

*Topic: Artificial intelligence device use in service delivery.*

**Keynote Speaker**

25<sup>th</sup> Marketing Conference, Ankara, Turkey: June 30-July 2, 2021.

*Topic: Effects of the Covid-19 pandemic on hospitality and tourism industry.*

**Invited speaker**

Vin University, Vietnam. September 17, 2021.

*Topic: An overview of artificially intelligence device use in service delivery.*

**Invited speaker**

University of Naples Federico, Italy. December 13, 2021.

*Topic: Interactive effects of message framing and information content on carbon offsetting behaviors.*

**2019**

**Keynote Speaker**

Hainan International Tourism Consumption Forum, Hainan, China: December 9, 2019.

*Topic: Role of artificial intelligence in tourism consumption.*

**Keynote Speaker**

1st Zayed University Tourism Symposium "Bridging the gap between the tourism industry and academia," Abu Dhabi, United Arab Emirates: May 1, 2019.

*Topic: Teaching with technology.*

**Keynote Speaker**

2019 International Conference on Human Resource Development. National Taiwan University, Taipei, Taiwan: June 12-13, 2019.

*Topic: Use of Artificial Intelligence in Human Resource Development.*

**Invited speaker**

University of Johannesburg Tourism Hospitality Conference: September 28 – October 6, 2019.

*Topic:* An overview of tourists technology use.

**Invited Speaker:**

South Western University of Finance and Economics, Chengdu, China: May 17, 2019

*Topic:* Consumers acceptance of artificially intelligent (AI) device use in service delivery.

**Invited Speaker:**

Sichuan University, Chengdu, China: May 24, 2019

*Topic:* Customers' Attitudes towards the Use of Artificially Intelligent (AI) Devices in Service Delivery: Comparison of the Hospitality and the Airline Industries.

**Workshop:**

9<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management Conference, Portsmouth, United Kingdom: July 9, 2019

*Topic:* Use of Structural Equation Modeling in Hospitality and Tourism Research.

**2018**

**Key Note Speaker**

9<sup>th</sup> international conference on "Measure, Manage and Facilitate Change to Harness Organizational Potential" at Gwalior, India: January 6, 2018.

*Topic:* Changes in Labor Force: Multigenerational Work Environment

**Key Note Speaker**

2<sup>nd</sup> International Congress on Future of Tourism, Mersin, Turkey: September 26-28, 2019

*Topic:* An overview of outbound Chinese tourists' attitudes, behaviors and consumption trends.

**Invited Speaker:**

Hong Kong Baptist University, Hong Kong. January 18, 2018

*Topic:* Generational leadership.

**Invited Speaker**

Hong Polytechnic University, Hong Kong. July 4, 2018

*Topic:* An Examination of Perceived Impacts of Tourism Development: Antecedents, outcomes and moderators

**Invited Speaker:**

Nankai University, Tianjin, China. December 20, 2018.

*Topic: Impacts of Service Failure and Recovery Efforts on Airline Customers' Emotions and Satisfaction.*

**Workshop:**

Sun Training Institute and University of Mauritius. July 10, 2018

*Topic: Generational leadership in the hospitality sector: Issues and challenges.*

**Workshop:**

Sun Training Institute and University of Mauritius. July 9, 2018

*Topic: Hospitality and tourism consumer information search behavior*

**Workshop:**

Jinan University, Guangzhou, China. July 20, 2018

*Topic: Structural Equation Modeling workshop*

**2017**

**Key Note Speaker**

The 3<sup>rd</sup> Forum on China-Africa Economic and Trade Relations. Jinhua, China: November 25, 2017.

*Topic: An Overview of Tourism in Africa*

**Invited Speaker:**

University of Massachusetts Amherst. September 29, 2017

*Topic: Perceived Impacts of Hospitality and Tourism Development.*

**Invited Speaker:**

Zhejiang Normal University, Jinhua, China: November 26, 2017

*Topic: Developing Accommodation Customer Satisfaction Index.*

**Invited Speaker:**

South Western University of Finance and Economics, Chengdu, China: March 14, 2017

*Topic: Red Tourism in China.*

**Invited Speaker:**

Dongbei University of Finance and Economics, Dalian, China: May 30, 2016

*Topic: 2017 Influence of Materialism on Ecotourism Attitudes and Behaviours.*

**Panel Member**

7th Advances in Hospitality and Tourism Marketing and Management Conference, Famagusta, North Cyprus: July 10-15, 2017.

*Topic: Publishing your Research in Top Tier Journals*

**2016**

**Key Note Speaker**

2<sup>nd</sup> International Conference on Tourism Science - Tourism Research in a New Era: Progress and Prospects. Guangzhou, China: September 16 – 19, 2016.

*Topic: Evolution of Knowledge through Tourism Research.*

**Key Note Speaker**

5th Eastern Mediterranean Tourism Conference. Famagusta, Cyprus: April 22, 2016.

*Topic: Experiential Tourism*

**Invited Speaker:**

Southwest University for Nationalities, Chengdu, China: December 14, 2016

*Topic: Development of Knowledge in Hospitality and Tourism.*

**Invited Speaker:**

Dongbei University of Finance and Economics, Dalian, China: May 30, 2016

*Topic: The Other Side of the Picture in Sustainable Tourism Development: Service Quality, Tourist Satisfaction and Destination Loyalty*

**Invited Lecturer**

South Western University of Finance and Economics, Chengdu, China: June 7 - 21, 2016.

*Topic: Research Methods in Hospitality and Tourism*

**2015**

**Panel Chair**

5th Advances in Hospitality and Tourism Marketing and Management Conference, Beppu, Japan: June 18-21, 2015.

*Topic: Publishing your Research in Top Tier Journals*

**Invited Speaker:**

Wuhan University, Wuhan, China: June 28, 2015

*Topic: Hospitality and Tourism Research.*

**Invited Speaker:**

Southwest University for Nationalities, Chengdu, China: December 25, 2015

*Topic: Development of Knowledge in Hospitality and Tourism.*

**Invited Lecturer**

South Western University of Finance and Economics, Chengdu, China: December 14 – 24, 2015.

*Topic: Revenue Management Strategies for Hospitality Operations*

**2014**

**Invited Panel Speaker**

4<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management Conference, Mauritius: 25 – 27 June, 2014.

*Topic:* Publishing your Research in Top Tier Journals

**Invited Speaker**

Seminario Internacional De Estudios Turisticos, Toluca, Mexico: 22-24, October 2014.

*Topic:* Trends and Critical Challenges in Graduate Education in the field of hospitality and tourism

**Invited Panel Speaker**

Seminario Internacional De Estudios Turisticos, Toluca, Mexico: 22-24, October 2014.

*Topic:* Scientific, humanistic and professional challenges in the study of hospitality and tourism

**Invited Speaker**

Celal Bayar Universtity, Decenber 16: Manisa, Turkey.

*Topic:* Publishing in Leading Journals

**Invited Panel Speaker**

XI Seminário Anual da Associação Nacional de Pesquisa e Pós-Graduação em Turismo (ANPTUR ) 2014 Conference, Fortaleza, Brazil: 24-26, September 2014.

*Topic:* Destination competitiveness.

**Invited Speaker**

University of Sao Paulo, Sao Paulo, Brazil: October 1, 2014.

*Topic:* Development of knowledge in the field of hospitality and tourism.

**Key Note Speaker**

International Antalya Hospitality Tourism and Travel Research Conference, Porto Bello Hotel, Antalya, Turkey: 9-12 December, 2014

*Topic:* Knowledge spillover and tourism development in rural areas

**2013**

**Key Note Speaker**

14<sup>th</sup> National Tourism Congress, December 6-9, 2013, Kayseri, Turkey.

*Topic:* Innovation in hospitality and tourism

**Invited Panel Speaker**

74<sup>th</sup> TOSOK International Tourism Conference, July 3-5, 2013, Seoul, Korea.

*Topic:* Research and Publications in Top Tier Journals

**Invited Panel Speaker**

3<sup>rd</sup> Advances in Hospitality and Tourism Marketing and Management Conference, June 25-30, 2013, Taipei, Taiwan.

*Topic:* Publishing your Research in Top Tier Journals

**Invited Speaker**

South China University of Technology, Guangzhou, China

*Lecture topic:* “Development of Knowledge in Tourism and Publishing in Leading International Journals.” June 4, 2013.

**Invited Lecturer**

Sun Yat-Sen University, Guangzhou, China

*Lecture topic:* “Structural Equation Modeling” June 3 - 7, 2013.

**Panel Moderator and Invited Speaker**

18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 3-5, 2013, Seattle, WA, USA

*Topic:* So you want to be a published author?

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington State University

Taught International Tourism

**2012**

**Invited Panel Speaker**

With Tom Norwalk, President and CEO, Seattle Conventions and Visitors Bureau, Suzanne Fletcher, Executive Director, Washington Tourism Alliance. Sound Thinking: The Puget Sound Economic Impact Series. October 10, 2012

*Topic:* Bigger Than You Think: The Economic Impact of Tourism on the Puget Sound Economy.

**Key Note Speaker**

2012 International Conference on Tourism, Hospitality, Leisure and Recreation Management, May 11-13, 2012, Taipei, Taiwan

*Topic:* The other side of the picture in sustainable tourism development: Service Quality, Tourist Satisfaction and Destination Loyalty

**Key Note Speaker**

2012 Sustainable Tourism Development Workshop organized by Ministry of Tourism, June 30 – July 1, Ankara, Turkey.

*Topic:* Factors affecting sustainable tourism development

**Invited Speaker**

Istanbul University, Istanbul, Turkey. July, 3, 2012.

*Topic:* Publishing in Top Tier Journals

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington

State University  
Taught International Tourism

**2011**

**Invited Speaker**

Consumer Behavior in Tourism Symposium 2011, December 1 - 3, 2011, Bruneck /  
Brunico, Italy

**Invited Speaker**

Sun Yat-Sen University, Guangzhou, China  
*Topic: Research Methods*

**Invited Speaker**

Taylor University, Kuala Lumpur, Malaysia  
*Topic: Publish or Perish*

**Invited Speaker**

Jinan University, Guangzhou, China  
*Topic: Managing Services*

**Invited Speaker**

University of Florida, Gainesville, FL, USA  
Distinguished Speaker Series  
*Topic: Generational Leadership; Managing Employees from different generations.*

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington  
State University  
Taught International Tourism

**2010**

**Key Note Speaker**

IV International Tourism Congress of Leiria and Oeste: The Image and Sustainability of  
Tourist Destination, November 24-26, 2010, Peniche, Portugal  
*Topic: A Multi-Faceted and Hybrid Examination of Quality, Tourist Satisfaction  
and Destination Loyalty*

**Key Note Speaker**

The International Conference on Sustainable Tourism: Issues, Debates &  
Challenges, April 22 – 25, 2010, Crete, Greece.  
*Topic: How to Get Published*

**Invited Lecturer**

Sun Yat-Sen University, Guangzhou, China  
*Lecture topic: "Development of Knowledge in Tourism and Publishing in*

Leading International Journals”

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington State University

**2009**

**Invited Speaker**

National Kaohsiung Hospitality College, Taiwan.

*Lecture topic:* “Understanding Travelers’ Information Search Behavior”

**Invited Speaker**

National Chin-Yi University of Technology, Taiwan.

*Lecture topic:* “Working with Co-Authors to Publish in Leading International Journals”

**Invited Speaker**

National Changhua University of Education, Taiwan.

*Lecture topic:* “Publishing in Leading International Journals”

**Invited Speaker**

National Taichung University, Taiwan.

*Lecture topic:* “Publishing in Leading International Journals”

**Invited Speaker**

Tunghai University, Taiwan.

*Lecture topic:* “Publishing in Leading International Journals”

**Invited Speaker**

National Hsinchu University of Education, Taiwan.

*Lecture topic:* “Understanding Local Residents’ Perceptions of Tourism Impacts and Their Attitudes toward Tourism

**2007**

**Invited Speaker**

Harrah College of Hotel Administration, University of Nevada Las Vegas

*Lecture topic:* “Working with Co-authors”

**Invited Speaker**

Southwestern University of Finance and Economics, Chengdu, China

*Lecture topic:* “Development of Hospitality and Tourism Research”

**Invited Speaker**

Jinan University, Guangzhou, China

*Lecture topic:* “Hospitality and Tourism Research and Its Applications”

**Invited Speaker**

Sun Yat-Sen University, Guangzhou, China

*Lecture topic:* “Hospitality and Tourism Research from 1960s to Today”

**2006**

National Economics University,  
Hanoi and Ho Chi Minh City, Vietnam  
Executive MBA program  
Taught International Marketing

**2004 – 2007**

Summer Study Abroad Program in Thailand  
Chiang Mai, Thailand University, Chiang Mai, Thailand  
Taught International Tourism

**2006**

University Center “Cesar Ritz,” Brig, Switzerland  
Taught Destination Management

**MEDIA APPEARANCES**

Preussen, W (2022). Sex, drugs and ... sustainability? Music festivals struggle to green. *Politico*. URL: <https://www.politico.eu/article/sex-drugs-sustainability-music-festival-green-environment/>. Publication date: August 19, 2022.

Greening the Music Festival Industry. *Luckbox*. URL: <https://luckboxmagazine.com/trends/record-high/greening-the-music-festival-industry/>. Publication date: July 7, 2022.

People who long to travel are more likely to get Covid-19 vaccination, finds US-based study. *Financial Express*. URL: <https://www.financialexpress.com/lifestyle/people-who-long-to-travel-are-more-likely-to-get-covid-19-vaccination-finds-us-based-study/2451126/>. Publication date: March 1, 2022.

One Big Motivator to Get COVID Vaccine: Travel. *Arizona Daily*. URL: [https://tucson.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article\\_50bd82be-5a52-526e-a140-0351d5169339.html](https://tucson.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article_50bd82be-5a52-526e-a140-0351d5169339.html). Publication date: March 1, 2022.

One Big Motivator to Get COVID Vaccine: Travel. *Auburn Citizen*. URL: [https://auburnpub.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article\\_2817ba61-c32c-5907-8c77-3ae9db2a41da.html](https://auburnpub.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article_2817ba61-c32c-5907-8c77-3ae9db2a41da.html). Publication date: March 1, 2022.

Studi: Keinginan Bepergian Jadi Motivasi Banyak Orang Mau Divaksin. *Travel Kompas*. URL: <https://travel.kompas.com/read/2022/03/08/083551427/studi-keinginan-bepergian-jadi-motivasi-banyak-orang-mau-divaksin?page=all>. Publication date: March 8, 2022.

One Big Motivator to Get COVID Vaccine: Travel. *La Crosse Tribune*. URL: [https://lacrossetribune.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article\\_aa33ab98-90db-59ed-bc9f-885e2dbe32e4.html](https://lacrossetribune.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article_aa33ab98-90db-59ed-bc9f-885e2dbe32e4.html). Publication date: March 1, 2022.

One Big Motivator to Get COVID Vaccine: Travel. *Waco Tribune Herald*. URL: [https://wacotrib.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article\\_1c358403-dc31-5a4b-b1db-799a89d181cc.html](https://wacotrib.com/lifestyles/health-med-fit/one-big-motivator-to-get-covid-vaccine-travel/article_1c358403-dc31-5a4b-b1db-799a89d181cc.html). Publication date: March 1, 2022.

Desire To Travel Increases COVID-19 Vaccination Rates. *Technology Networks*. URL: <https://www.technologynetworks.com/vaccines/news/desire-to-travel-increases-covid-19-vaccination-rates-359054>. Publication date: February 28, 2022.

Desire to Travel Is Pushing People to Get Vaccinated Against COVID-19, Study Shows. *Schengen Visa*. URL: <https://www.schengenvisainfo.com/news/desire-to-travel-is-pushing-people-to-get-vaccinated-against-covid-19-study-shows/>. Publication date: March 2, 2022.

Travel desire increases COVID-19 vaccination intention. *WSU Insider*. URL: <https://news.wsu.edu/press-release/2022/02/25/desire-to-travel-increases-likelihood-of-covid-19-vaccination-study-says/>. Publication date: February 25, 2022

Masks level playing field for hospitality workers. *WSU Insider*. URL <https://news.wsu.edu/news/2021/12/16/pandemic-masks-level-playing-field-for-hospitality-workers/> Publication date: December 16, 2021.

Covid put music festivals on hold. Climate change might offer bigger long-term problems. *Washington Post*. URL: [https://www.washingtonpost.com/lifestyle/style/covid-put-music-festivals-on-hold-climate-change-might-offer-bigger-long-term-problems/2021/10/21/f7863736-2c4f-11ec-985d-3150f7e106b2\\_story.html](https://www.washingtonpost.com/lifestyle/style/covid-put-music-festivals-on-hold-climate-change-might-offer-bigger-long-term-problems/2021/10/21/f7863736-2c4f-11ec-985d-3150f7e106b2_story.html). Publication Date: October 23, 2021.

Como festivais de música podem funcionar em harmonia com o meio ambiente. *Terra*. URL: <https://www.terra.com.br/diversao/musica/como-festivais-de-musica-podem-funcionar-em-harmonia-com-o-meio-ambiente,367a2a9f525e81c89c3696aec5f64c2bhaywumrq.html>. Publication date: October 26, 2021.

Will you go out to eat right away when COVID restrictions lifted? *Tacoma News*

*Tribune*. URL: <https://www.thenewstribune.com/entertainment/restaurants/tnt-diner/article243179141.html>. Publication date: June 2, 2020.

Not ready to eat at a restaurant? WSU coronavirus survey says you're not alone. *Bellingham Herald*. URL: <https://www.bellinghamherald.com/news/coronavirus/article242706666.html>. Publication date: May 17, 2020

Tips for takeout and delivery in Clark County amid pandemic. *The Columbian*. URL: <https://www.columbian.com/news/2020/oct/23/tips-for-takeout-and-delivery-in-clark-county-amid-pandemic/>. Publication date: October 23, 2020.

Report: 66% of Consumers Are Not Ready for Restaurant Dining Rooms. *The Spoon*. URL: <https://thespoon.tech/report-66-of-consumers-are-not-ready-for-restaurant-dining-rooms/>. Publication date: May 26, 2020.

By Maggie Hennessy (2017). Why Restaurants are Still Saying No to GMO. *Quick Service Restaurant (QSR) Magazine*. URL: <https://www.qsrmagazine.com/health-wellness/why-restaurants-are-still-saying-no-gmo> Publication date: January 2017.

Cómo quejarse en un restaurante para conseguir lo que deseas. *Alma, Corazon, Vida*. URL: [https://www.elconfidencial.com/alma-corazon-vida/2016-03-20/como-quejarse-en-un-restaurante-para-conseguir-lo-que-deseas\\_1170335/](https://www.elconfidencial.com/alma-corazon-vida/2016-03-20/como-quejarse-en-un-restaurante-para-conseguir-lo-que-deseas_1170335/). Publication date: September 2, 2016.

Are you a millennial? You need to know about the millennial burnout syndrome and its symptoms. *The Health Site*. URL: <http://www.thehealthsite.com/photo-gallery/body-mind-soul-are-you-a-millennial-you-need-to-know-about-the-millennial-burnout-syndrome-and-its-symptoms-w0517/>. Publication date: May 30, 2017.

The Olympics and Other Mega Events: A Boon or a Burden for Local Communities? *TriplePundit*. URL: <http://www.triplepundit.com/2016/07/olympics-mega-events-boon-burden-local-communities/>. Publication date: July 2016.

By Robert Strenge(2013). Millennials' at odds with 'Boomers': Clash of generations drives high turnover in hospitality. *WSUNews*. Publication date: Apr. 17, 2013

Generational tensions contribute to hospitality sector's turnover rates. *Puget Sound Business Journal*. Publication date: April 17, 2013.

By Mike Williams (2013). Our region's hospitality industry shares nationwide optimism. *Coast River Business Journal*. Publication date: Friday, April 5, 2013 3:07 pm

By Lance Dickie (2012). Discuss: Should state government get back into tourism promotion? *Seattle Times*, Seattle, WA. Publication date: October 11, 2012.

By Sue McMurray (2012). Hospitality professor shares expertise to benefit Puget Sound. WSU hospitality program improves research ranking. *WSUNews*. Publication date: October 2, 2012.

What is your generation? *PGP Meditation*. Publication date: December 9, 2011.

By Christine Rushton (2011). School of Hospitality ranks globally. *The Daily Evergreen*. Publication date: September 8, 2011.

By Sarah Druffel (2011). Ninth in the World: WSU hospitality program improves research ranking. *WSUNews*. Publication date: August 31, 2011.

By Bill Virgin (2010) Cover Feature: Tourism 2.0. Washington turns to social networks and other innovations to drive a \$14 billion industry. *Seattle Business* (pages 23-29), Seattle, WA. Publication date: August 2010.

By Bert Caldwell (2007). Bert Caldwell column: JetBlue asks dreaded question: What just happened? *Spokesman-Review*, Business Section (A10 and A11), Spokane, WA. Publication Date: March, 1, 2007.

By Gabriela Montell (2001). More Jobs Than Ph.D.'s in Hospitality Schools. *The Chronicle of Higher Education*. Publication Date: October 25, 2001.

## **PROFESSIONAL SERVICE:**

### **Editorships and Editorial Boards:**

Editor-in-Chief, *Journal of Hospitality Marketing and Management*, 2008 – present

Editor-in-Chief, *Journal of Hospitality*, 2020 - present

Resource Editor, *Annals of Tourism Research*, 2004 - 2021

Associate Editor, *International Journal of Social Inquiry*, 2008 – present.

*International Journal of Hospitality Management*, Editorial Review Board member, 2008 – present.

*Journal of Hospitality and Tourism Research*, Editorial Review Board member, 2010 – present

*Journal of Travel and Tourism Marketing*, Editorial Review Board member, 2006 –

present

*Tourism Analysis*, Editorial Review Board member, 2006 - present

*Journal of Quality Assurance in Hospitality and Tourism*, Editorial Review Board member, 2006 - present

*Tourism and Hospitality Management*, Editorial Review Board member, 2006 - present

*ANATOLIA: An International Journal of Tourism and Hospitality Research*, Editorial Review Board member, 2007 - present

*Asian Journal of Tourism and Hospitality Research*, Editorial Review Board member, 2007 - present

*SOID: Seyahat ve Otel Isletmeciligi Dergisi (Journal of Travel and Hotel Administration)*, Editorial Review Board member, 2003 – present

*International Journal of Management Perspectives*, Editorial Review Board member, 2007 – present.

*HOSTEUR*, Editorial Review Board member, 2009 – Present.

*European Journal of Tourism, Hospitality and Recreation*, Editorial Review Board member, 2010 – present.

*UTMS Journal of Economics*, Editorial Review Board member, 2010 – present.

*Enlightening Tourism: A Pathmaking Journal*, Advisory Board member 2010 - Present

*Journal of Travel Research*, Editorial Review Board member, 2005 - 2011

*International Journal of Contemporary Hospitality Management*, Editorial Review Board member, 2007 - 2012

*ANATOLIA: An International Journal of Tourism and Hospitality Research*, Research Notes and Reports Editor, 2003 – 2007

*International Journal of Social Inquiry*, Editorial Review Board member, 2006 - 2008

*Advances in Hospitality and Leisure*, Editorial Review Board member, 2004 - 2009

*ANATOLIA: Turizm Arastirmalari Dergisi (Journal of Tourism Research)*, Editorial Review Board member, 2003 – 2009

**Reviewer for:**

*Annals of Tourism Research*

*Journal of Travel Research*

*International Journal of Hospitality Management*

*Journal of Hospitality and Tourism Research*

*Tourism Management*

*Journal of Vacation Marketing*

*ANATOLIA: An International Journal of Tourism and Hospitality Research*

*Tourism Analysis*

*Journal of Travel and Tourism Marketing*

*International Journal of Tourism Research*

*Advances in Hospitality and Leisure*

*SOID: Seyahat ve Otel Isletmeciligi Dergisi (Journal of Travel and Hotel Administration).*

**Conference Service:**

Conference Co-Chair: MTCON 2024 Conference. Istanbul, Turkey, May 1-4, 2024

Conference Chair: 11<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Mauritius: July 15 – 19, 2024.

Conference Chair: 10<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Rome, Italy: July 3 – 7, 2023.

Conference Chair: 9<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Portsmouth, United Kingdom: July 9 – 12, 2019.

Conference Chair: 8<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Bangkok, Thailand: June 25-29, 2018.

Conference Co-Chair: 7<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Famagusta, Northern Cyprus: July 10-15, 2017.

Conference Co-Chair: 6<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Guangzhou, China, Japan: July 14-17, 2016.

Conference Co-Chair: 5<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Beppu, Japan: 18-21 June, 2015.

Conference Co-Chair: International Antalya Hospitality Tourism and Travel Research Conference. Porto Bello Hotel, Antalya, Turkey: 9-12 December, 2014

Conference Co- Chair: 4<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference. Mauritius: 25 – 27 June, 2014

Conference Co-Chair: 3<sup>rd</sup> Advances in Hospitality and Tourism Marketing and Management conference. Taipei, Taiwan: 25 – 30 June, 2013

Conference Co-Chair: 2<sup>nd</sup> Advances in Hospitality and Tourism Marketing and Management conference. Corfu, Greece: 31 May - 3 June, 2012

Conference Chair: 1<sup>st</sup> Advances in Hospitality and Tourism Marketing and Management conference. Istanbul , Turkey: 19 - 24 June, 2011.

5th International Tourism Congress (ITC'11). Scientific Committee Member. Peniche, Portugal: November 23 – 25, 2011.

International Research Symposium in Service Management: “Service Imperatives in the new Economy. Scientific Committee Member, Mauritius: 24 -27 August, 2010.

International Conference on Sustainable Tourism: Issues, Debates & Challenges. Scientific Committee Member. Crete & Santorini: 22 – 25 April, 2010.

Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism – Consumer Behavior track chair, 2009 – Present.

I-CHRIE Annual Conference & Exposition – Services Management and Marketing track chair, 2009 – Present.

Cities as Creative Spaces for Cultural Tourism Conference. Scientific Committee Member. Boğaziçi University, Istanbul: 19 – 21 November 2009

International Congress of Sport for All and Sport Tourism. Scientific Committee Member. 5 – 8 November 2009

One-to-one meeting with a leading scholar panel member, 14<sup>th</sup> Annual Graduate

Education and Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV. 2009.

Editor panel member on “how to publish in international journals.” International Tourism Conference 2008 - Cultural and Event Tourism: Issues & Debates, Alanya and Cappadocia, Turkey, Scientific Committee Member, 5-9 November 2008

International Tourism Conference 2008 - Cultural and Event Tourism: Issues & Debates, Alanya and Cappadocia, Turkey, Scientific Committee Member, 5-9 November 2008

One-to-one meeting with a leading scholar panel member, 13<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL. 2008

13<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL, Manuscript Reviewer, 2008

12<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Manuscript Reviewer, 2007

11<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, Paper Review Committee Chair, 2006

10<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC. Session Moderator, 2005

3<sup>rd</sup> Annual Graduate Research Conference in Tourism, Canakkale, Turkey, Scientific Committee Member, 2005

International Tourism Conference: Perspectives in Tourism Marketing, Mugla, Turkey, Scientific Committee Member, 2005

International Congress on Coastal & Marine Tourism 2005, Cesme, Turkey, Manuscript Reviewer

The 2004 EuroCHRIE Conference, Ankara, Turkey, Moderator, 2004

The 2004 EuroCHRIE Conference, Ankara, Turkey, Manuscript Reviewer, 2004

International CHRIE 2004 Convention, Philadelphia, PA, Moderator, 2004

The Fifth International Society of Quality of Life Studies (ISQOLS) Conference, Frankfurt, Germany, Co-Chair of the “*How Tourism Contributes to Overall Life Satisfaction*” session, 2002

International CHRIE 2002 Convention, Orlando, FL, Moderator, 2002

The 10<sup>th</sup> World Business Congress of International Management Development Association (IMDA), Zagreb, Croatia, July 4-8, 2001, Manuscript Reviewer, 2001

**Other Professional Services:**

Member, Business & Economics Panel, University Grants Committee, appointed by the Government of Hong Kong, 2022 – Present.

ICHRIE Award Committee, 2021 – Present.

ICHRIE Research Committee, 2021 – Present.

Member, Business & Economics Panel, 2020 Research Assessment Exercise, appointed by the Government of Hong Kong, 2019 – 2021.

NSFC/RGC Joint Research Scheme panel member, 2020 - Present

National Tourism Policy Development Taskforce member. 4<sup>th</sup> National Tourism Summit: Advancing the Turkish National Tourism Policy. Ministry of Tourism, Turkey. November 1-3, 2017

***Committee:*** The role of local governments in tourism development and management

Nomination Committee Chair, Great Western Chapter of Tourism and Travel Research Association (GWTTRA), 2016.

Great Western Chapter of Tourism and Travel Research Association (GWTTRA), President, 2014 – 2015

Member, Business & Economics Panel, 2014 Research Assessment Exercise, appointed by the Government of Hong Kong, 2013 – 2015.

Committee on Publication Ethics (COPE), Member, 2008 – present.

Great Western Chapter of Tourism and Travel Research Association (GWTTRA), Vice President, 2012 – 2013.

Founder of the Advances in Hospitality and Tourism Marketing and Management Conference, 2010.

International CHRIE - Publication Council member, 2008 – 2010.

International CHRIE – Research Committee member, 2009 – 2010.

Great Western Chapter of Tourism and Travel Research Association (GWTTRA) Board Member, 2007 – 2011.

**UNIVERSITY SERVICE:**

**Service to the Department:**

Faculty Search Committee Chair, 2020 – 2021.

Faculty liaison for research between SHBM faculty and SHBM Advisory Board, 2016 - Present.

Faculty Search Committee member, 2016.

Ph.D. Coordinator, 2009 – 2015

Ph.D. program development committee, 2004 – 2009

Curriculum Review Committee member, 2003 – 2009

Committee to Establish Hospitality Journal Tiers, Member, 2002

Faculty Advisor to Sigma Iota, SHBM student organization, 2002

**Service to the College:**

Carson College of Business, Tenure and Promotion Committee Chair, 2017 - 2020

Carson College of Business, Tenure and Promotion Committee member, 2012 - 2017

College of Business, Journal Ranking Task Force member, 2012 – 2016.

College of Business, IBUS Fellow, 2010 – present.

Director of Study Abroad in Thailand Program, 2016 .

Guest Lecturer, College of Business, BA 598 - Research and Professional Development, 2010 - Present

*Topics: Working with Co-Authors and Time Management  
Publishing in Tier I Journals*

Director of Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, 2010 - 2011.

College of Business, Graduate Policy and Planning Committee member, 2009 – 2015

College of Business, Ph.D. Task Force member, 2005 – 2015

IBUS (International Business) Club, Faculty Advisor 2009 to 2010.

Program Director, Study Abroad in Thailand Program, 2005, 2006, 2007

Panel Speaker, Faculty Forum: Impact and Recovery in South Asia. Tsunami Relief Week, January 31, 2005 – February 5, 2005

Technology Steering Committee, member, 2004-2005

Parent/Faculty Alive! College of Business Representative, 2004

Faculty-Led Summer Study Abroad In Thailand, Faculty member, 2004

Office of Technology focus group participant, May 2003.

International Business Institute Travel Grants Committee member, 2003-2004

Boeing Travel Grants Committee, 2001-2002

**Service to the University:**

WSU Fee Committee, 2022 – present.

Senator representing Carson College of Business, Faculty Senate, Washington State University, 2021 – present.

New Faculty Seed Grant Review Panel: Business Panel Member. Office of Research Advancement and Partnerships, Washington State University. 2018 – 2018.

Faculty Hearing Panel Committee member, Washington State University. 2016 – 2019.

Committee member to assess possibilities for an academic partnership between Washington State University and Bellevue College. 2016

Catalog Subcommittee of AAC and GSC member- Faculty Senate, Washinton State University, 2010 to 2103

Mentoring Committee Member for Meriem Chida, Apparel Merchandising Design and Textile, Washinton State University, 2007 to 2012.

Faculty Senate Task Force on Globalization, member 2007 – 2009.

Turkish Student Association, Faculty Advisor, 2005 to present.

**Service to the State:**

Washington State Prosperity Partnership Tourism and Visitors Working Group member, 2008 to 2010.

**GRADUATE STUDENT ADVISING**

2021 – Present	Ph.D. Committee member: Ahmet Hacikara, Rosen College of Hospitality Management - University of Central Florida
2017 – 2021	Ph.D. Committee Co-Chair: Oscar (Hengxuan) Chi, College of Business, School of Hospitality Business Management, Washington State University.
2015 – 2019	Ph.D. Committee member: Ruiying Cai, College of Business, School of Hospitality Business Management, Washington State University.
2011 – 2016	Ph.D. Committee Chair: Lu Lu, College of Business, School of Hospitality Business Management, Washington State University.
2011 – 2016	Ph.D. Committee Member, Yite (Edward) Yu, College of Business, School of Community Resources & Development, Arizona State University. <i>Title: Macro Factors Influencing Taiwanese Inbound Tourist to the U.S.</i>
2012 – 2015	Ph.D. Committee Member: Xun Xu, College of Business, Operations Management, Washington State University.
2010 – 2015	Ph.D. Committee Chair: Allan Lu, College of Business, School of Hospitality Business Management, Washington State University.
2008- Present	PhD. Committee Member: Dwight Smith, College of Education, Washington State University.
2011 – 2014	Ph.D. Committee Chair, Gaunette Sinclair-Maragh, College of Business, School of Hospitality Business Management,

- Washington State University.  
*Title:* Residents' support for tourism development: A case of developing countries.
- 2012 – 2012 Ph.D. External Reviewer: Nawal Hanim Abdullah, The University of Queensland, Australia.  
*Title:* The Identified Stakeholder Benefits and Costs of a Mega-Event: The Monsoon Cup International Yachting Regatta, Malaysia
- 2012 – 2012 Ph.D. External Reviewer: Maria Banyai, University of Waterloo, Canada.  
*Title:* Visitor Satisfaction at Two Parks Canada Sites in Nova Scotia, Canada
- 2007 – 2009 Ph.D. Committee Member: Thomas A. Maier, School of Professional Studies, Gonzaga University.  
*Topic:* Leadership and multigenerational perspectives in the hospitality sector
- 2010 – 2011 MPhil. Committee Chair: Robin Nunko, Faculty of Law and Management, University of Mauritius.  
*Title:* Island Residents' Identities and their Support for Tourism: An Integration of two Theories.
- 2012 – 2013 MS Thesis Advisor: Fan Liu, Cesar Ritz Colleges  
*Title:* Hotel management contracts: Challenges and opportunities in Guangzhou, China
- 2012- 2013 MS Thesis Advisor: Liouba Raytcheva, Cesar Ritz Colleges  
*Title:* Analysis of using Web 3.0 in marketing for golf niche markets: A discussion on Abu Dhabi
- 2012 – 2013 MS Thesis Advisor: Zijian Li, Cesar Ritz Colleges  
*Title:* The impact of social-cultural factors on the Chinese middle class tourist's destination making process
- 2011 – 2012 MS Thesis Advisor: Yao Meng, Cesar Ritz Colleges  
*Title:* Chinese Generation Y Members' Attitudes towards Hotels' Green Practices
- 2011 – 2012 MS Thesis Advisor: Fang Yuan, , Cesar Ritz Colleges  
*Topic:* Managing multi-cultural workforce in four and five star hotels in Bern: Issues, challenges and opportunities

- 2010 – 2011 MA Committee Member, Sarah Ann Gross, Interior Design, Interdisciplinary Design Institute, Washington State University.  
*Title:* Bridging the Gap: Belonging in the Public Spaces of the Urban Lifestyle Hotel
- 2008 – 2009 MS Thesis Advisor: Ozdemir Celik, University Center “Cesar Ritz”  
*Title:* Impacts of hospitality development on local communities: A case study of the town of Kemer, in Antalya, Turkey.
- 2008 - 2009 MS Committee Member: Linglin He, Apparel Merchandising Design and Textile, Washinton State University  
*Title:* Retail Words v.s. Retail Actions - An Exploratory Study of the Reduction of the Use of Plastic Shopping Bags in Spokane, Washington.

#### **UNDERGRADUATE STUDENT ADVISING**

- 2021 – 2022 Advisor, Honors College Thesis: Maria Claire Gordon, School of Hospitality Business Management, Fall 2021.  
*Title:* Sustainability Practices in Hotel Housekeeping.
- 2016-2017 Advisor, Honors College Thesis: Addie Tribe, School of Hospitality Business Management, Fall 2017.  
*Title:* Tourism As A Tool Of Poverty Alleviation: Opportunities and Challenges Facing Pro-Poor Tourism
- 2013 - 2014 Advisor, Honors College Thesis: Jillian L. Jewett, School of Hospitality Business Management, Fall 2014.  
*Title:* The Economic Impact of Washington State Football Home Games on Local Communities.
- 2010 Advisor, Honors College Thesis: Caitlin Elyse Mackay, School of Hospitality Business Management, Spring 2009.  
*Title:* The tourism destruction of New Orleans post Hurricane Katrina.
- 2011 – 2012 Faculty Mentor, McNair Achievement program: Gerardo Joel Anaya, School of Hospitality Business Management, Spring 2011 and Summer 2011.  
*Title:* The Customer Is Always Wrong: Categories of Customer Service Sabotage.

**ACHEIVEMENTS, HONORS AND AWARDS:**

- 2022** Received Highly Ranked Research Award and Recognition from Clarivate
- 2022** Best conference paper award at the 2022 ICHRIE Conference. Washington DC.  
**Title:** *The Impacts of Trust and Culture on the acceptance of AI Hospitality Robots* with Oscar Chi and Christina Chi.
- 2021** Received *ICHRIE Lifetime Research Achievement Award* at the 2021 *ICHRIE*. July 27, 2021.
- 2021** Received Highly Ranked Research Award and Recognition from Clarivate
- 2021** Recognized as one of the top 10 most prolific authors worldwide in the hospitality and tourism field in a study published in *International Journal of Contemporary Hospitality Management* (Wong, Koseoglu, and Kim, 2021).
- 2019** Received *Michael D. Olsen Research Achievement Award* awarded by the University of Delaware at the 24th Annual Graduate Education and Graduate Student Research Conference in Houston. January 5, 2019.
- 2018** Received the *Yangtze River (Changjiang) Scholar* award by the Ministry of Education of the People's Republic of China.  
*The Yangtze River (Changjiang) Scholar award, is the highest academic award issued to an individual in higher education by the Ministry of Education of the People's Republic of China*
- 2016** First Place Winner, Turkish Tourism Investor Association' Barlas Kuntay Tourism Research Competition.  
**Title:** *Medical Tourism Growth Opportunities in Turkey: Market Analysis and Growth Strategies* with Akin Aksu and M. Gamze Aksu.
- 2016** Best conference paper award at the 21<sup>st</sup> Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism Jan. 6-9, in Philadelphia, Pennsylvania.  
**Title:** *Developing a destination personality scale of China* with Li Pan and Lu Lu.
- 2014** Dean's Faculty Excellence Fellow, Carson College of Business, WSU
- 2012** Outstanding Reviewer Award for work on *International Journal of*

- Contemporary Hospitality Management. Emerald LiteratiNetwork.
- 2011** Recognized as one of the top 10 most prolific authors worldwide in the hospitality and tourism field in a study published in *Hospitality and Tourism Research* (Park, Philips, Canter and Abbott, 2011).
- 2011** Dean's Faculty Excellence Fellow, College of Business, WSU
- 2009** Awarded Taco Bell Distinguished Professorship in Hospitality Business Management
- 2009** Dean's Faculty Excellence Fellow, College of Business, WSU
- 2008** Best paper award from the *Journal of Hospitality and Tourism Education* for the article titled "An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part III" published in the *Journal of Hospitality and Tourism Education*, 19 (2): 14-22.
- 2008** Dean's Faculty Excellence Fellow, College of Business, WSU
- 2006** Best conference paper award, 2006 International CHRIE Convention, Crystal City, VA
- 2006** Dean's Faculty Excellence Fellow, College of Business, WSU
- 2006** Granted early tenure and promoted to associate professor
- 2005** W. Bradford Wiley Memorial Best Research Paper of the Year Award nomination for the article titled "Host attitudes toward tourism: An improved structural model" published in *Annals of Tourism Research* in 2004, International CHRIE Convention
- 2005** Best conference paper award in the Hospitality and Tourism Education area, *The Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Myrtle Beach, SC
- 2005** Outstanding Faculty Research Award, College of Business, WSU
- 2004 - 2005** The article titled "Host attitudes toward tourism: An improved structural model" published in *Annals of Tourism Research* in 2004 was ranked fourth within the subject area of Business, Management, and Accounting, and seventh within the subject area of Social Sciences in the "Top 25 Hottest Articles on ScienceDirect.com," Elsevier

- 2004 - Present** “Who’s Who in America,” 58<sup>th</sup>-64<sup>th</sup> eds., Marquis Who’s Who in America
- 2004** Best Student Paper Award, EuroCHRIE conference, Ankara, Turkey
- 2004** Best Conference Paper Nomination. EuroCHRIE conference, Ankara, Turkey
- 2003** Best Conference Paper Award, EuroCHRIE conference, Bad Honnef, Germany
- 2003** Dean's Faculty Excellence Fellow, College of Business, WSU
- 2003** Appointed as IBUS Fellow, International Business Institute, College of Business, WSU
- 2002** Best Conference Paper Nomination, EuroCHRIE conference, Barcelona, Spain
- 2002** The Keeling Dissertation Merit Award for the dissertation titled: “Development of A Traveler’s Information Search Behavior Model.” 33<sup>rd</sup> Annual Travel and Tourism Association (TTRA) Conference, Arlington, VA
- 2000** The Haworth Hospitality Press Award for the best conference paper, Fifth Annual Graduate Education and Graduate Student Research Conference, Houston, TX
- 2000** Best Conference Paper Award, New Beginnings: International CHRIE Convention.
- 1995** Appointed as a Graduate Fellow for the academic year 1995-1996 by the University of New Haven graduate School.
- 1994** Awarded a scholarship from the Turkish Government for graduate study in the United States

**GRANTS:**

- 2016 – 2019** Principal Co-Investigators, awarded HK\$ 379,200 by the Research Grants Council of Hong Kong under the Early Career Scheme (ECS) 2016/17  
*Topic:* Recurring major sport events: Residents perceptions of the social

impacts of the Standard Chartered Hong Kong Marathon.

- 2015 – 2020** Visiting Foreign Expert Faculty, awarded RMB 1,000,000 from the Ministry of Education, China (No. MS2015XNCJ040).
- 2015 - 2018** Principal Co-investigator, awarded RMB 800,000 (approximately US\$ 130,000) from the National Science Foundation of China (Approval Number: 41471122).  
*Topic:* Power, Identity and Responsibility in Heritage Tourism
- 2014** Principal Co-investigator, awarded BRL 302,500 (approximately US\$ 140,000) from the Conselho Nacional de Desenvolvimento Científico e Tecnológico (National Counsel of Technological and Scientific Development of Brazil). (Ref: Protocol Number: 9820404245532613; CPF/CGC 39520293191).  
*Topic:* Local residents' perceptions of World Cup impacts and their support for future Mega-Events in Brazil.
- 2014** Principal Co-investigator, awarded RM 105,400 (approximately US\$ 33,000) from the Fundamental Research Grant Scheme sponsored by the Ministry of Higher Learning of Malaysia (Ref:FRGS/2/2013/SS05/UUM/02/8).  
*Topic:* Modeling the antecedents of Eco tourists' loyalty to Malaysian ecotourism destinations and the interplay among them.
- 2014** Principle Investigator, Summer Research Grant (US\$ 7,500), College of Business, Washington State University.  
*Topic:* The Effects of Associative Slogans on Tourists' Attitudes and Travel Intention: The Moderating Effects of Need for Cognition and Familiarity
- 2013** Principle Investigator, Summer Research Grant (US\$ 7,500), College of Business, Washington State University.  
*Topic:* Impact of culture on perceptions of landscape names.
- 2012** Principle Investigator, Summer Research Grant (US\$ 7,500), College of Business, Washington State University.  
*Topic:* Development of customer complaining effort scale.
- 2007** Principle Investigator, awarded \$8,000 from the Red Lion Hotels Corporation, Spokane, WA, for the second phase of a human resources and leadership study titled "Understanding Key Generational Differences in the Workplace," with Nancy Swanger

- 2006** Principle Investigator, awarded \$5,000 (\$3,500 plus \$1,500 in-kind expenses) from the Red Lion Hotels Corporation, Spokane, WA, for the first phase a human resources and leadership study titled "Understanding Key Generational Differences in the Workplace" with Nancy Swanger
- 2005** Principle Investigator, awarded \$22,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study on "Maximizing Study Abroad Assessment Program" with C. Chenoweth, M. Madden, M. Wack, C. Clayborne, and R. Huffaker
- 2005** Principle Investigator, awarded \$10,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study on "Undergraduate Teaching and Learning Assessment: School of Hospitality Business Management Required Course Learning Outcomes and Assessments," with Nancy Swanger
- 2004** Principle Co-Investigator, awarded AUS \$5,000 to examine Sunshine Coast residents' attitudes towards tourism and tourism development in Australia by the Sunshine Cost University, Maroochydore DC, Qld 4551, with Pamela Kay Dyer, Jennifer Carter, and Sharma Bishnu
- 2004** Principle Investigator, received \$15,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study on "Assessing and Maintaining the Quality of Undergraduate Experience in the School of Hospitality Business Management: Industry, Student and Faculty Perspectives," with K. W. Kendall and W. Terry Umbreit
- 2003** Principle Investigator, received \$17,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study "Improving Teaching and Learning in the Undergraduate Hospitality Curriculum," with Nancy Swanger
- 2002** Principle Co-Investigator, received \$3,500 from National Science Council (NSC), Taiwan to study airline positioning, with M. H. Chen, Project period: 8/1/2002 - 7/31/2003
- 2002** Principle Investigator, received \$4, 265 from the School of Hospitality Business Management at Washington State University to study residents' reactions toward tourism, with Denney G. Rutherford

**CURRENT MEMBERSHIPS:**

**2000 – Present** International Council on Hotel, Restaurant and Institutional Education (ICHRIE)

**2000 – Present** Travel and Tourism Research Association (TTRA)

**2001 – 2007** The International Society of Quality of Life Studies (ISQOLS)

**PERSONAL DEVELOPMENT:**

**2002** Awarded Certified Hospitality Educator (CHE) certificate by American Hotel & Lodging Association Educational Institute

**2002** Attended Certified Hospitality Educator (CHE) workshop, Houston, TX

**1995** Awarded Food Sanitation and Safety Management (SERVSAFE) Certificate by the National Restaurant Association Educational Foundation, USA

**1993** Awarded Travel Agency Manager License and Certificate by the Ministry of Tourism, Ankara, Turkey.